

Terms and condition

1. Scope of work covers comprehensive maintenance of all type of Water Chillers with Water Purifiers as mentioned in BOQ, their maintenance / repair work including supply and fitting of all the required spares.
2. The L-1 offer shall be decided on overall lowest price based on offered price by the bidder as per qty. of work mentioned in 'Format of Price Bid'. BHEL has right to conduct reverse auction instead of open price bid to determine L-1 offer.
3. Contractor shall provide and replace all spare parts as may be required in the equipment (except Physical damage) to keep all the equipment in proper working condition throughout the CMC period. Hence, vendor to ensure and maintain adequate stock of all the required spares.
4. All complaints will be intimated through phone calls or e-mails and are required to be resolved within 24 Hours of intimation. Non-completion of required work within stipulated time shall attract suitable penalty.
5. **Rates :** Rates for CMC shall remain fixed & valid for throughout the period of contract.
6. **Breakdown restore schedule:** Service response time by the contractor against breakdown notice of BHEL shall be the essence of the contract. Hence, breakdown/service requirement of any item must be attended & resolved within **24 Hours** (BHEL off days excluded) of intimation by BHEL through e-mail/phone. Contractor shall furnish its service report for all its routine & breakdown maintenance. In case of major breakdowns of compressor failure or motor burnt/ damage and PCB card burnt, the complaint shall be resolved within 3 working days.
7. Shortcomings, if any, in the work executed by the Contractor will be pointed out by the designated employee to the Contractor or his authorized representative and the same shall be rectified by him within 1 day to the satisfaction of the designated employee.
8. **Penalty:** 5 times of per day CMC charge (considering 365 days/year) will be deducted from vendor bills/dues if problem is not restored as per breakdown restore schedule against complaint.
9. **Risk Purchase:** In case of unsatisfactory services or contractor does not carry out the fulfils the obligations of the contract in part or full, BHEL, in order to safeguard its interest under the contract, may get the services/repair/replacement of spares done at its own discretion, through suitable alternative source(s) at risk & cost of the contractor. In such cases, any cost incurred to BHEL over and above contracted rates shall be recovered from dues payable to the contractor and no claim of compensation of loss, whatsoever, incurred by the contractor due to such recovery, shall be entertained / compensated by BHEL.
10. **Operation months for Water Chillers with Water-Purifier shall be 12 months from 05.05.2022 or date of award of work (whichever is later).**
11. BHEL Rudrapur is located in rat prone area, Vendor will be responsible for repair of all Rat damaged parts and wiring.
12. **Payment Terms:** Payment will be made on monthly basis within 45 days against submission of GST invoice along with monthly service reports.
13. **Security deposit (SD):** Security Deposit shall be as applicable.
14. All the materials/ spares, tools and tackles required for resolving the breakdowns as well as routine servicing will be in the scope of the contractor.
15. Faulty / Damaged spare parts have to be returned to BHEL and shall be retained by BHEL.
16. The price breakup of total amount quoted by the party shall be done to derive the cost and rate of individual activity as given in BOQ cum price distribution sheet (Annexure-II).
17. BHEL reserves the following rights
 - a. To accept/reject any or all tenders without assigning any reason therefor.
 - b. To terminate the contract at any time without assigning any reason therefore by giving a notice of 15 days.

18. Contractor shall be responsible for providing safety equipment/ safety shoes/ Helmet/ Safety belt etc. for their Manpower attending Complaint in BHEL premises. Non-compliance of any requirement shall attract irrevocable monetary penalty of Rs. 50/day.

Authorized Sign. With seal

Name of the bidder

Address:

Contact of details

E-Mail Address:

Format of Price bid for CMC of Water chillers with UV Purifier
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Sl. Nos	Details of activities	Unit	Qty.	Rate (Rs. / qty.)	Amount (Rs.)
1	CMC for Water Chiller with UV based Purifier for 1 year at BHEL CFP Rudrapur	No.	5	Do not quote here	

Note:

1. Contractor has to ensure proper functioning of above equipments
2. The activity mentioned at S. No-1 shall be required for 12 months. CMC work will be carried out 12 for months

PRE-QUALIFICATION REQUIREMENT

Sl. No.	Documents	Requirement	Vendor Remarks
1	Name & Address of Party	Vendor to fill details	
2	Pan Card No	Vendor to provide copy	
3	GST Registration no.(Enclose a Copy)	Vendor to provide copy	
4	Acceptance to Terms and conditions as per Annexure-IA (Rev-01).	Vendor to accept and submit signed copy.	
5	Bank Account Details IFSC Code Account No. Bank Name Branch Name	Vendor to fill details	
6	Acceptance of E-Payment	Vendor to accept	
7	Submission of EMD as specified in NIT(Receipt copy to enclosed)	Vendor to submit EMD or provide document for waiver of EMD	
8	Experience of having successfully executed similar works for any one of the following in the past 7 years from the date of tender opening : a. Three Similar work costing not less than the amount to Rs.0.12 Lakh each. b. Two Similar works costing not less than the amount to Rs, 0.15 Lakhs each. c. One Similar work costing not less than the amount to Rs. 0.23 Lakhs each. The amount shown above is basic (without taxes). The basic value shall be considered for qualification of bidder.	Vendor to provide copy of order and detail like address, contact number, e-mail id of the ordering company.	
9	Financial Turnover: - a. Average Financials turnover during the last three years, ending 31 st March of the previous financial year, should be at least 0.09 Lakhs b. Balance sheet and Profit & Loss Account is required. If financial statements are not required to be audited statutorily, then financial statements are required to be certified by Chartered Accountant.	Vendor to provide balance sheet and profit & loss sheet duly audited or issued by Chartered Accountant of last three years.	

Note 1:- The above criteria are mandatory qualifying criteria & non fulfillment of any one or more criteria shall make the party technically rejected

Note:- 2. In case of similar completed work being executed with BHEL CFP Rudrapur, experience will be considered till the last day previous to due date of tender document.

Note: - 2. Definition of similar work : Bidder should have experience of work related to AMC/CMC for Water Chillers & Purifiers

Name of the Party

Contact of details

Authorized Sign. With seal
Address:

E-Mail Address