



**Bharat Heavy Electricals Limited**  
**Heavy Equipment Repair Plant, Varanasi-221003**

**TENDER DOCUMENT**

**Semi Comprehensive Annual Maintenance Contract (AMC) for repairing of Split Air Conditioners-16 Nos. of Make-Hitachi installed at BHEL HERP Varanasi.**

**OPEN TENDER NOTICE NO.: HERP/MAINT/REV/2021-22/02, DTD. 07.07.2021**

<b>Last Date of Sale of Tender</b>	<b>30.07.21</b>	<b>Time :</b>	<b>02:00PM</b>
<b>Last Date of submission of Tender</b>	<b>30.07.21</b>	<b>Time :</b>	<b>02:30PM</b>
<b>Date and Time for opening of Technical Bid</b>	<b>30.07.21</b>	<b>Time :</b>	<b>03:00PM</b>

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5. Special Terms & Conditions Annexure-A : Page 7 -8
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8. Location & List of equipment Annexure-D : Page 11
9. General Conditions of Contract (GCC) Annexure-E : of 26 pages.



**Bharat Heavy Electricals Limited**  
**Heavy Equipment Repair Plant, Varanasi-221003**

**Notice Inviting Tender (NIT)**

**NIT No- HERP/MAINT/REV/2021-22/02, DTD.07.07.2021**

Sealed tenders are invited for Semi Comprehensive Annual Maintenance Contract (AMC) for repairing of Split Air Conditioners-16 Nos. of Make-Hitachi installed at BHEL HERP Varanasi.as per details mentioned under:

Last Date of Sale of Tender	30.07.21	Time :	02:00PM
Last Date of submission of Tender	30.07.21	Time :	02:30PM
Date and Time for opening of Technical Bid	30.07.21	Time :	03:00PM

S. No.	Name of work	Earnest money	Estimated Value of Work	Time of completion	Cost of Tender Document
1.	Semi Comprehensive Annual Maintenance Contract (AMC) for repairing of Split Air Conditioners-16 Nos. of Make-Hitachi installed at BHEL HERP Varanasi.	NIL	Rs.63,090/- plus GST	01 year from date of commencement.	Rs.100 plus GST.#

- The Tender Documents can be received from the office of Manager (Maint & Mod).
- Tenderer shall deposit the above tender cost (non-refundable) through NEFT / QR Scan to the following BHEL bank Account or through separate DD drawn on any nationalized bank:  
Bank Name: State Bank of India, IFSC Code: SBIN0000201, Account No: 011103264820, Branch Code: 0201, Address: State Bank of India, Main Branch Kachaheri, Varanasi.
- All NIT/Tender document / corrigenda / addenda / amendments / time extensions / clarifications, etc. to the tender will be hosted on website i.e. [http://www.bhel.com/index.php/latest\\_tenders](http://www.bhel.com/index.php/latest_tenders) & <https://herp.bhel.com/> only and will not be published in any other media. Bidders should regularly visit above website to keep themselves updated.
- Tender cost for downloading tender document from above website shall be NIL#.
- All interested bidders are requested to contact undersigned for any query or clarification

(Issued by)

Email: hemendra@bhel.in

Contact: 0542-2720836/37

1. BHEL reserves the right to accept or reject any/ all application(s) without assigning any reason thereof.
2. If any document submitted by tenderer found false at any stage, the tender/ work order will be cancelled immediately and the financial loss to BHEL if any in making alternative arrangement will be recovered from the contractor.



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**DIRECTIONS TO PARTIES FOR TENDERING**

1. Parties may visit the site for assessment of actual quantum OR nature of work if they wish before quoting their rates.
2. **PMD Contractors as per category based on value of work shall only submit documents mentioned at point no 3, 4, 5 and 6 of Part-I Technical Bid.**
3. The bidder should submit separate Part I Technical Bid & Part II Price Bid as per details mentioned under:

**Details of Tender Document**

The Tender document has been detailed as follows:

**Part-I (TECHNO-COMMERCIAL BID)**

1. Details of Bid & Bidder (To be filled by bidder)
2. Signed and stamped copy of Prequalifying Criteria (PQR) along with documents in support of meeting the same.
3. Signed and stamped copy of Special Terms & Conditions- Annexure A
4. No deviation certificate – Annexure-B
5. Signed and stamped copy of Annexure –C (Price Bid) with "Quoted" written in place of rates.
6. Signed and stamp copy of Location & List of Equipment- Annexure D
7. Signed & stamped copy of General condition of Contract. -Annexure-E

**Part-II (PRICE BID)**

1. Duly filled signed & stamped Annexure-C (Price Bid)

Sealed Tenders can be submitted (i) personally, (ii) by Courier, or (iii) by post.

**If through courier or post**

Dy.Manager (Maint.)  
BHEL, HERP  
Tarna, Shivpur,  
Varanasi  
U.P.-221003  
Tel: 0542-2720836

**If delivered in tender box;**

Dispatch Cell, HR Office.  
BHEL, HERP  
Tarna, Shivpur,  
Varanasi  
U.P.-221003

4. Tenders shall be opened by authorized officers of BHEL at their office at the time and date as specified in the tender notice in the presence of such of those tenders or their authorized representative who may be present.



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5. A representative of bidder (only 01 per bidder) shall be permitted to be present at the time of opening of Part I – Techno-commercial bid & Part II- Price bid opening. However, ***the bidder should give prior intimation of the same & seek permission after giving details of its representative by contacting designated person as per details mentioned in NIT at least 01 weeks in advance.***
6. The successful Tenderer shall submit required security deposit (SD) and must sign contract agreement within 15 days from the date of Letter of Intent (LOI) given by Bharat Heavy Electricals Limited and further start the work under reference.
7. All expenses towards procurement of Stamp paper and preparation of contract agreement shall be in the scope of contractor.



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**Details of Bid & Bidder (To be filled by bidder)**

(a) Bidder Offer No.: \_\_\_\_\_ Date: \_\_\_\_\_

(b) Legal Name of the bidder as in GST registration: \_\_\_\_\_

(c) GST registration No. \_\_\_\_\_

(d) State \_\_\_\_\_

(e) Place of business \_\_\_\_\_

(f) Category of registration under GST (i.e. Registered dealer / Unregistered dealer/ dealer opted for Composition Scheme):  
\_\_\_\_\_

(g) Address of the Bidder: \_\_\_\_\_  
\_\_\_\_\_

PIN code: \_\_\_\_\_

(h) Contact No. of the Bidder: \_\_\_\_\_

(i) Email ID of Bidder: \_\_\_\_\_

Certificates to be attached:

1. Copy of PAN, GST Registration certificate.



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**Heavy Equipment Repair Plant, Varanasi-221003**

**PRE-QUALIFYING CRITERIA (PQC)**

**Pre-qualifying criteria for vendors for 'Semi Comprehensive Annual Maintenance Contract (AMC) for repairing of Split Air Conditioners-16 Nos. of Make-Hitachi installed at BHEL HERP Varanasi**

Parties should meet all the following criteria to participate in above tender enquiry:

1. The contractor should have Authorization Certificate of OEM M/s Hitachi of being their authorized service units for air-conditioners.
2. The contractor should have their workshop or establishment at Varanasi.
3. The vendor should have working email Id and dedicated mobile number for receiving complaints from BHEL.



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**Annexure-A**

**SPECIAL CONDITIONS OF CONTRACT (SCC)**

Sl.	Description
	<b><u>Scope of work:</u></b> <b><u>For Air Conditioners (Hitachi A/Cs)</u></b> Under the Semi Comprehensive AMC of Air conditioners the Vendor shall carry out: 1. The AMC work shall be semi-comprehensive where all spares supply and service shall be in the scope of vendor except the heat exchanger (As Compressors are under warranty, same shall be arranged by the bidder from Hitachi) 2. Supply necessary spares viz. Thermostat, Relay, OLP, Fan Motors, PCB, Temperature Sensors, Evaporators, Condensers, Refrigerant Charging, Driers, Capillary, Blowers, Fan Blade, Capacitors, Wire harness, Remote PCB etc. for repairing of defective units. 3. Party to attend breakdown of all air conditioners covered under semi comprehensive annual Maintenance Contract on receipt of complaint from HERP under breakdown Maintenance 4. During the operation of AMC, all cases of gas charging on account of any fault shall be attended by contractor without any extra cost. 5. During preventive maintenance, servicing of AC, water, cotton cloth, power will be provided to party free of charge. 6. Inspection and Replacement of PU pipe Foam of suction & discharge line. 7. Inspection and replacement of all suction & discharge copper pipe and their replacement/ repair as required. 8. This work will be implemented for all Hitachi make split ACs in the HERP campus.
2.	<b><u>Validity of Contract:</u></b> Above contract will be valid for one year period from the date of award of LOI/contract.
3	The Earnest Money Deposit for above mentioned work is NIL & Security Deposit: As per GCC
4	<b><u>Liquidated Damages (LD):</u></b> At the time of payment though running / final bill the quarterly Comprehensive Maintenance Charges shall be calculated and payment shall be released after deduction of LD. The LD shall be calculated for each unit separately during each quarter. LD shall be calculated for each unit on the basis of up time in each quarter. The semi comprehensive Annual Maintenance contract (CAMC) shall include 16 Nos. Split A/C units. The breakdown hours shall be calculated as per Agreement Operation Register. Complaints from users shall be lodged in Complaint register. All faults of breakdown nature (unit shutdown/ not cooling etc.) should be immediately be intimated on phone to the contractor by Engineer in Charge nominated by BHEL. The Engineer in charge shall get the input power / stabilizer checked before intimating the contractor. The Engineer in charge shall send an email with reference to above complaint to the contractor after intimation of phone. All Complaints should be lodged by BHEL between 10:00 AM to 05:00 PM. The Vendor should arrange for attending the breakdown by next working day up to 05:00 PM. The contractor representative shall make entry of the first visit in Contract Operation register and entry of the time of fault rectification. If the contractor fails to attend Breakdown before end of next working day, then thereafter each working day till the time of Breakdown rectification will be calculated (excluding the day of fault rectification) and multiplied by 24 hrs to obtain total breakdown hours. If the contractor fails to attend Breakdown before end of next working day, then thereafter each working day till the time of Breakdown rectification will be calculated (excluding the day of fault rectification) and multiplied by 24 hrs to obtain total breakdown hours. If the contractor attends Breakdown before end of next working day, then thereafter no. of working days till the time of Breakdown rectification will be calculated (excluding the day of fault rectification) and multiplied by 8 hrs. to obtain total breakdown hours. The unit wise quarter wise breakdown hours shall be calculated as above. The total working hours of HERP for the quarter shall be taken as 600 hrs. per quarter (Taking 08 working hrs. per day & 75 working day per quarter) and this shall be treated as common as Quarter wise working hour for each



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	unit. The uptime of each unit in each quarter shall be calculated and the LD shall be imposed as per table mentioned under:																
	<table><tr><th>Uptime</th><th>100-80</th><th>80-75</th><th>75-70</th><th>70-65</th><th>65-60</th><th>60-50</th><th>&lt;50*</th></tr><tr><th>LD Rate</th><td>0% LD</td><td>5% LD</td><td>10% LD</td><td>20% LD</td><td>30% LD</td><td>100% LD</td><td>120% LD</td></tr></table> <p>*The LD above 100% shall mean that no AMC charges for the quarter for that unit shall be paid and an excess recovery shall be made for remaining @20% of the Quarter wise CAMC charge for that unit. Maximum LD amount to be deducted shall not exceed more than 10 % of total executed contract value till the relevant Running /Final bill.</p> <p># The contractor may arrange to install spare units/ parts on returnable and on loan basis free of cost to ensure reduction in breakdown hours &amp; in all such cases Breakdown hours shall only be counted till services are discontinued. BHEL shall not pay any extra charge for the unit/ parts supplied on loan/returnable basis.</p>	Uptime	100-80	80-75	75-70	70-65	65-60	60-50	<50*	LD Rate	0% LD	5% LD	10% LD	20% LD	30% LD	100% LD	120% LD
Uptime	100-80	80-75	75-70	70-65	65-60	60-50	<50*										
LD Rate	0% LD	5% LD	10% LD	20% LD	30% LD	100% LD	120% LD										
5	In cases where the contractor requests BHEL to permit repairing of any complete outdoor/ indoor/ PCB or component, all expenditures & labour for loading, unloading, dismantling, transportation etc shall be in the scope of contractor.																
6	<b>Release of Payment:</b> The vendor shall submit the bill for each quarter of work to Maintenance Deptt. The payment of the contractor shall be released on quarterly basis after execution of work on the basis of measurement of work to be recorded in Measurement book by Maintenance Deptt & accepted by the contractor. All such payments shall be released after deduction of taxes, statutory liabilities, Liquidated damages & risk purchase cost. In case of any dispute regarding amount of payment, the decision of Accepting authority shall be final.																
7	<b>PAYMENT TERMS:</b> BHEL HERP will make payments in two parts:- PART-1: BASIC INVOICE VALUE AND ALL OTHER CHARGES (EXCEPT GST AMOUNT) WILL BE PAID AS PER WORK ORDER PAYMENT TERMS. PART-2:GST PORTION OF INVOICE VALUE WILL BE PAID ONLY AFTER FULFILLING FOLLOWING CONDITION: (A)PAYMENT OF GST AMOUNT IN TO GOVT ACCOUNT BY SUPPLIER AGAINST INVOICE RAISED TO BHEL (B) FILING OF GST RETURN WITHIN SCHEDULED DATE (C) DISPLAY OF GST CREDIT AGAINST BHEL GSTIN NO 09AAACB4146P2ZC ON GSTN PORTAL. NOTE:ADVANCE PAYMENT IS NOT ACCEPTABLE BY BHEL HERP VARANASI IN ANY CASE TAXES & DUTIES CLAUSE: 1. Goods and Service Tax (GST) for the execution of the contract shall be payable extra as per prevailing rate (Present rate 18%) 2. New taxes and duties ,if imposed subsequent to the due date of offer submission by statutory authority during contract period(including extension if the same is not attributable to you)shall be reimbursed by BHEL on production of relevant supporting documents to the satisfaction of BHEL. However you shall take prior approval from BHEL before depositing new taxes and duties.																
8	In case any unit is condemned or declared as scrap by HERP during the operation of contract, the contractor shall be paid the Comprehensive AMC Charges for that unit till such date only on pro rata basis. No AMC charges for any unit shall be paid for any period after the unit is condemned.																
9	SD shall be released after six month of completion of AMC.																
10	It is responsibility of the contractor to ensure safe working of his workers while carrying out the work and should follow all the Statutory safety precautions and rules. Contractor should provide and ensure use of Personal Protective gears by his workers for safe working.																
11	In case of any accident causing injury or casualty to any of Contractor's worker or Contractor himself while carrying out the work, the complete responsibility lies with the Contractor																
12	Contractor should ensure to provide immediate medical help to his injured worker(s) and should provide compensation as per U.P. Govt. Workmen's Compensation Act, 1923 in case of injury or casualty while work.																
13	BHEL Works Policy-2016 shall be applicable to this contract.																





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**Annexure-B**

**Acceptance/ No Devlatlon Certificate**

To,  
Manager (Maint & Mod.)  
Bharat Heavy Electricals Ltd.  
Tarna, Shivpur  
Varanasi

**Sub: No deviation certificate for Tender against "Semi Comprehensive Annual Maintenance Contract (AMC) for repairing of Split Air Conditioners-16 Nos. of Make-Hitachi installed at BHEL HERP Varanasi"**

**(Tender Notice No- HERP/MAINT/REV/2021-22/02 dated 07.07.2021)**

Sir,

This is to inform you that we have accepted all terms & conditions of subject tender there are no deviations.

Thanking you,

Yours Sincerely

**Signature, seal and address of the party**



**Bharat Heavy Electricals Limited**  
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**Annexure-C**

**PRICE BID- 'Semi Comprehensive Annual Maintenance Contract (without heat exchanger) Hitachi Make of Split AC**

	DECRPTION OF WORK	Qty.	Rate	Total	GST Charge (provide in %)	Total (including GST)
1	SEMI COMPREHENSIVE AMC CHARGE FOR INVERTER SPLIT AIR CONDITIONER COOLING CAPACITY 2.5 Tr, 5 STAR MODEL: KASHIKOI-5400i-RMA52CAEA MAKE HITACHI	7				
2	SEMI COMPREHENSIVE AMC CHARGE FOR NON INVERTER SPLIT AIR COMDITIONER COOLING CAPACITY 2.0 Tr, 3 STAR MODEL: RMZ324HCDO MAKE HITACHI	3				
3	SEMI COMPREHENSIVE AMC CHARGE FOR INVERTER SPLIT AIR CONDITIONER COOLING CAPACITY 1.5 Tr, 5 STAR MODEL: KASHIKOI-5100 X-RSB518HBEA MAKE HITACHI	6				
<b>Grand Total</b>						



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Annexure -D

**List of equipment covered under the Semi Comprehensive AMC**

Sr. No.	Location	Capacity	Model	Quantity
1	HOU Office	2.0 Tr.	RMA524CAEA	01 No.
2	P & D Hall	2.0 Tr.	RMA524CAEA	01 No.
3	Purchase Hall	2.0 Tr.	RMA524CAEA	01 No.
4	Purchase Hall	2.0 Tr.	RMA524CAEA	01 No.
5	Purchase Hall	2.0 Tr.	RMA524CAEA	01 No.
6	HOD Prod. Maint. Mod & HSE	2.0 Tr.	RMA524CAEA	01 No.
7	HOF Office	2.0 Tr.	RMA524CAEA	01 No.
8	Conference Hall	2.0 Tr.	RMZ324HCDO	01 No.
9	Conference Hall	2.0 Tr.	RMZ324HCDO	01 No.
10	Project House	2.0 Tr.	RMZ324HCDO	01 No.
11	Guest House	1.5 Tr.	RSB518HBEA	01 No.
12	HOD HR Office	1.5 Tr.	RSB518HBEA	01 No.
13	DTG Office	1.5 Tr.	RSB518HBEA	01 No.
14	HOD Com. & Ship. Purchase. Store	1.5 Tr.	RSB518HBEA	01 No.
15	HOD P&D. IT. E&M Office	1.5 Tr.	RSB518HBEA	01 No.
16	Production Office Cabin	1.5 Tr.	RSB518HBEA	01 No.

*[Signature]*

*[Signature]*