

BHARAT HEAVY ELECTRICALS LIMITED

(A Govt. of India Undertaking)

High Pressure Boiler Plant, Tiruchirappalli 620 014, India

MAINTENANCE & SERVICES DEPARTMENT

☎: (0431) 2575263 Fax: (0431) 2576805 e-mail: gtraj@bheltry.co.in



ISO 9001

ENQ No: 9251700016

Dt.10.05.2017

NOTICE INVITING TENDER

SUB: AMC FOR AQUAZAC (AUV MAGIC) & AQUA PURE PLUS (MAX ++) MODEL WATER PURIFIER.

- REG.

Ref: Enquiry no: 9251700016 / DATED: 10/05/2017; DUE DT: 07/06/2017

Tender of the following work should be submitted in a sealed cover consisting of three inner sealed covers such as 1) EMD cover, 2) Technical bid cover & 3) Price bid cover, all superscribing the name of work, enquiry number etc.

- 1) EMD cover shall contain requisite **EMD of ₹ 10,040/-** remitted in cash (as permissible under Income Tax Act)/Electronic Fund Transfer credited in BHEL account before tender opening or Banker's cheque/Pay order/Demand Draft in favour of M/S BHEL Trichy. Tender without EMD will be summarily rejected and the Technical bid & price bid shall not be considered.
- 2) Technical bid cover shall contain duly filled in Technical bid document signed by the tenderer in all the pages with documentary evidences for pre-qualification such as experience, value of work executed in the similar nature of work etc. Any bid without proper documentary evidence for pre-qualification shall not be considered for further evaluation.
- 3) One set of unpriced bid of Contract Work Schedule duly signed by the tenderer for accepting the work content (BOM) should be submitted along with the Technical bid for technical evaluation.
- 4) The price bid cover shall contain price bid document duly filled in and signed by the tenderer in all the pages. The tenderer has to quote most competitive rates for all the items given in the Bill of Quantities in price bid.

The complete Technical bid and price bid along with requisite **EMD of ₹ 10,040/-** shall reach the office of the undersigned on or before **07/06/2017 at 14.00 Hrs.**

MSE suppliers can avail EMD Waiver benefits only if they submit along with the offer, attested copies of either EM II Certificate having deemed validity (five years from the date of issue of acknowledgement in EM II) or valid NSIC certificate or EM II Certificate along with attested copy of a CA Certificate (Format Enclosed). Tenders without EMD/MSME/NSIC proof as detailed above will be summarily rejected.

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The Technical bid will be opened on the same day at 14.30 hrs. In case of opening day falls on holiday or happened to be declared as a holiday the receipt and opening of the tender shall automatically fall on the same timing of the next working day. Date and time of opening of the Price Bid shall be intimated only to the bidders those who have qualified after evaluation of the Technical bid. You / Your authorized representative may participate in the tender opening.

Clarification if any can be obtained from the undersigned.

Kindly acknowledge the receipt of the entire set of tender document.

Thanking you,

Yours faithfully,

For Bharat Heavy Electricals Limited,
Sr. Manager / Contract,
Maintenance & Services Dept.

Encl:

- 1) NIT – Notice Inviting tender (Consists of Preamble, Technical Bid & price bid)

Tender should be addressed to: **THE SENIOR MANAGER,**

MAINTENANCE & SERVICES / CONTRACTS,

2&4 BUILDING, BHARAT HEAVY ELECTRICALS LIMITED,

HIGH PRESSURE BOILER PLANT,

TIRUCHIRAPPALLI - 620014,

TAMILNADU

Sign & Seal of Contractor

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NOTICE INVITING TENDER

01.	Name of work	AMC FOR AQUAZAC (AUV MAGIC) & AQUA PURE PLUS (MAX ++) MODEL WATER PURIFIER.	
02.	Earnest Money Deposit	₹	10,040/-
03.	Duration of the contract	1 Year (From the date of commencement of the work)	
04.	Last Date for Receipt of Tender	14.00 Hrs on 07/06/2017	
05.	Date of Technical Bid Opening	14.30 Hrs on 07/06/2017	
05.	Date of Price Bid Opening	Will be intimated to those who are Qualified separately.	
07.	Guarantee Period	Not applicable	

The Tender documents can be down loaded from BHEL website (www.bhel.com) / govt. website (www.tenders.gov.in) at free of cost.

Tender document contains **15 Pages** (Technical Bid – **14 Pages**, Schedule for price bid – **01 page**).

ISSUING OFFICER

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TECHNICAL BID

**NAME OF THE WORK: AMC FOR AQUAZAC (AUV MAGIC) & AQUA PURE PLUS (MAX ++)
MODEL WATER PURIFIER.**

Enquiry no: 9251700016 / Dated: 10/05/2017. Due date: 07/06/2017, 14.00 Hrs.

PRE-QUALIFICATION CRITERIA

The following eligibility criteria shall be complied to fulfill the Technical bid:-

Sl. No	Description	Vendor to confirm
1	Only those BIDDER/SERVICE PROVIDER, who have previous experience in executing Maintenance Contract for Water purifiers / RO systems involving spares supply in any organisation in the last five years (As on tender opening date) are eligible to participate in the tender. Work order copies of the POs proving the same are to be enclosed. Otherwise offer is liable for rejection. Bidder to confirm.	
2	Name and contact details like E-mail, Phone number, fax no, etc. of the customer/ company where the maintenance contract is executed. Bidder to confirm	
3	BHEL may verify the information provided by vendor. In case the information provided by vendor is found to be false/ incorrect, the offer shall be rejected. Bidder to confirm	
4	PAN Number (Copy to be Enclosed)	
5	Service tax Registration Number (If applicable) – Certificate copy to be enclosed	
6	Acceptance for Scope of Work as per the Enquiry	
7	Acceptance for All Terms & Conditions as per the Enquiry	
8	The bidder along with its associate/collaborators/sub-contractors/sub-vendors/consultans/service providers shall strictly adhere to BHEL fraud prevention policy displayed on BHEL website http://www.bhel.com and shall immediately bring to the notice of BHEL management about any fraud or suspected fraud as soon as it comes to their notice	

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SCOPE OF WORK: AMC FOR AQUAZAC (AUV MAGIC) & AQUA PURE PLUS (MAX ++) MODEL WATER PURIFIER.

ITEM No	SCOPE OF WORK	QTY
10	<p>NAME OF THE WORK:</p> <p>Annual maintenance service contract for the Water purifier / wall mounting type - 166 Nos.</p> <p>Type of Water Purifiers:</p> <p>1).Make: Aquazac, Model No: AUV Magic - Qty: 116 nos. 2).Make: Aqua Pure plus Water Purifier, Model No: Maxx ++ - Qty: 50 nos.</p> <p>Frequency of service: Once in a month. Total no of Services: 166 x 12 = 1992 Nos</p> <p>Locations: Various locations in the BHEL complex premises (Unit-I, Unit-II, Ancillary Buildings, Guest Houses, Township CIVIL, MAIN HOSPITAL, WRI, CCDP, MHD, RPS, BUILDING 53, HRDC, IC BUILDING, APP. HOSTEL and SSTP etc.,)</p> <p>SCOPE OF WORK:</p> <p>Maintaining Aquazac water purifier model No.: AUV Magic, Qty.= 116 nos. and Aqua Pure Plus water purifier Model No: Maxx ++, Quantity =50 Nos for ONE Year, as per the terms and conditions and scope of work given below:</p>	1992 AU

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	<p>01.First service:</p> <p>During the first service the Contractor has to replace the old Pre-Filter Candle & the pre carbon filter, sediment filter and post carbon filter available in all the 166 nos of existing water purifiers with new Pre - Filter candle & new pre carbon filter, New sediment filter, New post carbon filter. Any UV units under faulty condition while undertaking the contract should also be replaced during the first service.</p> <p>A)Good flow of water from the unit has to be ensured after replacement of the filter assembly. B)The activity of filter assembly replacement work in all the units has to be completed within the month. C)The contractor has to engage sufficient no. of technicians for completion of the above activity within the above mentioned duration. D) If desired, Random sample of water will be collected and tested by BHEL after Completion of cleaning after replacement of the filter units. E)All the removed filters assembly has to be handed over to BHEL.</p>	
	<p>02. From Second service onwards:</p> <p>From second service onwards the following works are to be carried out by contractor</p> <p>A) Replacement of Pre filter candle B) Removing and Cleaning of Pre - filter bowl, Sediment filter, post - carbon filter etc. using water and air. C) Cleaning the unit externally with water. C) Sticker with service & due dates to be pasted on the each unit. D) The above cleaning activities have to be completed within the month. E) If desired Random sample of water will be collected and tested by BHEL after Completion of cleaning. F) The above cleaning activities have to be carried out by the contractor every month.</p>	

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	<p>03.Replacing/repairing the worn-out materials/spares whenever necessary/recommended by BHEL also comes under the AMC scope. Pre-filter bowl set, water tank top lid, diverter valve, hoses, Safety Auto-shut off system PCB (to avoid water overflowing of tank) etc. are also included under this category.</p> <p>04.Unlimited breakdown calls to be attended on complaints lodged by BHEL.</p> <p>05.The contractor has to use the Preventive Maintenance/ Complaint Attending Slip in the format furnished by BHEL. After completion of the work one copy of the same duly signed by the user has to be deposited with AC section supervisor.</p> <p>06.The consumables like water, air, cloth, cleaning powder(vim) required for this work will be issued by BHEL at free of cost.</p> <p>07. Sufficient man power should be deployed by the contractor for attending this work.</p> <p>08.The contractor will be liable to handover the water purifiers in running condition with all the equipment serviceable at the end of contract or termination of contract.</p>	
	<p>SHIFTING OF EQUIPMENT:</p> <p>1).During the Contract period, the water purifiers may be required to be shifted from one location to another within BHEL/Trichy complex. Accordingly, the vendor has to dismantle, shift and install the said water purifiers unit at the needed new location as & when required by BHEL.</p> <p>2).Dismantling, shifting, installation and commissioning of the units is under the scope of the contractor.</p> <p>3).Any civil and electrical works arising out of the shifting requirements will be done by BHEL as per the request of the contractor.</p> <p>4).Hand trolleys will be issued by BHEL on request by the contractor for the above work.</p>	

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<p>IDLE HOURS OF UNIT: All daily complaints has to be attended by the contractor on the day of reporting & no pending complaints will be allowed to be carried over to next day without sufficient reasons and this should be brought to the notice of Air-Conditioning In-Charge before close of the day. All major complaints will be reported by the contractor to the in charge of the section and completed at the earliest.</p> <p>MAINTENANCE OF RECORDS: Contractor has to maintain the following records for the entire period of contract:</p> <p>a).History cards for each water purifier units in a Register, recording Serial Number, Make, Model, Capacity, Location, Servicing & Breakdown Records, Condition of units etc. b).Records of daily complaints, preventive maintenance, etc. c).The Contractor has to maintain register for attendance of his workers. d).The 'Preventive Maintenance/complaint attending slip' is to be issued for preventive or breakdown maintenance of water purifier duly recorded and maintained with any other records as required by BHEL for health monitoring of water purifiers. e).All incoming materials must be taken inside the factory against delivery challans which must have gate entry pass no.& certified by the user dept.</p> <p>ATTENDING TO BREAKDOWN: 1).The contractor/vendor have to attend unlimited no. of breakdown calls as notified by BHEL during the AMC period. 2).On the receipt of requisition/telephonic and online complaint from the AC section the vendor has to deploy suitable service technician to attend the complaint immediately. 3).Incomplete work has to be taken on the next day on priority basis. All the complaints have to be taken on first come first serve basis. Change in priority has to be notified by BHEL in case of any urgent requirements. 4).The completion of complaint has to be certified by the AC section supervisor in-charge in the service report generated by the vendor. 5).The contractor to deploy the service technicians on Sundays and holidays also for attending the complaints according to the severity. Permission formalities have to be arranged and obtained by the contractor suitably. 6).All the complaints have to be attended by the contractor on site only.</p>	
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<p>7).All complaints have to be attended and completed within a day itself unless otherwise infeasible.</p> <p>8).No extra hours duty compensation will be payable while attending the complaints.</p> <p>9).All the spares for replacement under AMC are under the contractor's scope.</p> <p>10).All materials brought into BHEL by the contractor for replacement during attending breakdowns should have valid security gate pass entry.</p> <p>11).All the damaged items removed from the units for disposal has to be disposed by the contractor at the identified disposal points inside the factory.</p> <p>PREVENTION OF FAILURES:</p> <p>1).The contractor has to ensure the originality of the equipment's is always maintained. Any repair work warrants modifications in the unit/ electrical circuits for satisfactory operation of the unit has to be notified to AC in charge and the same should be executed only after obtaining necessary permissions.</p> <p>GENERAL NOTE:</p> <p>1).In addition to this Scope of Work, Contractor has to accept all the terms & conditions this Contract.</p> <p>2).All transportation of men & material in & outside the factory premises shall be the responsibility of the Contractor.</p> <p>3).BHEL reserves the right to revoke the contract at any time and at any stage of the contract if BHEL finds that the work is not carried out to its satisfaction or for any other reason(s) which are prejudicial to the interest of BHEL, Trichy and also forfeit the EMD, SD, etc.</p> <p>4).All the defective parts which will be replaced by the Contractor can be handed over to AC section for disposal.</p> <p>5).All the required tools and accessories required for attending the services contract has to be arranged by the contractor. Consumables like water, air, power, waste and vim powder for cleaning will be issued by BHEL at free of cost.</p>	
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	<p>6).All the materials, tools and other equipment brought inside the factory should be duly certified in the delivery/declaration challan at the gate.</p> <p>7).The Contractor shall comply with the provisions of all relevant rules of the Government and or enactments which may be enforced from time to time by State /Central Government.</p> <p>8).Total quantity may be varied from actual quantity mentioned because of machines removed from the locations due to administrative reasons. However, the payment will be made for the actual number of cleanings have been carried out.</p> <p>9).BHEL reserves the right to short close this AMC with one month advance notice due to administrative reasons. BHEL's decision in this regard is final. Under such circumstances payment will be made for the actual number of cleanings carried out up to the period.</p>	
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GENERAL TERMS AND CONDITIONS FOR M&S CONTRACTS

- 1) The workmen of contractor should be covered under PF/ESI, etc., as per labour laws.
- 2) Safety precautions have to be ensured by the Contractor Depending on the work nature. Necessary work permit system and personal protective equipment (PPE) such as electrical resistance rubber gloves, helmet, spectacle goggles, safety shoes, safety belt etc. as applicable to Mechanical works should be adhered while carrying out the work.
- 3) PPES for appropriate trade job has to be ensured by the contractor at the job site at all times.
- 4) The contractors may visit the area to assess the quantum of work before quoting.
- 5) The contractor should mention the point to point confirmation.
- 6) Contractor should commit for Terms and Conditions of the enquiry otherwise the offer shall be liable for rejection.
- 7) **TWO PART BID SYSTEM:** Contractor should send their offer for two part bid system as below
- 8) Contractor may visit BHEL Trichy premises to get acquaintance with quantum of day to day work before quoting.
- 9) The contractor should quote the exact time required to complete the work in their offer.

TENDERING CONDITIONS:

- a) The Bidders shall submit the offer in TWO PART BID SYSTEM (Part -I & II) along with EMD as indicated below which shall be sealed in ONE OUTER ENVELOPE.
- b) Envelope I- This sealed envelope should contain all the copies of technical bid together with un-priced commercial bid. This envelope should be clearly marked "Part I - Technical and commercial bid", indicating Enquiry No., Due Date and Address & Reference of the Bidder. Envelope I should contain sealed EMD cover indicating the enquiry detail.
- c) Envelope II - This sealed envelope should contain price details. This envelope should be clearly marked as - "Part -II Price bid", indicating Enquiry No., Due Date and Address & Reference of the Bidder.
- d) Envelope III - This sealed envelope should contain requisite **EMD**. This envelope should be clearly marked as - "EMD COVER", indicating Enquiry No., Due Date and Address & Reference of the Bidder.
- e) All the three envelopes shall be put in one cover, duly sealed, super scribing as offer for Enquiry No., and due date of opening, Name of the work and the address and reference of the Bidder.
- f) The offer should reach this office on or before the due date by 14.00 Hrs. (IST). Late offers will not be considered.

Sign & Seal of Contractor

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g) Tender should not be addressed to any Individual's name but only by designation to:

THE SENIOR MANAGER
MAINTENANCE & SERVICES / CONTRACTS,
2&4 BUILDING,
BHARAT HEAVY ELECTRICALS LIMITED,
HIGH PRESSURE BOILER PLANT,
TIRUCHIRAPALLI - 620 014.
TAMIL NADU, INDIA.

h) Tenders should be free from CORRECTION AND ERASURES, Corrections if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amount quoted in words and figures, amount quoted in words shall prevail.

i) Offers should be in ENGLISH and accompanied by detailed Point to point confirmation of the scope of work.

OPENING OF TENDERS:

- The Part I - Technical & un-priced commercial bid and EMD Cover alone would be opened on the Tender opening date(as mentioned in the enquiry) by 14.30Hrs(IST)
- The Part II - Price bid of technically suitable Bidders alone would be opened. The Technically suitable Bidders would be informed about the Price bid opening date.
- Clarifications if any required by BHEL for Technical evaluation would be sought from Bidders before opening of Part II - price bid.

SERVICE TAX:

- A copy of Service tax remittance challan for previous quarter should be submitted along with offer if the contractor is claiming service tax.
- If Contractor is exempted from service tax then a declaration that they are within the threshold limit should be submitted along with the offer.

LD CLAUSE :

If the contractor fails to complete the monthly service/work as per terms & conditions of the order within the delivery schedule, 0.5% of the order value will be deducted for each week of delay or part thereof subject to a maximum of 10% of the total contract value.

IMPORTANT NOTE: IF THE CONTRACTOR PERFORMANCE NOT ABLE TO FULFILL AS PER ENQUIRY REQUIREMENT, THEN THE CONTRACT SHALL BE SHORT CLOSED AT ANY TIME.

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COMMERCIAL TERMS AND CONDITIONS FOR M&S CONTRACTS

- 1) Quarterly Payment to the contractor will be given after completion of every quarter for actual quantity of cleanings done against submission of invoice duly certified by the Executive in charge. No separate charges are payable for attending the breakdowns.
- 2) Attendance register should be maintained.
- 3) EMD is to be submitted and is to be remitted in cash (as permissible under Income Tax Act)/Electronic Fund Transfer credited in BHEL account before tender opening or Banker's cheque/Pay order/Demand Draft in favour of M/S BHEL Trichy along with offer. **Offers without EMD shall be liable for rejection.**
- 4) Security Deposit shall be furnished by the successful vendor to the total contract value before starting the work. The total amount of Security Deposit will be 5% of the contract value. EMD of the successful tenderer shall be converted and adjusted towards the required amount of Security Deposit. SD is forfeited in case of any failure in execution of the contract or due to any shortcomings observed in the documentation furnished earlier for getting qualified or in case the Contractor is banned.
- 5) An additional payment as per circular ref. BHE/HR/W/EW/08.04.2014 is to be paid to the contract workmen as below, over and above the minimum wages prescribed by the government of Tamil Nadu:

Unskilled	-	Rs.3200/-
Semiskilled	-	Rs.3700/-
Skilled	-	Rs.4100/-
- 6) Bonus @ 8.33 % to workmen to be paid.
- 7) **Rate should be quoted as per price bid.**
- 8) Taxes if any will be mentioned separately in the offer.
- 9) The rate that is offered should be comprehensive and no separate charges will be made towards expenses like travel, boarding and lodging.
- 10) The contractor should quote the validity of the offer.
- 11) If two or more vendors offer the same rate, negotiation will be conducted separately.
- 12) The Contractor should remit the salary/wages for their workmen only through bank. Monthly clearance will be given in respect of all contractors, if only the salary/wages to the workmen has been remitted through the bank account of the contract workmen. The relevant bank statement/proof for bank payment should be produced along with PF and ESI challan's to welfare section every month.

Sign & Seal of Contractor

Certificate by Chartered Accountant on Letter Head

This is to certify that M/s. _____ (hereinafter referred to as 'company') having its registered office at _____ is registered under MSMED Act 2006, (Entrepreneur Memorandum No (Part II)) _____ dt. _____, Category: (Micro/Small). (Copy enclosed).

Further verified from the Books of Accounts that the investment of the company as per the latest audited financial year _____ as per MSMED Act 2006 is as follows:

1. For Manufacturing Enterprises: Investment in plant and machinery (i.e. original cost excluding land and building and the items specified by the Ministry of Small Scale Industries vide its notification No. S.O.1722(E) dated October 5, 2006):

₹ _____ Lacs

2. For Service Enterprises: Investment in equipment (original cost excluding land and building and furniture, fittings and other items not directly related to the service rendered or as may be notified under the MSMED Act 2006):

₹ _____ Lacs

(Strike off whichever is not applicable)

The above investment of ₹ _____ Lacs is within permissible limit of ₹ _____ Lacs for _____ Micro / Small (Strike off which is not applicable) Category under MSMED Act 2006.

Or

The company has been graduated from its original category (Micro/Small) (Strike off which is not applicable) and the date of graduation of such enterprise from its original category is (dd/mm/yyyy) which is within the period of 3 years from the date of graduation of such enterprise from its original category as notified vide S.O. No. 3322(E) dated 01.11.2013 published in the gazette notification dated 04.11.2013 by Ministry of MSME.

Date:

(Signature)

Name:

Membership number:

Seal of Chartered Accountant

SCHEDULE FOR PRICE BID

SUB: AMC FOR AQUAZAC (AUV MAGIC) & AQUA PURE PLUS (MAX ++) MODEL WATER PURIFIER.

Ref: Enquiry no: 9251700016 / DATED: 10/05/2017; DUE DT: 07/06/2017

ITEM No	DESCRIPTIONS	UOM	QTY	RATE IN `	VALUE IN ₹
1	Annual maintenance service contract for the Water purifier / wall mounting type - 166 Nos. Type of Water Purifiers: 1).Make: Aquazac, Model No: AUV Magic - Qty: 116 nos. 2).Make: Aqua Pure plus Water Purifier, Model No: Maxx ++ - Qty: 50 nos. Frequency of service: Once in a month. Total no of Services: 166 x 12 = 1992 Nos	AU	1992		

❖ **Taxes if any should be quoted extra**

- 1). Quarterly Payment to the contractor will be given after completion of every quarter for actual quantity of cleanings done against submission of invoice duly certified by the Executive in charge. No separate charges are payable for attending the breakdowns.
- 2). Tax deduction will be made from the every bill at the prevailing rate as per the Government rule and regulation from time to time.
- 3). Detailed scope of work and other terms and conditions are specified in the Technical Bid of the Tender.

Sign & Seal of Contractor