

**BHARAT SANCHAR NIGAM LIMITED**  
(A Government of India Enterprise)  
**OFFICE OF THE EXECUTIVE ENGINEER (ELECTRICAL),**  
BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg.  
Raj Kishore Nagar, Bilaspur (C.G.) - 495006  
Tel: 07752-240241, Mob: 9425043566

**E-Tender Notice**

**From:** Executive Engineer (E)  
BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg. Raj Kishore Nagar, Bilaspur

**To,** Prospective Bidders  
.....

**Subject: Tender for Operation & Comprehensive maintenance of Electromechanical services for MBM T.E. Bldg. Manendragarh and its staff quarters compound.**

**Tender No. (NIT No.): - 16 / EE(E)/BSNL-BSP-2023-24**

Please find enclosed the tender document in respect of above-mentioned tender which contains the following.

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If interested, kindly submit your bid offers online on or before date & time specified in Clause 6 of detailedNIT.

**Executive Engineer (E)**  
**Mob. No.9425043566**  
**Email- eeebsnlbsp@gmail.com**

Regd. & Corporate Office: Bharat Sanchar Bhawan, H. C. Mathur Lane, Janpath, New Delhi-110 001.  
Corporate Identity Number (CIN) : U74899DL2000GOI107739, [www.bsnl.co.in](http://www.bsnl.co.in)

# BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

## OFFICE OF THE EXECUTIVE ENGINEER (ELECTRICAL),

BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg.

Raj Kishore Nagar, Bilaspur (C.G.) - 495006

Tel: 07752-240241, Mob: 9425043566

No.- T- 14 /EE(E)/BSNL - BSP/2023-24/ 240 Bilaspur Dated 18-11-2023

Tender No. (NIT No.): - 16 / EE(E)/BSNL-BSP-2023-24

### SECTION – 1

#### DETAILED NOTICE INVITING E-TENDER (DNIT)

1. On behalf of Chairman and Managing Director, Bharat Sanchar Nigam Limited (BSNL), digitally sealed online tenders, on rupee payment basis, are invited in Single Stage Bidding and Two Stage Opening using two Electronic Envelopes (Techno-commercial bid & Financial bid) on CPPP (<https://etenders.gov.in/e procure/app>), from the eligible bidders for Operation and Maintenance of Electro-Mechanical services of Telephone Exchange buildings as per details given below:

TABLE-1(Size of Service)

| Sl. No. | Name of Work   | Contract Period (Months) | Estimated Cost (INR) | EMD (INR)   | TENDER COST        |
|---------|--|--------------------------|----------------------|-------------|--------------------|
| 1       | Operation & Comprehensive maintenance of following Services at T.E. Bldg. Manendragarh and its staff quarters compound. (Section 4 Part E &F) and also details of services (Inventory) as per Section -3 Part C. | 24                       | Rs. 4,94,779/-       | Rs. 9,896/- | Rs.500/- + GST@18% |

**Note 1:** The Intending bidder must read the terms and conditions carefully. He should submit his bid only if he considers himself eligible and in possession of all the requisite documents. Information and Instructions for bidders posted on website shall form of bid document.

**Note 2:** The bid document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <http://www.chhattisgarh.bsnl.co.in> and <https://etenders.gov.in/e procure/app> free of cost.

**Note 3:** DELETED

#### 2. Purchase of Tender Document:

Tender document can be obtained by downloading it from the website “<http://www.chhattisgarh.bsnl.co.in>” from the date of issue of NIT and CPP portal <https://etenders.gov.in/e procure/app> following “**Link for E-tenders by BSNL**” w.e.f . **18-11-2023 @ 17.00 hrs onwards and up to 11.00 Hrs on 06-12-2023.**

- 2.1 The bidders are required to submit a single tender fee of as above through DD/ Banker’s cheque along with their tender bid failing which the tender bid shall be left archived unopened/ rejected. **The tender fee is non-refundable. The DD/ Banker’s Cheque/ FDR/ Term deposit receipt/ Call deposit receipt pledged shall be drawn from any Nationalized/ Scheduled Bank in favour of ACCOUNTS OFFICER CASH BSNL GMTD BILASPUR. and payable at Bilaspur**

OR

Alternatively, remittance through RTGS/NEFT in BSNL A/c whose details are as

mentioned below, under intimation to this office:

**Beneficiary Name** : ACCOUNTS OFFICER CASH BSNL GMTD BILASPUR  
**Name of the Bank** : PUNJAB NATIONAL BANK  
**Bank Branch** : Sadar Bazar Branch, Bilaspur  
**IFSC Code** : PUNB0005800  
**Bank Account No.** : 0058002100043926  
**MICR Code** : .....

2.2 Micro and Small Enterprise (MSE) bidders *who are registered with MSME under the category for which the tender is called* are exempted from payment of tender document cost provided they submit current & valid Udyam registration with national industrial classification (Service) relevant to the bid issued from the Ministry of MSME for the tendered items. Declaration of Udyam registration Number by MSE bidders on CPPP is mandatory, failing which such MSE bidders will not be able to enjoy the benefits as per public procurement policy for MSEs order 2012 for Tenders invited electronically through CPPP. Kindly Note that Medium Scale Units are not eligible for exemption.

### 3 Availability of Tender Document: .

The tender document shall be available for downloading from e-tender portal <http://etenders.gov.in/e procure/app> w,e,f. **18-11-2023 @ 17.00 hrs onwards and up to 11.00 Hrs on 06-12-2023.**

3.1 Physical copy of the tender document would not be available for sale.

3.2 For online bid submission etc., bidders have to mandatorily register (if not already registered) on tender portal NICs e-tender system- <https://etenders.gov.in/e procure/app> and follow all steps as per functionality of e-tender portal. (Kindly refer Section 4 Part C of tender document for instructions one-tendering).

**Note 4:** The Tender document shall not be available for download on its submission / closing date.

### 4 Eligibility Criteria:

In order to become eligible, a prospective bidder shall fulfill the following eligibility criteria:

Average annual turnover during the last 3 years, ending 31<sup>st</sup> March of the previous financial year, should be at least 30% of the estimated cost put to tender.

**AND**

BSNL enlisted contractors in Electrical Category of Class - I(E)/II(E)/III(E).

**OR**

Experience of having successfully completed similar works in **BSNL/MTNL/DOT** during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following:

a) Three similar successfully completed works costing not less than the amount equal to 40% of the estimate cost put to tender.

**OR**

b) Two similar successfully completed works costing not less than the amount equal to 60% of the estimate cost put to tender.

**OR**

c) One similar successfully completed works costing not less than the amount equal to 80% of the estimate cost put to tender.

**Note 5:** The estimated cost of one year shall be considered to evaluate the eligibility criteria.

**Note 6: “Similar Work”** means operation and comprehensive maintenance of Electro-mechanical Service comprising of EI along and either Substation or Air conditioning or DG set

service as part of scope of work.

- 5 The firm /contractor should possess a applicable voltage category valid Electrical License of state where the site/building is located. *For Example, any firm intended to participate in the tender of Haryana circle must possess the valid electrical license of Haryana state.*
- 6 The bidder should have a valid GST No (Goods and Services Tax) and shall submit a copy of the samewith the bid. In case of multiple GST numbers, all the numbers can be provided as an annexure.
- 7 The bidder should have a valid Permanent Income Tax Account No (PAN) and shall submit a copy ofthe same with the bid.
- 8 Bidder(s) should not have been **barred /banned/ black-listed** by BSNL/DOT/Govt. Departments/PSU/State Govt./GST Authorities at the time of bidding. A self-declaration stating that the bidder is not black listed by BSNL/DOT/Govt./PSU/State Govt./ GST Authorities, should be submitted with the bid. However, if the bidder(s) is/are found to have been blacklisted by any of the above organization(s) at any stage of the tender process or *during execution*, action shall be taken as per tender terms and conditions.
- 9 Any bidder from a country which shares land border with India will be eligible to bid if the bidder is registered with the competent authority as specified in Annexure-I of O.M.No.7/10/2021-PPD (1) Dated 23.02.2023 from Department of Expenditure, Ministry of Finance. The bidders (including their consortium partners) shall submit an undertaking as per Section-6(C) Format in this regard.
- 10 Public Procurement (Preference to Make in India) Order, 2017 - Revision (16.09.2020)" issued by DPIIT shall be applicable and hence, bidders offering services as Class-I (Local content more than 50%) and Class-II(Local content more than 20% but less than 50%) are eligible to participate in tender. Bidders have to submit declaration in Form-1 for Local content of their bid. Form-1 as per Section-7(F) to be submitted with the technical bid part.
- 11 The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted will also be self- attested by the bidder and to beuploaded in the e-portal.

## **12 Bid Security/EMD:**

The bidder shall furnish a single EMD/Bid security as specified in Clause 1 of Section 1 in one of thefollowing ways:

(a) Demand Draft/ Banker's cheque drawn in favour of 'ACCOUNTS OFFICER CASH BSNL GMTD BILASPUR.

**OR**

(b) Bank Guarantee (BG) from a "Scheduled Commercial Bank from public / private sector(excluding co-operative banks)" drawn in favour of "ACCOUNTS OFFICER CASH BSNL GMTD BILASPUR" which should be valid for 180 days from the tender/bid opening date as per format provided in Section7A.

**OR**

(c) Bidders may also remit EMD/ Bid security through RTGS/NEFT in BSNL A/c on or before bid submission end date in account with details as per clause 2.1 above.

(d) The Bidders shall mandatorily upload online payment receipt and / or transaction details for the payment of cost of Bid Document & EMD, in their technical part of online bids.

(e) Micro and Small Enterprise (MSE) bidders are exempted from payment of EMD/Bid securityprovided they submit current & valid Udyam registration issued from the Ministry of MSME for the tendered items/sevices. Declaration of Udyam registration Number by MSE bidders on CPPP is mandatory, failing which such MSE bidders will not be able to avail the benefits for MSEs, as per public procurement policy order 2012 for Tenders invited electronically through CPPP.Kindly Note Medium Scale Units are not eligible for exemptions.

**13 Date & Time of Submission of Tender:** The date and time of submission of tender is on or before **11.00 (Hrs) of 06/12/2023.**

**14 Date & Time of Opening of Tender:** The date and time of submission of tender is on **11.30 (Hrs) of 07/12/2023.**

**Note 8:** In case the time and date of submission (opening) of the bid is declared to be a holiday, the time & date of submission (opening) of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

**15 Place of opening of Tender bids:**

The tenders shall be opened through 'Online Tender Opening Event (TOE).' BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. BSNL's Officers shall conduct the TOE.

16 Tender bids received after due time & date will not be accepted.

17 Incomplete, ambiguous, Conditional, unsealed tender bids are liable to be rejected.

18 (Tender Inviting Authority) reserves the right to accept or reject any or all tender bids without assigning any reason. He is not bound to accept the lowest tender.

19 The bidder shall furnish a declaration in his tender bid that no addition / deletion / corrections have been made in the terms and conditions of the downloaded tender document for which their bid being submitted and these are identical to the tender document appearing on the website.

19.1 In case of any correction/ addition/ alteration/ omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

19.2 All documents submitted in the bid offer should be preferably in English. In case the certificate viz. experience, registration etc. is issued in any other language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translator to be a true copy in addition to the relevant certificate.

19.3 All computer-generated documents should be duly signed/ attested by the bidder/ vendor organization and to be uploaded in the e-portal.

20 Before e-tendering, the contractor shall inspect the site and fully acquaint himself about the condition with regard to accessibility of site and site nature and the extent of grounds, working condition, including stocking of materials, installation of T&P etc., and conditions affecting accommodation and movement of labour etc., required for the satisfactory execution of the contract. No claim whatsoever on such an account shall be entertained by the BSNL in any circumstances.

21 In case the eligibility credentials submitted by the lowest bidder (L1) are not found in order at any stage after opening the bids i.e., before award of work or during execution of the work or after completion of the work, the contractor will be debarred from tendering in BSNL for the next **three years** including any other action under the contract or existing law.

22 Tender shall neither be issued nor received by Post/ Courier.

23 The queries in respect of the tender document, if any, can be submitted through email, latest by 22-11-2023 any query received after this date will not be entertained.

| <b>BSNL Contact-1</b> |   |
|-----------------------|---|
| Contact Person        | Shri VINOD KUMAR KARODE, Executive Engineer (Elect.), BSNL Electrical Division, 1 <sup>st</sup> Floor, Telephone Exchange Bldg., Raj Kishore Nagar, Bilaspur (C.G.) - 495006. |
| Telephone             | 07752 – 240241, 94250 43566   |
| E-mail ID             | eebsnlbsp@gmail.com   |
| <b>BSNL Contact-2</b> |   |
| Contact Person        | Shri Narayan Lal, Sub Divisional Engineer (Elect.), BSNL Electrical Sub Division, 1st Floor, Telephone Exchange Bldg., Raj Kishore Nagar, Bilaspur (C.G.) - 495006            |
| Telephone             | 07752 – 240242, 9425201594  |
| E-mail ID             | sdebilaspur@gmail.com   |

**Executive Engineer (E)**  
**BSNL Electrical Division**  
**Bilaspur (C.G.)**

## **SECTION- 2**

### **Tender Information**

1. **Type of tender:** Single stage submission & two stage opening.
  - a) **No. of Bid Submission Stages for tender:** Single Stage. The bidder shall submit **online** Techno-commercial & Financial bids, simultaneously.
  - b) **Opening Stages:** Two stage bid opening Techno-commercial bid under Technical electronic envelope will be opened first and thereafter financial bids of techno- commercially compliant bidders only shall be opened.
  - c) **No. of Envelopes for submission of Bids:** Two Nos. (Opening stages) (Please See Note-2).
  - d) **E-Reverse Auction: Not Applicable**

**Note 1:** The bids will be evaluated techno-commercially first and thereafter financial bids of techno-commercially compliant bidders only shall be opened.

**Note 2:** Financial bids will be opened for techno-commercially responsive bidders only.

2. **Bid Validity Period /Validity of bid offer :**150 days from the tender opening date.
3. The first e-envelope will be named as **Techno-Commercial** & will contain documents of bidder's satisfying the eligibility / Technical & commercial conditions and 2<sup>nd</sup> envelope will be named as **Financial Envelope** containing financial quote. These envelopes shall contain one set of the following documents:
  - a) **Techno-commercial e-envelope** shall contain scanned copy of the following documents, but not limited to:
    - 1) EMD or valid Udyam Registration certificate, if claiming exemption under MSE (Micro or Small Enterprise) Category or Proof of successful e-Payment of EMD, as the case may be.
    - 2) DD towards Tender fee or valid Udyam Registration certificate if claiming exemption under MSE (Micro or Small Enterprise) Category or Proof of successful e-Payment of Tender Fee, as the case may be.
    - 3) Certificate(s)/ documents towards proof for fulfillment of the eligibility criteria(s) stated in Clause 4 of the DNIT.
    - 4) Power of Attorney & authorization for executing the power of Attorney in accordance with clause 14.3 of Section 4 Part A
    - 5) Clause by clause compliance as per clause 11.2 of Section-4A & NIL Deviation statement.
    - 6) Bidder's Profile & Questionnaire duly filled & signed.
    - 7) Non-Relation Certificate duly filled & signed.
    - 8) Undertaking & declaration duly filled & signed.
    - 9) Indemnity bond declaration for indemnifying BSNL against any non-compliance by bidder towards all applicable statutory requirements, if work is awarded, as per Annexure-1.
    - 10) Tender/ Bid form- Section 9 Part A.
    - 11) Checklist of the documents submitted as per Annexure-2.

a) **Financial e-envelope** shall contain:

Price Schedule, duly filled (both in PDF and Excel format as per format given in **Section 9 Part–B** with all relevant bid annexures.

**Note 3:** A BoQ is also prepared to be filled by bidders in this bid part. BoQ (of electronic financial bid part on CPPP) is only a bid summary and bid evaluation will be done based on Complete price sheets uploaded by bidders.

**Note 4:** Further, it may kindly be noted that in case there is any discrepancy between the values entered by bidder in the BoQ and that in Complete price sheets uploaded by bidder, then the prices/ rates mentioned in Complete price sheets uploaded by bidder will prevail over the values mentioned in BoQ.

b) **Offline Submissions:**

The following documents are required to be submitted offline (i.e. offline submissions) to **The Executive Engineer (E) BSNL Electrical Division Bilaspur** in a sealed envelope on or before the date & time of submission of bids or as stipulated in tender document in a sealed envelope. **However, scanned copies of all these documents shall be mandatorily uploaded in Technical Envelope.** The envelope shall bear the tender number, name of work and the phrase: "Do Not Open Before (due date & time of opening of tender).

- i) EMD/Bid security (original copy) or certificate claiming exemption (by MSE bidders).
- ii) DD/ Banker's cheque / Online Transaction Reference towards payment of Tender fee or certificate claiming exemption (by MSE bidders)
- iii) Power of Attorney in accordance with clause 14.3 of section 4 Part A and authorization for executing the power of Attorney.
- iv) Integrity Pact duly signed by bidder (on plain paper, applicable only if tender's estimated value exceeds the threshold of Rs. 10.0 Crores for applicability of Integrity Pact as per letter No.CA/MMT/15-02/2014 dated 16.10.2018).
- v) Self-declaration (on a bidder Company Letter Head) by the authorized signatory stating that no addition/ deletion /corrections have been made in the offline document being submitted as compared to those submitted along with online bid.

**Note 5:** Please note that the online bid shall be archived/unopened/rejected at the bid opening stage, if the **scanned copies** of proof of online payment of Tender Fee/EMD or proof of valid MSE Certificate for claiming exemption of payment of Tender Fee/EMD are not found in the technical bid part in CPP Portal **and the originals of these are not submitted before bid submission deadline.** Moreover, if the **scanned copies** of Tender Fee/EMD or proof of valid MSE Certificate for claiming exemption are uploaded in the bid but if the original DD/EMBG towards Tender Fee/Bid security (if not paid through e payment) are not received within 5 days of opening of technical bid parts, then the online submitted bids shall be rejected.

#### 4. **Payment Terms:**

4.1 Payment to the contractors during progress of work will be regulated as below:

- (a) Monthly/Bi-monthly payment shall be made for satisfactory performed monthly maintenance & operation work. Service Provider shall submit a certificate with each bill that maintenance & operation has been carried out properly and all the testing/drills/servicing/ repairing/replacement etc. required during the period have been performed. This certificate must be countersigned by the SDE (E) in charge.
- (b) Service Providers have to raise monthly/bi-monthly invoice with all supporting documents.
- (c) Service Provider shall also submit the summary and service report/s of the scheduled preventive maintenance to be carried out in the next month along with preventive maintenance already carried out in the billing month. SDE(E)-in-charge shall verify and counter sign the same.
- (d) For non-operation site, the in-charge of the Service Provider should visit the RSUs/ other buildings monthly

or in specific interval and on call basis and submit the VISIT REPORT FOR SMALL EXCHANGES/ BUILDINGS as per the format attached. The report should be duly signed by building in-charge or his authorized representative and countersigned by the SDE(E) in-charge.

4.2 **No payment** will be made for services not maintained satisfactorily at the site. Payment, if made, for such items shall be recovered from subsequent bills or other bills of the Service Provider.

4.3 BSNL shall deduct statutory taxes and duties (if any) from payments due to the Service Provider as per rules of the central/ State Government. The certificate for such deductions shall be issued to the Service Provider by the Accounts Officer concerned.

**5. Time line for start of Services:**

The timeline to start the service is 10 Days from date of issue of award letter

**6. Duration of Contract (Validity of Tender):**

Normally the contract will be awarded for **two years**. However, extension for one year or part thereof, will be considered, keeping in view the various factors such as exigency of service, satisfactory performance of the firm with the same terms and conditions of the tender.



## SECTION- 3 Part A

### SCOPE OF WORK

#### 1. GENERAL

- 1.1 The Telecom Exchanges work on round the clock mode, and it requires stable and uninterrupted power supply to the equipment. The Electro-mechanical installations in Telephone Exchange (TE) buildings are typically of Substation / DG sets / AC plants / Fire detection /EI & Fans / pump sets / Lightning Conductor / Earthing and Compound lighting etc. It is proposed to outsource the operation and maintenance of these services in TE building for smooth and uninterrupted / need based working and the performance of Outsourced activities are determined by the well-defined SLA Parameters The scope of work comprises of operation and regular maintenance/preventive maintenance of various electrical & mechanical equipment and machines as indicated in the bid document or Schedule of Work.
- 1.2 **Service Hours:** The Contractor's standard hours of service shall be 24 hours a day, 7 days a week throughout the year (i.e. 24x365). The Contractor shall be responsible for 24x365 management of all the systems as per scope of work with services rendered as per Service Level Agreement between utility & Contractor.
- 1.3 The vendor has to maintain a complain booking facility where the complaint can be booked by the user on 24x7 basis. The complain can be booked by the user over phone/email/WhatsApp at any point of time. The service provider shall provide complaint docket No. immediately after a complaint is booked. The status of complain docket will available in 24x7 hours basis. **The logbook format to be issued by concerned CEE.**
- 1.4 The service provider is at liberty to implement the operation of EM services either by deploying minimum required manpower or by deploying the Automation and remote monitoring systems such that required operations are carried out as per system requirement to meet the availability of power source either through EB supply/ DG , and maintaining the desired Switch room Temp by optimally switching on / off AC units / operating pumps as and when required to maintain sufficient water in storage tanks and also on/off of other services on need basis. The guiding principle for operation of EM services either through engaged operators / system based, is optimal utilization / Availability of required service / meeting the KPI / SLA Parameters / Energy conservation.
- 1.5 Apart from the operation, the service provider shall undertake all preventive / breakdown maintenance activities as stated in the Tender document to ensure that the systems are in good working condition and are repaired within the shortest possible time period without affecting the ongoing services. In case of any delay in repairs/ service of faulty equipment, which is likely to affect extending power supply / maintaining the desired Temp in switch room etc. the service provider shall make alternative arrangements at his own cost.
- 1.6 The Department reserves the right to intervene and take such steps which in its view necessitated due to perceived failure of the service provider to extend required operations / repairs / replacements / preventive maintenance activities etc. in the interest of maintaining the Telecom services in the building.

#### 2 MATERIALS

- 2.1 Generally, materials needed for maintenance have to be arranged by the Service Provider at his own cost. Materials arranged by Service Provider shall be of makes as per the list of approved makes attached, the materials not available in the approved makes list shall be of good quality of makes (ISI) duly approved by Engineer-in-charge.
- 2.2 Replacement of defective/damaged material shall be of approved make only.
- 2.3 Dismantled materials shall be returned to BSNL except those items for which the replacement is supplied by the Service Provider.
- 2.4 To ensure timely replacement of faulty items, spare material required as per schedule of inventory shall be maintained at nodal station/s. The list of material and their quantities in proportion to the quantum of work involved in the contract and name of station/s will be declared by Engineer-in-charge at the time of commencement of the work.

### 3 TOOLS & PLANTS

3.1 All tools and plants required for carrying out various tasks relevant to operation and maintenance of EMS have to be arranged by Service Provider at his own cost. The following minimum T&P are required to be kept at site i.e., all the major premises, where operation and maintenance are being done.

| Sl. No. | Description of Items                                       | Quantity |
|---------|--|----------|
| 1       | Crimping machine suitable for 6sqmm. To 300 sqmm. Cable    | 1 No.    |
| 2       | Ring and adjustable spanner                                | 1 Set    |
| 3       | Pipe wrench /hammer  | 1 Set    |
| 4       | Chargeable torch   | 1 No.    |
| 5       | Test Lamp.   | 1 No.    |
| 6       | Clip on meter for measuring Voltage, current (Tong Tester) | 1 No.    |
| 7       | Megger for insulation resistance                           | 1 No.    |
| 8       | Earth tester for earth resistance                          | 1 No.    |
| 9       | Required size ladder                                       | 1 No.    |
| 10      | Hand gloves  | 1 Set    |

3.2 The Service Provider will provide the persons with necessary Testing and safety equipment.

3.3 The above list is general and any other requirement for smooth O&M of installation shall be Service Provider's responsibility and shall not claim anything extra on this account.

3.4 The Service Provider can either deploy an automotive system at his own cost for Operation and Maintenance of Electro-mechanical services (EMS) such as fault monitoring, detection, and resolving management system to reduce human intervention – a system similar to that of Customer Management System (CRM) or use operators to full fill the stated requirements in the Tender document.

**SECTION- 3 Part B**  
**COMMERCIAL AND TECHNICAL**

1. In case operators are engaged by service provider, The persons engaged by Service Provider should maintain proper discipline and good behaviour with all concerned.
2. The Service Provider shall remove such persons from the site, within 24 hours, whose behaviour is found in-disciplined & improper and the Executive Engineer's(E) decision in this regard shall be final.
3. Any damage to the installation(s)/building during the maintenance period due to the carelessness on part of the maintenance staff shall be the responsibility of Service Provider & be replaced/rectified without any extra cost.
4. The Service Provider will provide the persons with necessary T&P, Testing & safety equipment.
5. Any accident or damage during maintenance will be the responsibility of the Service Provider & BSNL will not entertain any claim, compensation, penalty etc. on this account or on account of non-observance of any other requirement of law relevant to his work.
6. Service Provider has to observe all the labour rules & regulation in-force at his end. The service providers shall indemnify the purchaser against any claims for non-compliance of labours rule in force.
7. The service provider should ensure that the person engaged by him shall be qualified for operation of substation and EMS available at the site.
8. Dismantled materials shall be returned to the Department except those items for which the replacement is supplied by the Service Provider.
9. The Department reserves the right to carry out any work at the risk and cost of the Service Provider, if the Service Provider fails to perform any duty as per the contract.
10. The Bidder must obtain himself at his own expenses, all the information(s) necessary for the purpose of tendering.
11. The Bidder may inspect the site(s) & acquaint himself with all the local conditions, means of access to work & nature of work etc., No claims shall be entertained on these accounts.
12. The rates quoted must be full & final. Nothing extra is payable other than the quoted rates unless specified.
13. The Service Provider shall not sublet the work. However, services of specialized agencies for specific/specialized work can be arranged through authorized dealers/OEM.
14. The Service Provider shall maintain the installation(s) in such a way as to provide uninterrupted Power supply and Air Conditioning to the campus/building(s). Service Provider has to attend main units immediately. The decision of EE (E) regarding imposition of penalty as per clauses of section-4 Part F or execution of the work at the risk and cost of the Service Provider shall be final and binding on the Service Provider.
15. The sitting arrangement for the staff engaged by the Service Provider should be arranged by the Service Provider at his own cost. The space & electricity shall be made available by the Department free of cost.
16. The Department reserves the right to terminate the contract by giving notice of one-month duration at any time during the currency of the contract without any financial implication. In such a situation the service provider shall not be entitled to any additional compensation on account of provisions made under this agreement other than the notice period.
17. BSNL shall deduct TDS on part of GST from payment due to the Service Provider as per the rules of the Central / State government. A certificate for such deduction shall be issued to the Service Provider by the Account Officer Concerned. (if applicable).

18. **WITHDRAWAL OF TENDER:** - The Service Providers are advised to submit their tenders carefully as any bidder found to be withdrawing their tender within the validity period or withdraws the tender after acceptance or fails to start the work after award, action as per Clause 12.7 section-4 Part A of the NIT shall be taken against him and he will not be allowed to participate in tender for the same work on further calls for a period of 3 Years.
19. The Service Provider has to keep all the electro-mechanical equipment & site under his maintenance neat and clean to avoid any accident and or fire hazards
20. It is the Service Provider's responsibility to carry out proper maintenance work as per agreement and if more persons are required. It is to be arranged by the Service Provider at no extra cost.
21. Service Provider should have round the clock contact fixed/mobile telephone number(s) at site before award of work. In case of emergency, the Service Provider and his authorized Engineer/Supervisor shall be available at site on short notice from Engineer-in-charge and make all efforts to make the situation normal at the earliest.
22. A complaint book (as Annexed) duly authenticated by SDE(E)/JTO(E) concerned shall be kept up to date at site by the Service Provider and the same shall be available for checking & verification by Engineer in charge and departmental authorities. The telephone number for lodging complaints shall be circulated by SDE(E)/EE(E) to all concerned for maintaining the proper docket system or alternatively system generated log events to be provided by service provider to SDE E / JTO E about the Equipment under his maintenance. Also proper arrangement for escalation of complaints shall be made functional within 15 days of commencement of Contract.
23. The staff deputed at site by the Service Provider shall bear an identity card and uniform on duty.
24. After the contract period is over, the Service Provider will have to make arrangement for smooth handing over of comprehensive maintenance and operation of all services/ inventories to the department i.e. SDE(E)/JTO(E) in smooth manner without interruption of entire Electro-Mechanical services within 15 days after award of work to new Service Provider and further handing over by the department to new Service Provider. The Service Provider shall be responsible for any discrepancy vis-à-vis the status of the EMS installations as was handed over to him at the start of the work by him including any modification carried out during the currency of the contract.
25. The Service Provider will submit the self-certified Aadhar Card of the staff if engaged for day-to-day operation and maintenance of the installation(s). Such documents shall be counter signed by Service Provider also. The Service Provider should also supply three passport size photographs along with details of the staff to the department.
26. The record of all servicing, testing, cleaning, calibration, replacements, repairing, readings, complaint etc. as per above shall be maintained as per direction of Engineer-in-charge without any extra payment.
27. In case, the comprehensive maintenance and operation contract is already in force and on completion of contract, the Service Provider will have to make arrangement for smooth taking over / handing over of all services to the department / other firm.
28. The payment for last two months including SD/PBG shall be released only after successful handing over of the installation to the department/new Service Provider.
29. All the inventories mentioned in the Comprehensive Maintenance contract or the services handed over to Service Provider for maintenance shall be kept in healthy condition all the time. Any components which will not be maintained in healthy condition, recovery will be made as per pro-rata basis, besides other penal recovery on account of unsatisfactory performance including carrying out the work on risk and cost of Service Provider and termination of contract etc. for which decision of Engineer-in-charge will be final and binding.
30. Maintenance/servicing of all the equipment are to be done as and when required in consultation with Engineer-in-charge so as to keep the installation always in healthy condition. A register/record keeping book shall be maintained by the service provider as per the prescribe format ***[format to be issued by office of concern CE(E)]***.

31. In case of unsatisfactory performance of any equipment during the maintenance period, recovery as per schedule mention in section 9 Part F shall be imposed. The decision of Executive Engineer (Electrical) for imposing penalty shall be final and binding. Unsatisfactory performance of the equipment shall be generally construed as non-availability of desired output from the equipment.
32. The recoveries/penalties for any aspect shall be calculated on monthly basis and shall be submitted along with each bill.
33. The recoveries/penalties on account of poor performance or failure to maintain SLA conditions, shall be done as per the penalty clause.
34. A joint inspection of the building shall be carried out quarterly by JTO(E) and representative of the Service Provider. Inspection report shall be signed by both the parties and defects notified shall be rectified by the Service Provider within Seven days from such notification of defects.
35. A joint inspection of the building shall be carried out half-yearly by EE(E) and authorized representative of the Service Provider. Inspection report shall be signed by both the parties and defects notified shall be rectified by the Service Provider within Seven days from such notification of defects.
36. Information regarding faults conveyed by E-mail /Logbook//Complaint book shall be considered as sufficient means of communication. All necessary action viz. execution of work at the risk and cost of the Service Provider, execution of penalties etc. as per terms & conditions of the agreement may be carried out in follow-up to communication of the same to the Service Provider by SMS / E-mail.
37. For communication purpose, following details are to be furnished by the Service Provider: -
  - a. **E-mail ID** .....
  - b. **Mobile No.** .....
38. Any change / addition / deletion / modification in above mentioned contact particulars shall be immediately conveyed by the Service Provider in writing to SDE(E)-in-charge and copy shall be forwarded to the EE(E) during execution of work.

**39. PERFORMANCE**

- 39.1 This contract aims to ensure that passive infrastructure (DG set, ACs, EI & Fans, Substation, Fire detection system, extinguisher etc.) of BSNL installations remains in functional condition all the timesso as to achieve an overall uptime of > 99% in respect of those installation for which only comprehensive maintenance is included in the scope of work and 100% uptime in respect of those installation having comprehensive maintenance & operation.
- 39.2 All the EMS including AC/DG set/Substation/AFD shall be maintained in such a way that there is no interruption is caused to the Telecom services on account of the said EMS.
- 39.3 In case the Service Provider fails to rectify and attend to the fault as per performance level. BSNL shall be at liberty to impose and recover the amount as per **Section-4 Part F** and get the same carried out at the risk & cost of the original Service Provider. Intimation sent through SMS/WhatsApp/E-mail shall be considered sufficient notice to take action as above. The decision/intimation by EE (E) shall be final.

**40 TERMINATION OF CONTRACT**

Right is reserved by BSNL for terminating the contract by giving one week notice due to serious default. This includes major break down which result into disruption of communication service or major accident due to negligence on the part of Service Provider or major fire or revenue loss to the BSNL more than 10% of the tendered amount or the cumulative penalties on account of poor performance if exceed to 5% of the tendered amount. In such a case the contract shall be terminated and 10% of the estimated cost or tendered amount, whichever is higher shall be recovered. The decision of Superintending Engineer (Electrical)/Chief Engineer (Electrical) in this regard shall be final and binding.

**SECTION-3 Part C**

**SCHEDULE OF REQUIREMENTS (SOR)**

The Schedule of Requirement (SOR) is given below:

**Name of Work: Operation & Comprehensive maintenance of Electromechanical services for MBM T.E. Bldg. Manendragarh and its staff quarters compound.**

| <b>Sl. No.</b> | <b>Description of Item</b>  | <b>Qty</b> | <b>Unit</b> |
|----------------|---|------------|-------------|
| 1              | 2   | 3          | 4           |
| 1              | Operation & Comprehensive maintenance of following Services at T.E. Bldg. Manendragarh and its staff quarters compound as per specification and details of services (Inventory) etc. attached | 24         | Months      |

| <b>Details of Services (Inventory)</b> |   |                         |                  |       |               |
|--|---|-------------------------|------------------|-------|---------------|
| Sr No                                  | Service   | Quantity                | Capacity or area | Unit  | Date of Comm. |
| 1                                      | E.I. & Fans   | G+1                     | 694              | sqmtr | 2002          |
| 2                                      | PUMPS   |                         |                  |       |               |
|  | Centrifugal   | 1                       | 2                | HP    | 2008          |
| 3                                      | Compound Lighting (On Pole)   | 13                      | 18 W LED         | Each  | 2002          |
| 4                                      | Air Conditioning  |                         |                  |       |               |
|  | (a) Split Unit  | 8                       | 1.5              | TR    | 2018          |
|  | (b) Split Unit  | 4                       | 1.5              | TR    | 2008          |
|  | (c) Split Unit  | 3                       | 1.5              | TR    | 2010          |
| 5                                      | E/A sets  | 2                       | 125              | KVA   | 2002          |
|  | DG Set model- [ Greaves TD4L4 ], DG Battery capacity=12 V, 150 AH - 1 No.   |                         |                  |       |               |
|  | DG Set model- [ Cummins NTC494G ], DG Battery capacity=12 V, 150 AH - 1 No. |                         |                  |       |               |
| 6 (i)                                  | Fire Extinguisher CO2 Type  | 6                       | 4.5 Kg           | Each  | 2002          |
| 6 (ii)                                 | Fire Extinguisher CO2 Type  | 2                       | 4.5 Kg           | Each  | 2010          |
| 7                                      | Lightning Conductor   | 0.5% of Bldg. component | 694              | sqmtr | 2002          |
| 8                                      | MV Panel  | 1                       | 0                | Each  | 2002          |
| 9                                      | Capacitor Panel   | 1                       | 0                | Each  | 2002          |
| 10                                     | Staff Qtr   |                         |                  |       |               |
|  | (a) T-II  | 1                       | 59.95            | sqmtr | 2002          |
|  | (b) T-III   | 1                       | 72.4             | sqmtr | 2002          |

## SECTION-4 Part A

### GENERAL INSTRUCTIONS TO BIDDERS (GIB)

#### 1. DEFINITIONS

- 1.1 "**The Purchaser**" means the Bharat Sanchar Nigam Ltd. (BSNL), Bharat Sanchar Nigam Ltd. (BSNL), ..... Telecom Circle, Concerned BA / SSA.
- 1.2 "**The Bidder**" means the individual or firm who participates in this tender and submits its bid.
- 1.3 "**The Vendor/Service Provider/Bidder**" means the individual or firm supplying the goods / services under the contract.
- 1.4 "**The Service**" means all the to provide the required for operation and Comprehensive Maintenance of Electro-Mechanical services of Telephone Exchanges to the Purchaser under the contract.
- 1.5 "**The Advance Purchase Order**" or "**Letter of Intent**" means the intention of Purchaser to place the Purchase Order on the bidder.
- 1.6 "**The Work Order**" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The Work order shall be deemed as "Contract" appearing in the document.
- 1.7 "**The Purchase Order**" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as "**Contract**" appearing in the document.
- 1.8 "**The Contract Price**" means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- 1.9 "**Telecom Service Provider**" means any Telecom operator in India, who is licensed by the Department of Telecommunications (DOT), Government of India to provide telecom services to the general public or to the other DOT licensed Telecom operators. "Telecom Service Provider" also refers to any Telecom operator in other countries providing telecom services to general public of that country or to other telecom operators of the same country.
- 1.10 "**SSA**" means Secondary Switching Areas defined by BSNL (generally comprising of one or more revenue districts).
- 1.11 "**BA**" means Business Area comprising of one or more SSA's.
- 1.12 "**Successful Bidder(s)**" means the bidder(s) to whom work in this tender is awarded.
- 1.13 "**EMS**" means Electro Mechanical Service(s) as defined in this contract.
- 1.14 "**CET**" means Tender Evaluation Committee as defined in this contract.

#### 2 ELIGIBILITY CONDITIONS:

- 2.1 Kindly refer to clause 4 of Section – 1 Part A i.e., Detailed NIT.
- 2.2 The Bidder must furnish the documentary evidence to meet the eligibility conditions laid down in general, technical, and financial qualification criteria.

#### 3 COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid. BSNL will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### 4 DOCUMENTS REQUIRED

- 4.1 The detailed list of services required to be provided by the bidder, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in the covering letter.



- 4.2** The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/amendments/addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

## **5 CLARIFICATION OF BID DOCUMENTS**

- 5.1** A prospective bidder, requiring any clarification on the Bid Documents shall notify BSNL in writing by email to tender inviting authority as indicated in the invitation of Bid. BSNL shall respond in writing to any request for the clarification of the Bid Documents, which it receives latest upto 3 days from issue of NIT Copies of the query (without identifying the source) and clarifications by BSNL shall be sent to all the prospective bidders who have received the bid documents. (Format for submission of queries in Excel sheet only).
- 5.2** Any clarification issued by BSNL in response to query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant clause of the bid documents.

## **6 AMENDMENT OF BID DOCUMENTS**

- 6.1** BSNL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify bid documents by amendments prior to the date of submission of Bids with due notification to prospective bidders.
- 6.2** The amendments shall be notified in writing by email or by Addendum through e-tendering portal (for tenders invited through e-tendering process) to all prospective bidders on the address intimated at the time of purchase of the bid document from BSNL and these amendments will be binding on them.
- 6.3** In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, BSNL may, at its discretion, extend the deadline for the submission of bids suitably.

## **7 DOCUMENTS COMPRISING THE BID**

The bid prepared by the bidder shall ensure availability of the following components:

- 7.1** Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted in accordance with the **clause 2 & 10**.
- 7.2** Bid Security furnished in accordance with **clause 12**.
- 7.3** A Clause-by-Clause compliance as per **clause 11.2 (c) & NIL** Deviation statement/ certificate.
- 7.4** A Bid form and price schedule completed in accordance with clause 8 & 9.

## **8 BID FORM**

The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the goods to be supplied, brief description of the goods, quantity, and prices as **per section-9**.

## **9 BID PRICES – NOT APPLICABLE**

## **10 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION**

- 10.1** The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents or whichever is required as per terms and conditions of Bid Documents.

- a) Valid MSE Certificate, if applicable. If MSE Entrepreneurs happens to be from SC/ST or Womencategory, proof in this regard also need to be submitted.
- b) Additional documents to establish the eligibility and qualification of bidder as specified in Section-I and Section-4 Part B.
- c) Power of Attorney as per clause 14.3 (a) and (d) and authorization for executing the power of Attorney as per clause 14.3 (b) or (c) of this section.
- d) Documentary proof of GST registration. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/LoI/signing of contract, if declared successful.
- e) Certificates from all Directors of the bidder stating that none of their near relatives are working inBSNL in accordance with clause 34 or details of near-relatives working in BSNL.
- f) Certificate of Incorporation/Registration.
- g) Article or Memorandum of Association or partnership deed or proprietorship deed as the case maybe. List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence.

## **10.2 DOCUMENTARY EVIDENCE FOR FINANCIAL AND TECHNICAL CAPABILITY**

- a) The bidder shall furnish audited Annual Reports (if applicable for last three financial years) & IT Returns and a certificate from its bankers to assess its solvency/financial capability to the tune 30%of annual estimated cost of tender.
- b) The bidder shall furnish documentary evidence about technical and production capability necessaryto perform the contract.

## **11. DOCUMENTS ESTABLISHING CONFORMITY TO BID DOCUMENTS**

- 11.1 Pursuant to **clause 7**, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all goods and services which he proposes to supply under the contract.

### **11.2 The documentary evidences of the "goods and services" conformity to the Bid Documents may be, in the form of literature, drawings, data etc. and the bidder shall furnish:**

A clause-by-clause compliance on the purchaser's Technical Specifications and Commercial Conditions demonstrating substantial responsiveness to the Technical Specifications and Commercial Conditions. In case of deviations, a statement of the deviations and exception to the provision of the Job Specifications and Commercial Conditions shall be given by the bidder. A bid without clause-by-clause compliance of the Scope of Work, Section-3. (Commercial and Technical) Conditions & Special (Commercial) Conditions, General Conditions (Section- 5 Part A, B) shall not be considered.

## **12. BID SECURITY / EMD**

- 12.1 The bidder shall furnish, as part of its bid, a bid security as mentioned in Section-1(DNIT).

- 12.2 The MSE bidders are exempted from payment of bid security.
- a) Udyam Registration certificate as per clause 2.2 of Section-1, will have to be attached along with the bid.
  - b) The Udyam registration certificate issued by MSE should be valid on the date of opening of tender to prove that they are in Micro or Small Enterprise category.
  - c) MSE units are required to submit its monthly production capacity to meet the delivery schedule of tendered item.
  - d) If a MSE vendor, duly registered with body specified by Ministry of Micro, Small & Medium Enterprise claiming concessional benefits, is awarded work by BSNL and subsequently fails to obey any of the contractual obligations, he will be debarred from any further work/ contract by BSNL for **one year** from the date of issue of such order.
- 12.3 The bid security is required to protect the purchaser against the risk of bidder's conduct, which would warrant the forfeiture of bid security pursuant to Para 12.7.
- 12.4 A bid not secured in accordance with Para 12.1 & 12.2 shall be rejected by the Purchaser being non-responsive at the bid opening stage and archived unopened on e-tender portal for e-tenders and returned to the bidder unopened (for manual bidding process).
- 12.5 The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible and within 30 days of finalization of the tender or expiry of the period of the bid validity period prescribed by the purchaser pursuant to clause 13.
- 12.6 The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance purchase order satisfactorily in accordance with clause 27 and furnishing the performance security, except in case of L-1 bidder, whose EMBG/EMD shall be released only after the finalization of ordering of complete tendered quantity in pursuance to clause no. **24.2 & 27.3** of this section.
- 12.7 The Bid Security or EMD may be forfeited:
- a) If the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect during the period of bid validity specified by the bidder in the bid form or extended subsequently;

**OR**

- b) If the bidder does not accept the APO/ AWO and/ or does not submit PBG & sign the contract/agreement in accordance with clause 28.
- c) The bidder/firm is found to have been already blacklisted by BSNL/DOT/Govt. Org./Govt. Department/PSU/GST Authorities at any stage of tender/supply.

### **13. PERIOD OF VALIDITY OF BIDS**

- 13.1 Bid shall remain valid for period specified in **clause 2 of Tender Information**. A bid valid for a shorter period if on pointing out by BSNL for the same, the bidder does not undertake to make his bid valid for required duration, then the bid shall be rejected by BSNL and shall be treated as non-responsive.
- 13.2 In exceptional circumstances, BSNL may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under clause 12 shall also be suitably extended. The bidder may refuse the request without risk of forfeiting its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid. In such case the validity of Bid security Declaration by bidder will also get extended automatically.

## **14. FORMAT AND SIGNING OF BID**

14.1 The bidder shall submit his bid online (in case of e-tendering) & through sealed envelopes physically (in case of tenders with manual bidding process), complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, using Digital Signature (in case of e-tendering) & byhand signatures (for manual bidding process), by the authorized person and uploaded in the e-portal. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid and also to be uploaded.

**Note:** BSNL may ask the bidder(s) to supply, besides original bid, additional copy of bids as required by him.

14.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be digitally signed by the person or persons signing the bid.

### **14.3 POWER OF ATTORNEY**

- (a) The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned.
- (b) The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Body corporate. A copy of resolution authorizing the concerned person (issuing PoA) by the Board of Director to execute power of attorney shall be attached.

In case Board resolution is available for authorization in favour of the signatory of bid, then separate PoA on stamp paper, is not required. In this case, signature of authorized signatory for the bid must be attested by Bank.

- (c) In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney. A copy of the Partnership deed (first, last and relevant pages) duly attested by all partners shall be attached.
- (d) Attestation of the specimen signatures of authorized signatory (**who issues PoA**) by the Company's/ firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.
- (e) Any individual authorized in writing to execute Contracts or other agreements or commitments or physically sign or digitally sign the bid documents etc. on behalf of the bidder company shall be one of the powers of attorney holders of the bidder company as per clause 14.3 (a) and (d) and authorization for executing the power of Attorney as per clause 14.3 (b) or (c) of Section-4 Part A of the tender document. The letter of authorization shall be indicated by written power of attorney accompanying the bid.

## **15. SEALING AND MARKING OF BIDS**

**15.1** The bid should be submitted as per Clause 3 of tender information.

**15.2** The bids are being called under Single Stage Bidding & Two stage opening using two Envelope System.

**15.3** The details of sealing & marking of bids in each case is given below:

In Single stage bidding & single envelope system, the bidder shall submit all the documents specified for Techno-commercial bid & Financial bid in a single envelope - **Not applicable for this tender.**

**15.4** In Single stage bidding & two envelopes system the bidder shall submit his bid online in two electronic envelopes; (**Refer Section-4 Part C**). The First envelope will be named as **Techno-commercial bid**. This envelope will contain documents of bidder's satisfying the eligibility / Technical & commercial conditions as **per Clause 2 & 10** with Bid Security as per Clause 12. Second envelope will be named as **financial bid** containing Price Schedules as per Section 9 Part B.

### **15.5 Marking of Tender**

- a) The offline envelope shall be addressed to the purchaser inviting the tender:  
**The Executive Engineer (Elect.), BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg., Raj Kishore Nagar, Bilaspur (C.G.)**
- b) The offline envelope shall bear the name of the tender, the tender number, and the words '**DO NOT OPEN BEFORE**' (**due date & time**).
- c) The inner and outer offline envelopes (in case of manual tendering process) shall indicate the name and complete postal address of the bidder to enable the purchaser to return the bid unopened in case it is declared to be received 'late'.
- d) Offline envelope should be deposited in the tender box provided by tendering authority or delivered in person on above mentioned address (address is given in Clause 15.5 (a) above). The responsibility for ensuring that the tenders are delivered in time, would vest with the bidder.
- e) Bids delivered in person on the day of tender opening shall be delivered upto specified time & date as stated in NIT to **The Executive Engineer (Elect.), BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg., Raj Kishore Nagar, Bilaspur (C.G.)** at the venue (address is given in Clause 15.5(a) above). BSNL shall not be responsible if the bids are delivered elsewhere.
- f) Venue of Tender Opening: **The Executive Engineer (Elect.), BSNL Electrical Division, 1<sup>st</sup> Floor, Telephone Exchange Bldg., Raj Kishore Nagar, Bilaspur (C.G.)** at specified time & date as stated in NIT.

If due to administrative reasons, the venue of Bid opening is changed, it will be displayed prominently on BSNL website, e-tender portal (as the case may be).

**15.6** If both the envelopes are not submitted as required at **para 15.1 and 15.2**, the bid shall be rejected.

## **16 SUBMISSION OF BIDS**

**16.1** **Online** Bids must be submitted by the bidders on or before the specified date & time indicated in Clause-6 of Section-I i.e., DNIT.

**16.2** BSNL may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with clause 6 in which case all rights and obligations of BSNL and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

**16.3** The bidder shall submit its bid offer against bid documents purchased / downloaded from BSNL website/ e-tender portal for all as per requirement of the Bid Documents.

## **17 LATE BIDS**

No bid shall be accepted either online by E-Tender Portal or physically in case of manual bidding process after the specified deadline for submission of bids prescribed by BSNL.

## **18 MODIFICATION AND WITHDRAWAL OF BIDS**

- 18.1** The bidder may modify, revise or withdraw his bid after submission prior to deadline prescribed for submission of bid.
- 18.2** The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated (in case of e-tendering) & physically (in case of manual bidding process) as per clause 15.
- 18.3** Subject to clause 20, no bid shall be modified subsequent to the deadline for submission of bids.

## **19 OPENING OF BIDS BY BSNL**

- 19.1** BSNL shall open bids online in presence of representative of bidders, who choose to attend, at time & date specified in Clause 7 of DNIT(Section-1) on due date.
- 19.2** The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening (A Format is given in enclosed in **Section-7 C**).
- 19.3** A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
- 19.4** Name of envelopes to be opened & information to be read out by Bid Opening Committee (or as displayed by e-tender system).
- (i) In Single stage bidding & two envelopes system; the bids will be opened in 2 stages i.e., the techno-commercial bid shall be opened on the date of tender opening given in NIT Thereafter, the CET/TPC will evaluate Techno-commercial bids & the report of CET will be approved by competent authority. The financial bids of those bidders who are approved to be techno-commercially compliant by the competent authority, will be opened by TOC in front of techno commercially eligible bidders/authorized representatives by sending them a suitable notice.
- (ii) The following information (or as per e-tender system) shall be made available at the time of Techno-commercial bid opening: -
- Name of the Bidder
  - Name of the item
  - EMD amount & validity and acceptability
  - Information in respect of eligibility of the bidder.
  - Details of bid modification/ withdrawal, if applicable.
- (iii) The following information (or as per e-tender system) shall be made available at the time of financial bid opening: -
- Name of the Bidder.
  - Name of the item.
  - Quantities/Prices quoted in the bid.
  - Discount, if offered.
  - Taxes & levies.
- 19.5** The date fixed for opening of bids, if subsequently declared as holiday by the BSNL, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

## **20 CLARIFICATION OF BIDS**

- 20.1** To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing.

However, no post bid clarification at the initiative of the bidder shall be entertained.

- 20.2** If any of the documents, required to be submitted along with the technical bid is found wanting, the offer is liable to be rejected at that stage. However, the purchaser at its discretion may call for any clarification regarding the bid document within a stipulated time period. In case of non-compliance to such queries, the bid will be outrightly rejected without entertaining further correspondence in this regard.

## **21 PRELIMINARY EVALUATION**

- 21.1** BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 21.2** Arithmetical errors shall be rectified on the following basis. Based on the quoted percentage of duties and taxes, Freight etc. the amounts quoted thereof shall be worked out and rounded off to 2 decimal points. In case the unit price quoted in column 12 does not tally with its breakup quoted in col. 4, 6, 8, 10 & 11, the same shall be corrected by summing up the breakups. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser.
- 21.3** If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, its bid shall be rejected.
- 21.4** Prior to the detailed evaluation pursuant to clause 21, BSNL will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- 21.5** A bid, determined as substantially non-responsive will be rejected by the purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.
- 21.6** BSNL may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

## **22 EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS**

- 22.1** BSNL shall evaluate in detail and compare the financial bids of only those bidders, whose techno-commercial bids are determined to be substantially responsive pursuant to clause 21.
- 22.2** The financial evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices of the services offered excluding GST which are creditable to BSNL, as per price schedule in **the Section-9 Part B** of the Bid-document after arithmetical correction in the manner laid down in clause 21.2 above.
- 22.3** Vendors should furnish the correct HSN/SAC in the price Schedule. If the service provider fails to furnish necessary supporting documents i.e., GST invoices etc. in respect of the Duties/taxes for which ITC is available to BSNL, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the firm.

## **23 CONTACTING BSNL**

- 23.1** Subject to **Clause 20**, no bidder shall try to influence BSNL on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 23.2** Any effort by a bidder to modify its bid or influence BSNL in its bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

## **24 PLACEMENT OF ORDER**

**24.1** BSNL shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose services have been approved/ validated by the purchaser. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.

**24.2** DELETED

**25** DELETED

**26 BSNL'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

BSNL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

**27 ISSUE OF ADVANCE PURCHASE ORDER**

**27.1** The issue of an Advance Purchase Order (APO)/Advance Work Order (AWO) shall constitute the intention of the Purchaser to enter into contract with the bidder.

**27.2** The bidder shall within 14 days of issue of the advance purchase order, give its acceptance along with performance security in conformity with the proforma provided with the bid document at Section-7B.

**27.3** DELETED

**27.4** DELETED

**28 AWARD OF CONTRACT**

**28.1** The issue of Purchase order shall constitute the award of contract on the bidder.

**28.2** Upon the successful bidder furnishing performance security pursuant to clause 27, the Purchaser shall discharge the bid security in pursuant to clause 12, except in case of L-1 bidder, whose EMBG/ EMD shall be released only after finalization of ordering of complete tendered quantity in pursuance to clause no. 24 & 27 of this section.

**29 ANNULMENT OF AWARD**

Failure of the successful bidder to comply with the requirement of clause 27 & 28 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security in which event the Purchaser may make the award to any other bidder at the discretion of the purchaser or call for new bids.

**30 QUALITY ASSURANCE REQUIREMENTS- NOT APPLICABLE**

**31 REJECTION OF BIDS**

**31.1** While all the conditions specified in the Bid documents are critical and are to be complied, special attention of bidder is invited to the following clauses of the bid documents. Non-compliance of any one of these shall result in outright rejection of the bid.

a) Clauses 12.1, 12.2 & 13.1 of Section- 4 Part A: The bids will be rejected at opening stage if Bid security is not submitted as per Clauses 12.1 & 12.2 and bid validity is less than the period prescribed in Clause 13.1



mentioned above.

- b) Clause 2 & 10 of Section-4Part A: If the eligibility condition as per clause 2 of Section 4 Part A is not met and/ or documents prescribed to establish the eligibility as per Clause 10 of section4 Part A are not enclosed, the bids will be rejected without further evaluation.
- c) Clause 11.2 (c) of Section-4 Part A: If clause-by-clause compliance as well as deviation statements as prescribed are not given, the bid will be rejected at the stage of primary evaluation.
- d) While giving compliance to Section-5 Part A, General Commercial conditions, Section-4 Part B, Special Instructions to Bidders, Section-5B Special (Commercial) Conditions of Contract and Section-3 Technical Specifications ambiguous words like "Noted", "Understood", "Noted & Understood" shall not be accepted as complied. Mere "Complied" will also be not sufficient, reference to the enclosed documents showing compliances must be given.
- e) Section-9 Price Schedule: Prices are not filled in as prescribed in price schedule.

**31.2** Before outright rejection of the Bid by Bid-opening team for non-compliance of any of the provisions mentioned in clause 31.1(a), 31.1(b) of Section-4PartA, the bidder company is given opportunity to explain their position, however if the person representing the company is not satisfied with the decision of the Bid opening team, he/they can submit the representation to the Bid opening team immediately but in no case after closing of the tender process with full justification quoting specifically the violationof tender condition if any.

**31.3** Bid opening team will not return the bids submitted by the bidders on the date of tender opening evenif it is liable for rejection and will preserve the bids in sealed cover as submitted by taking the signatures of some of the desirous representatives of the participating bidder/companies present on theoccasion.

**31.4** The in-charge of Bid opening team will mention the number of bids with the name of the company found unsuitable for further processing on the date of tender opening and number of representations received in Bid opening Minutes and if Bid opening team is satisfied with the argument of the bidder/company mentioned in their representation and feel that there is prima-facie fact for consideration, the in-charge of the bid opening team will submit the case for review to Officer competent to approve the tender as early as possible preferably on next working day and decision to this effect should be communicated to the bidder company within a week positively. Bids found liable for rejection and kept preserved on the date of tender opening will be returned to the bidders after issueof P.O. against the instant tender.

**31.5** If the reviewing officer finds it fit to open the bid of the petitioner, this should be done by giving three (working) days notice to all the participating bidders to give opportunity to participants desirous to bepresent on the occasion.

**32 ACTION BY PURCHASER AGAINST BIDDER(S)/ VENDOR(S) IN CASE OF DEFAULT**  
As per Appendix-1 to Section 4 Part A

**33 CLAUSE DELETED.**

**34 NEAR-RELATIONSHIP CERTIFICATE**

**34.1** The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the unit (Division) where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and incase of limited company by all the Directors of the company **excluding** Government of India/ Financialinstitution nominees and independent non-Official part time Directors appointed by Govt. of India orthe Governor of the state and full time Directors of PSUs both state and central. Due to any breach ofthese conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and BSNL will not pay any damage to the company or firm or the concerned person.

**34.2** The Company or firm or the person will also be debarred for further participation in the concerned unit.

**34.3** The near relatives for this purpose are defined as:-

- (a) Members of a Hindu undivided family.
- (b) They are husband and wife.
- (c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

**34.4** The format of the certificate is given in Section 6 (B). If, however, there are near relatives of bidders, working in BSNL unit inviting tender, then bidder should declare details (Name, Designation, office where employed and contact mobile numbers).

### **35 VERIFICATION OF DOCUMENTS AND CERTIFICATES**

**35.1** The bidder will ensure that all the documents and certificates, including experience/performance and self-certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.

**35.2** If any document/ paper/ certificate submitted by the participant bidder is found / discovered to be false / fabricated / tempered / manipulated either during bid evaluation or during award of contract or thereafter, then the Purchaser will take action as per Clause-1 of Appendix-1 of this section.

#### **Note for Tender opening Committee:**

- a) At the time of tender opening, the TOC will check/ verify that the documents conforming to eligibility part are submitted by the participant bidder duly authenticated by the authorized signatory to obviate any possibility of doubt and dispute and maintain veracity of the documents / papers/ certificates.
- b) The documents/ papers to be submitted in respective bid part have been explicitly stated in Clause-7 of Section-4 Part A.
- c) This opened bid part which is already signed by the authorized representative of the bidder company during bid submission will be signed by the tender opening committee on hard copy and preserve it along with the bids received online in case of e-tendering.
- d) These papers will be treated as authentic one, in case of any dispute.

### **36 SECURITY CLAUSE AS PER LATEST GUIDELINES AND REQUIREMENT**

Mandatory Licensing requirements with regards to security related concerns issued by the Government of India from time-to-time as applicable.

### **37 RESERVATION/ PROCUREMENT FROM MSE UNITS:**

In case of tender item cannot be split or divided, etc. the MSE quoting a price within the band L1+15% may be awarded for full/ complete supply of total tendered value to MSE, considering the spirit of the Policy for enhancing Govt. Procurement from MSEs (as per OM No. 1(3)/2018-MA, Part-III dtd. 25th March 2022, Ministry of MSME, Govt of India.

**Appendix-1 to Section 4 Part A of Chapter 4 (Standard Tender Enquiry Document)**

| S. No.       | Defaults of the bidder / vendor.   | Action to be taken   |
|--------------|--|--|
| A            | B  | C  |
| 1(a)         | Submitting fake / forged<br>a) Bank Instruments with the bid to meet terms & condition of tender in respect of tender fee and/ or EMD / PBG;<br>b) Certificate for claiming exemption in respect of tender fee and/ or EMD;<br>and detection of default at any stage from receipt of bids till award of APO/ issue of PO/WO. | i) Rejection of tender bid of respective Vendor.<br>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.<br>iii) Termination/ Short Closure of PO/WO, if issued. This implies non-acceptance of further supplies / work & services except to make the already received material work/ complete work in hand. |
|              | <b>Note 1:- Deleted</b>  |  |
|              | <b>Note 2:- Payment for already received supplies/ completed work shall be made as per terms &amp; conditions of PO/ WO.</b>   |  |
| 1(b)         | Submitting fake / forged documents towards meeting eligibility criteria such as experience capability, supply proof, registration with Goods and Service Tax, Income Tax departments etc and as supporting documents towards other terms & conditions with the bid to meet terms & condition of tender :                     |  |
|              | <i>(i) If detection of default is prior to award of APO</i>  | i) Rejection of Bid &<br>ii) Forfeiture of EMD.<br>iii) Banning of business for upto three years which implies Barring further dealing with the vendor for procurement of Goods & Services Including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.   |
|              | <i>(ii) If detection of default after issue of APO but before receipt of PG/ SD (DD, BG etc.)</i>  | i) Cancellation of APO<br>ii) Rejection of Bid &<br>iii) Forfeiture of EMD.<br>iv) Banning of business for upto three years which implies Barring further dealing with the vendor for procurement of Goods & Services Including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.  |
| 1(b) cont d. | <i>(iii) If detection of default after receipt of PG/ SD (DD,BG etc.) .</i>  | i) Cancellation of APO.<br>ii) Rejection of Bid &<br>iii) Forfeiture of PG/ SD.<br>However, on realization of PG/ SD amount, EMD, if not already released shall be returned.<br>iv) Banning of business for upto three years which implies Barring further dealing with the vendor for procurement of Goods & Services Including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.   |

|     |   |   |
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|     | (iv) If detection of default after issue of PO/ WO  | <p>i) Termination/ Short Closure of PO/WO and Cancellation of APO</p> <p>ii) Rejection of Bid &amp;</p> <p>iii) Forfeiture of PG/ SD. However, on realization of PG/ SD amount, EMD, if not released shall be returned.</p> <p>iv) Banning of business for upto three years which implies Barring further dealing with the vendor for procurement of Goods &amp; Services Including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.</p> |
|     | <b>Note 3:-</b> However, settle bills for the material received in correct quantity and quality if pending items do not affect working or use of supplied items.  |   |
|     | <b>Note 4:-</b> No further supplies are to be accepted except that required to make the already supplied items work.  |   |
| 2   | <p>If vendor or his representative uses violent/ coercive means viz. Physical / Verbal means to threaten BSNL Executive / employees and/ or obstruct him from functioning in discharge of his duties &amp; responsibilities for the following :</p> <p>a) Obstructing functioning of tender opening executives of BSNL in receipt/ opening of tender bids from prospective Bidders, suppliers/ Contractors.</p> <p>b) Obstructing/ Threatening other prospective bidders i.e. suppliers/ Contractors from entering the tender venue and/ or submitting their tender bid freely.</p> | <p>Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>   |
| 3   | Non-receipt of acceptance of APO/ AWO and SD/ PG by L-1 bidder within time period specified in APO/ AWO.  | Forfeiture of EMD.  |
| 4.1 | Failure to supply and/ or Commission the equipment and /or execution of the work at all even in extended delivery schedules, if granted against PO/ WO.   | <p>i) Termination of PO/ WO.</p> <p>ii) Under take purchase/ work at the risk &amp; cost of defaulting vendor.</p> <p>iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>   |
| 4.2 | Failure to supply and/ or Commission the equipment and /or execution of the Work in full even in extended delivery schedules, if granted against PO/ WO.  | <p>i) Short Closure of PO/ WO to the quantity already received by and/ or commissioned in BSNL and/ or in pipeline provided the same is usable and/or the Vendor promises to make it usable.</p> <p>ii) Under take purchase/ work for balance quantity at the risk &amp; cost of defaulting vendor.</p> <p>iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>  |

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| 5.1 | The supplied equipment does not perform satisfactory in the field in accordance with the specifications mentioned in the PO/ WO/Contract.   | <p>i) If the material is not at all acceptable, then return the non-acceptable material (or its part) &amp; recover its cost, if paid, from the o/s bills/ PG/ SD. OR</p> <p>ii) If the material is inducted in network &amp; it is not possible to return it and/ or material is acceptable with degraded performance, the purchaser may determine the price for degraded equipment (Financial penalty = Price – price determined for degraded equipment) himself and/ or through a committee. Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p>   |
| 5.2 | <p>Major quality problems (as established by a joint team / committee of User unit(s) and QA Circle) / performance problems and non-rectification of defects (based on reports of field units and QA circle).</p> <p><b>(NOT APPLICABLE)</b></p>  | <p>i) If the material is not at all acceptable, then return the non-acceptable material (or its part) &amp; recover its cost, if paid, from the o/s bills/ PG/ SD; OR</p> <p>ii) If the material is inducted in network &amp; it is not possible to return it and/ or material is acceptable with degraded performance, the purchaser may determine the price for degraded equipment (Financial penalty = Price – price determined for degraded equipment) himself and/ or through a committee. Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD; and</p> <p>iii) Withdrawal of TSEC/ IA issued by QA Circle.<br/><b>(NOT APPLICABLE)</b></p> |
| 6   | <p>Submission of claims to BSNL against a Contract</p> <p>(a) for amount already paid by BSNL.</p> <p>(b) for Quantity in excess of that supplied by Vendor to BSNL.</p> <p>(c) for unit rate and/ or amount higher than that approved by BSNL for that purchase.</p> <p><b>Note 5:-</b> The claims may be submitted with or without collusion of BSNL Executive/ employees.</p> <p><b>Note 6:-</b> This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not.</p> | <p>i) Recovery of over payment from the outstanding dues of Vendor including EMD/ PG &amp; SD etc. and by invoking ‘Set off’ clause 21 of Section 5 Part A or by any other legal tenable manner.</p> <p>ii) Banning of Business for 3 years from date of issue of banning order or till the date of recovery of over payment in full, whichever is later.</p>   |
| 7   | <p>Network Security/ Safety/ Privacy: - If the vendor tampers with the hardware, software/ firmware or in any other way that</p> <p>a) Adversely affects the normal working of BSNL equipment(s) and/ or any other TSP through BSNL.</p>  | <p>i) Termination of PO/ WO.</p> <p>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p> <p>iii) Recovery of any loss incurred on this account from the Vendor from its PG/ SD/ O/s bills etc.</p>  |

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| 7<br>con-<br>td. | <p>b) Disrupts/ Sabotages functioning of the BSNL network equipment such as exchanges, BTS, BSC/MSC, Control equipment including IN etc., transmission equipment but not limited to these elements and/ or any other TSP through BSNL.</p> <p>c) tampers with the billing related data/ invoicing/ account of the Customer/ User(s) of BSNL and/ or any other TSP(s).</p> <p>d) hacks the account of BSNL Customer for unauthorized use i.e. to threaten others/ spread improper news etc.</p> <p>e) undertakes any action that affects/ endangers the security of India.</p> | <p>(Continued from page 178)</p> <p>iv) Legal action will be initiated by BSNL against the Vendor if required.</p> <p><b>(NOT APPLICABLE)</b></p>   |
| 8                | <p>If the vendor is declared bankrupt or insolvent or its financial position has become unsound and in case of a limited company, if it is wound up or it is liquidated.</p>  | <p>i) Termination/ Short Closure of the PO/ WO.</p> <p>ii) Settle bills for the quantity received in correct quantity and quality if pending items do not affect working or use of supplied items.</p> <p>iii) No further supplies are to be accepted except that required to make the already supplied items work.</p> <p>iv) In case of turnkey projects, If the material is commissioned and is usable without any degradation of performance, then settle bills for the acceptable equipment/ material (or its part).</p> <p>v) In case of turnkey projects, if the material is inducted in network &amp; it is not possible to return it and/ or material is acceptable with degraded performance, the purchaser may determine the price for degraded equipment (Financial penalty = Price – price determined for degraded equipment) himself and/ or through a committee.</p> |
| 8<br>con-<br>td. |   | <p>Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p>  |

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|----|--|---|
| 9  | In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings.  | <p>i) Termination/ Short Closure of the PO/ WO.</p> <p>ii) Settle bills for the material received in correct quantity and quality if pending items do not affect working or use of supplied items.</p> <p>iii) No further supplies are to be accepted except that required to make the already supplied items work.</p> <p>iv) In case of turnkey projects, If the material is commissioned and is usable without any degradation of performance, then settle bills for the acceptable equipment/ material (or its part).</p> <p>v) In case of turnkey projects, If the material is inducted in network &amp; it is not possible to return it and/ or material is acceptable with degraded performance, the purchaser may determine the price for degraded equipment (Financial penalty = Price – price determined for degraded equipment) himself and/ or through a committee. Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p> |
| 10 | <p>If the vendor does not return/ refuses to return BSNL's dues:</p> <p>a) inspite of order of Arbitrator.</p> <p>b) inspite of Court Orders.</p>  | <p>i) Take action to appoint Arbitrator to adjudicate the dispute.</p> <p>i) Termination of contract, if any.</p> <p>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.</p> <p>iii) Take legal recourse i.e. filing recovery suite in appropriate court.</p> <p>i) Termination of contract, if any.</p> <p>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.</p>   |
| 11 | If the Central Bureau of Investigation/ Independent External Monitor (IEM) / Income Tax/ Goods and Service Tax / Custom Departments recommends such a course   | Take Action as per the directions of CBI or concerned department.   |
| 12 | <p>The following cases may also be considered for Banning of business:</p> <p>(a) If there is strong justification for believing that the proprietor, manager, MD, Director, partner, employee or representative of the vendor/ supplier has been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolation, misrepresentation with respect to the contract in question.</p> | <p>i) Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>  |

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|---|--|--|
|   | (b) If the vendor/ supplier fails to execute a contract or fails to execute it satisfactorily beyond the provisions of Para 4.1 & 4.2. |  |
|   | (c) If the vendor/ supplier fails to submit required documents/ information, where required.   |  |
|   | (d) Any other ground which in the opinion of BSNL is just and proper to order for banning of business dealing with a vendor/ supplier. |  |
| <b>Note 7:</b> The above penalties will be imposed provided it does not clash with the provision of this tender.  |  |  |
| <b>Note 8:-</b> In case of clash between these guidelines & provision of invited tender, the provision in this tender shall prevail over these guidelines.                |  |  |
| <b>Note 9:</b> Banning of Business dealing order shall not have any effect on the existing/ ongoing works/ CMC / CCMC which will continue along with settlement of Bills. |  |  |



## SECTION-4 Part B

### SPECIAL INSTRUCTIONS TO BIDDERS

The Special Instructions to Bidders shall supplement the 'Instructions to Bidders' and in case of any conflict with those in Section-4 Part A i.e., GENERAL INSTRUCTIONS TO BIDDERS (GIB), the provisions herein shall prevail.

#### 1. EVALUATION

1.1 The evaluation process comprises the following three (3) steps:

**Step I** : Fulfillment of requirements of Eligibility criteria, EMD and tender fee.

**Step II** : Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause 4 Section 1 DNIT.

**Step III**: Selection of Successful Bidder.

#### 1.2 Step I - Responsiveness check of Techno-Commercial Bids

1.2.1 The Techno-Commercial Bid submitted by Bidders shall be scrutinized to establish responsiveness to the requirements laid down in Clause 4 of DNIT.

1.2.2 Any of the following may cause the Bid to be considered "non-responsive", at the sole discretion of BSNL.

- a. Bids that are incomplete i.e. not accompanied by any of the applicable formats inter alia covering letter, power of attorney supported by a board resolution as per Clause 5, format for disclosure, valid EMD;
- b. Bid not signed by authorized signatory and / or stamped in the manner indicated in this Bid Document;
- c. Material inconsistencies in the information/ documents submitted by the Bidder, affecting the Qualification Requirements;
- d. Information not submitted in formats specified in the Bid Document
- e. Bid not providing information/ document to satisfy Qualification Requirements;
- f. Bidder not meeting the criteria mentioned in Clause 4 of Section 1 DNIT of this Document.
- g. A Bidder submitting more than one Bid for the same Cluster;
- h. Bid validity being less than that required as per Clause 13 Section 4A of this Bid Document;
- i. Bid being conditional in nature.
- j. Bid not received (Electronic and offline) by due date and time as specified in Clause 6 of DNIT;
- k. More than one Bidding Company using the credentials of the same Parent /Affiliate;
- l. Bidder delaying in submission of additional information or clarifications sought by BSNL.
- m. Bidder makes any misrepresentation of facts.
- n. Bid not accompanied by valid EMD.

1.2.3 Each Bid shall be checked for compliance with the submission requirement set forth in this Bid Document before evaluation of Bidder's fulfillment of Qualification Requirement is taken up.

**1.3 Step II - Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause4 Section 1 DNIT**

1.3.1 After ensuring EMD with respect to its amount and validity; evaluation of Bid will be carried out based on the information furnished by the Bidder as per the prescribed Formats in Section 7 and related documentary evidence in support of meeting the Qualification Requirements as specified in Clause4 of Section 1 DNIT.

1.3.2 Price Bid of only those bidders will be opened whose Techno-Commercial qualification requirement, prima facie meets the Qualifying Criteria. However, if at later stage it is found that Techno- Commercial bid doesn't meet the qualification criteria, bid can be rejected at sole discretion of BSNL.

**1.4 Step III – Selection of Successful Bidders**

1.4.1 Only the bids qualifying in Step II above, shall be financially evaluated for respective cluster, in this stage, on basis of their quote as per financial schedule in Section 9 Part-B.

1.4.2 Successful Bidder shall unconditionally accept the AWO, issued by BSNL, within 14 days of issue of AWO.

1.4.3 If the Successful Bidder, to whom the AWO has been issued, does not accept the AWO unconditionally, BSNL reserves the right to annul the award of the Letter of Intent to such Successful Bidder and forfeit EMD ( in case of L-1 bidder).

1.4.4 It shall not be binding upon BSNL to accept the lowest bid as successful.

1.4.5 It shall not be obligatory on the part of BSNL to furnish any information or explanation for cause of rejection of Bid or part of the Bid. Notwithstanding anything stated above, BSNL reserves the right to assess the credibility, capability and capacity of the bidders and viability of the Proposal to perform the contract should circumstances warrant such an assessment in the overall interest of BSNL and Bidder shall furnish all other required documents to BSNL.

1.4.6 BSNL reserves the right to interpret the Bid submitted by the Bidder in accordance with the provisions of this Bid Document and make its own judgment regarding the interpretation of the same. In this regard BSNL shall have no liability towards any Bidder and no Bidder shall have any recourse to BSNL with respect to the selection process.

1.4.7 BSNL shall evaluate the Bids using the evaluation process specified above, at its sole discretion.

1.4.8 BSNL's decision in this regard shall be final and binding

## SECTION- 4 PART C

### E-TENDERING INSTRUCTIONS TO BIDDERS

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>

#### 1. REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### 2. SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### 3. PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and

content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

***Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

#### **4. SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorizedbid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” inthe portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid.This acknowledgement may be used as an entry pass for any bid opening meetings.

## **5. ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicatedin the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal ingeneral may be directed to the 24x7 CPP Portal Helpdesk.

**0120-4200 462/4001 002/4001 005,**

**International Bidders are requested to prefix +91 as country code**

### **Email Support:**

For any issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority.

**Technical – [support-eproc@nic.in](mailto:support-eproc@nic.in) Policy Related – [cphp-doe@nic.in](mailto:cphp-doe@nic.in)**

**For any technical related queries please call at NIC Help Desk Number (between Monday to Friday, 9 AM to 5 PM). [CPPP-nic@nic.in](mailto:CPPP-nic@nic.in) +91 1124305265**

**SECTION-4 Part D**  
**SPECIAL AND ADDITIONAL CONDITIONS**

The Service Provider shall read carefully the following conditions and shall quote accordingly.

**1 EARNEST MONEY DEPOSIT:**

- 1.1 Validity period:** The validity period of Earnest Money deposit should be kept 30 days beyond the Tender validity i.e.  $150+30=180$  days, as the tender validity period is *150 days*.
- 1.2 Extension of Validity period:** In case, where the letter of award of work cannot be placed within the validity period of tender, the BSNL can request all Bidders to extend the validity of their respective tenders and the earnest money deposit by a reasonable period. In such cases, extension of validity of earnest money deposit by 30 days beyond the extended validity date of tender should also be asked for. While BSNL can make the request for extension, the Bidder is free to either extend the validity or refuse the request to extend the validity.
- 1.3 Release of Earnest Money Deposit:** Earnest money deposit of all unsuccessful Bidders shall be released within one week of issue of tender acceptance letter to the successful Bidder. Where the BSNL requests the Bidder to extend the validity of the tender beyond the stipulated period given in the tender documents, and the Bidder refuses to extend the validity of his tender, the earnest money deposit of such Bidders shall be returned forthwith.
- 1.4** In case the work is not started by the Service Provider within specified time frame, the full Performance guarantee will be forfeited absolutely.

**2 PERFORMANCE GUARANTEE:**

- 2.1 The Service Provider is required to furnish performance guarantee for an amount equal to 5% of the contract value in the form of Bank Guarantee (of a Nationalized/ Scheduled Bank in a standard format) /CDR/FDR/DD within 15 days from the date of issue of acceptance letter. The EMD of successful Bidder shall be released after receipt of performance guarantee.
- 2.2 The validity period of the performance security in the form of performance bank guarantee shall be Three months from the stipulated date of completion of the work and in the event, the time of completion of the work gets enlarged/ extended, the Service Provider shall get the validity of the performance guarantee extended to cover such enlarged time.
- 2.3 Service Provider has option to deposit performance guarantee in the form of bank guarantee in the prescribed format as per performa 7(B) given under section-7
- 2.4 The Performance guarantee and security deposit shall be released after 03(Three) months of the actual completion of work or along with final bill, whichever is later, only after successful handing over of the installation in healthy condition to the BSNL/new Service Provider in smooth manner without any interruption of entire Electro-Mechanical services.

**3 SECURITY DEPOSIT:**

In addition to performance guarantee stated above, a sum @ 10% of the gross amount of the bill shall be deducted from each running bill of the Service Provider till the sum along with the sum already deposited as earnest money & Performance Guarantee will amount to security deposit of 10% of the tendered value of the work.

**4. OPERATION OF CONTRACT:**

- 4.1 This is tender for work at the Site as mentioned in the name of work.
- 4.2 After tender is accepted, Agreement will be made in between the EE (E) concerned and the Service Provider on the basis of tender approved.
- 4.3 Operation of this contract is for bonafide use of BSNL only and is further restricted to only for such works as are authorized by BSNL.

## **5. STORES AND SAFETY**

- 5.1 All the stores and materials required for the satisfactory completion of the work shall be arranged at site by the Service Provider from his own sources. Lockable space for storing the material may be provided on request. However, safe custody of the material stored at site will be responsibility of the Service Provider till the completion/ handing over of the work.
- 5.2 Before dispatch to site, the equipment/ component/ materials shall be properly packed so as to afford protection against transit damages and damages against storage in open areas either at transporter's premises or at work site. However, damaged items shall be replaced by the Service Provider as per the direction of Engineer-in-Charge.

## **6 COORDINATION AT SITE**

At the site of work more than one Service Provider may be working. Full co-operation shall be extended to other agencies during progress of work. The work will be carried out in such a way so that it may not cause abnormal noise and hindrance to the officers of the BSNL engaged in erectionas well as to normal routine work.

## **7 GUARANTEE, MAINTENANCE & DEFECTS LIABILITY AT THE COMPLETION OF CONTRACT:**

- 7.1 On completion of the contract, the Service Provider shall certify and get verified from the Engineer in charge that all equipment/Installations are free from any defect due to defective material and bad workmanship/services and also the equipment/ Installations shall work satisfactorily with performance and efficiencies not less than the rated values corresponding to the life of equipment/ Installations.
- 7.2 Any equipment/ Installation found defective on verification shall be replaced/ rectified free of cost by the Service Provider. The services of the Service Provider's personnel, if required during this period shall be made available free of cost to the BSNL.
- 7.3 The Service Provider shall depute his representative to the site within 36 hours of notification of defects by the BSNL.
- 7.4 A joint inspection report shall be prepared by the representative of BSNL and the Service Provider regarding the nature of defects and remedial action required. Time schedule for such action shall also be finalized.
- 7.5 In case, the Service Provider fails to depute his representative within 36 hours of notification of defects or fails to cause remedial measure within reasonable time as decided during joint inspection, the BSNL may proceed to do so at the Service Provider's risk and expenses and without prejudice to any other right of the BSNL to recover such expenses.

## **8 DATE OF COMPLETION**

The work shall be deemed to have been completed after the fulfillment of the following:

- 8.1 The date of satisfactory completion of the contract including extended period under deviation free from any defect and handed over to Department i.e. SDE(E)/JTO(E) for next contract without any interruption of services.

## **9 BYE-LAWS, INDEMNITY AGAINST LIABILITIES**

- 9.1 The Service Provider shall comply with all bye-laws and regulations of local and statutory authorities having jurisdiction over the works and shall be responsible for payment of all fees and other charges and giving/ receiving all necessary notices and keep the Engineer-in-charge informed about the notices issued and received.

- 9.2** The Service Provider shall indemnify the BSNL against all claim in respect of patent rights, design, trade mark or name of other protected rights in respect of any plant, machine, work or materials used for or in connection with the work or temporary works and from and against all claims, demands, proceedings, costs, charges and expenses whatsoever in respect of or in relation thereon. The Service Provider shall defend all actions arising from such claims and shall him-self pay all royalties.
- 9.3** License fees, damages, cost and charges of all and every sort that may be legally incurred in respect thereof shall be borne by the Service Provider.
- 9.4** All liabilities/ penal recoveries on matters arising out of tax / excise/ levies such as incorrect deductions, discrepancies in the filing of returns, revised assessment by the concerned authorities etc. shall be borne by the Service Provider.
- 9.5** It is Service Provider's liability to follow all safety procedures in accordance with relevant I.S. amended up to date during execution of work at site.

## **10 TERMINATION OF CONTRACT ON DEATH OF SERVICE PROVIDER: -**

- 10.1** Without prejudice of any of the rights or remedies under this contract, if the contactor dies, the engineer in charge on behalf of the BSNL shall have the option of terminating the contract without compensation to the Service Provider.
- 10.2** Indulging of contactor in criminal/ anti-social activities and cases under investigation/ charge sheeted by CBI or any other Government agencies etc.;
- 10.3** If the CBI/ Independent External Monitor (IEM) / Income Tax/ Sales Tax / Central Excise/ Custom Department recommended such a course: Action will be taken as per direction of CBI or concerned department.

## **11 LIFE EXPIRED / SCRAPPED EMS**

The Life Expired ( Recommended by Scrapping Committee) / Scrapped ( Approved by Competent Authority) any of EMS Assets, which is within the scope of comprehensive O&M work and put in beneficial use of BSNL continuously, such EMS Assets shall also be maintained as per the comprehensive maintenance contract schedule in a proper healthy condition without any excuse on account of being of the same as life expired/scrapped till it finally becomes totally unserviceable after declaration as life expired/ Scrapped / uninstalled at the discretion of the department. Decision in this regard of the Superintending Engineer (E) or Chief Engineer (E) to that effect shall be final & binding on the Service Provider.

- 12** Wherever HT Sub-station is included in the scope of work, Operation & Maintenance of HT equipment shall have to be carried out under strict supervision of supervisor having valid permit / HT license issued by any State Licensing authority as applicable.

## **13 METHODOLOGY & PROCEDURE FOR ADDITION/DELETION OF EMS SERVICES –**

- 13.1** Any services added/deleted or Unsatisfactory Performance of any Service for more than 7 days shall be paid extra /recovered based on rates derived as per methodology of detailed estimate of the work with tendered % (+/-) above/below abetment on the derived estimated cost of the item in case of conditions as mentioned below.



**13.2** Any asset is subsequently included in / deleted from the scope of work, having No warranty of Manufacturer / Installer: -

**a) For Bldg. having Operation & Maintenance: -**

- i) For Operation part: No additional payment / No recovery for Operation.
- ii) For Maintenance part: Additional payment / recovery to be made as per Para No.13.1 above.

**b) For Bldgs. having Maintenance only: -**

For Maintenance part- Additional payment / recovery to be made as per Para No. 13.1 above.

**II** Any asset under warranty and not included in the inventory OR subsequently included in the scope of work, having Warranty of Manufacturer / Installer: -

**a) For Bldg. having Operation & Maintenance: -**

- i) For Operation part: No additional payment to be made.
- ii) For Maintenance part: No Additional payment to be made till warranty expires. Payment to be made after expiry of warranty, as per Para No.13.1 above.

**b) For Bldgs. having Maintenance only: -**

For Maintenance part: No Additional payment to be made till warranty expires. Payment to be made after expiry of warranty, as per Para No.13.1 above

**III** Mode of Payment, if any asset is under warranty and Included in the inventory: -

**a) For Bldg. having Operation & Maintenance: -**

- i) For Operation part: No recovery for operation.
- ii) For Maintenance part: Recovery shall be made as per Para No.13.1 above till warranty expires.

**b) For Bldgs. having Maintenance only: -**

Recovery shall be stopped after expiry of warranty period. No additional payment to be made.

**13 METHODOLOGY & PROCEDURE FOR ADDITION/DELETION OF DEPLOYED MANPOWER DEPLOYED AT SITE –**

13.2 Man Power added / deleted or any short fall shall be paid as extra / recovered based on rates as derived below with due abatement on estimated cost.

13.3 Cost of man power (Skilled / Un Skilled) derived as per applicable labour rates issued by Govt. and addition of applicable EPF & ESI per days worked out & considering average 30.42 days in a month.

**SECTION – 4 PART-E**  
**WORK SPECIFICATIONS FOR OPERATION AND**  
**MAINTENANCE OF EMS**

**SECTION - I**

**EI & FANS**

**Part – I: Scope of Maintenance**

1. Ensuring that E.I. installation is always kept in clean, healthy working condition.
2. Attending day to day routine complaints in a prompt and satisfactory manner.
3. Ensuring that no breakdown in power supply takes place and in case it happens, to take all required steps including contacting supply co. for earliest restoration.
4. Maintaining the installation including all accessories viz. light fitting, fans, light and power point wiring, circuit wiring, compound light, Geyser, heater, desert cooler, SDB, MDB, LT Cable, Sub Main wiring, Earthing etc.
5. Ensuring that there is no wastage of electrical energy. Details of steps to be taken in this regard to be worked out in consultation with the maintenance in charge.
6. Carrying out minor additions and alterations ordered by Engineer-in-charge (Materials required shall be supplied by the service provider)
7. Carrying out various maintenance routines and tests as stated in Part-III
8. Maintaining registers for complaints and test results.

**Part – II : Tasks to be performed within first 30 days.**

**Following items should be carried out within first 30 days.**

1. Establish an enquiry office and organize a system with the approval of Engineer-in-charge so that complaints can be received and attended properly.
2. Measurement of the resistance of Earth Stations of EI System and checking of the continuity of earth conductor. Results to be recorded.
3. Preparing in inventory of materials to be kept at site for prompt maintenance in consultation with Engineer-in-charge. Materials for all the services to be considered for preparation of inventory.
4. Inspection of Main Board & SDBs for following:
  - (a) Any loose / improper connection (no strand cutting for making connection to be allowed).
  - (b) Improper rating of switches / fuse (c) cleanliness.
5. General inspection of EI system to identify shortcoming. Also, any other relevant aspect which may come in the way of proper maintenance should be recorded in register and also brought to the notice of Engineer-in-charge.
6. Insulation test.

**Part – III: Maintenance schedule to be followed.**

1. Testing of earthing system for earth resistance and continuity: **Six Monthly** of initial testing.
2. Inspection of MB & SDB: **Every Three Months** after initial testing.
3. Insulation test of MB & SDB: **Every Year** of initial testing.
4. Periodical Maintenance shall be done as per Manufacturers Recommendation.

**Part – IV : Materials**

1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.

**SECTION-II**  
**SUBSTATION**

**Part –I: Scope of Maintenance**

1. Ensuring that H.T. Panels, Transformers, L.T. Panels, Capacitor panels and outdoor structure as well as connecting cables/bus-ducts(bus-trunking) including service cable from double pole structure / four pole structure / OCB/tapping point of electric supply company, including all cable joints constituting the Substation are maintained in healthy & clean condition. However, energy meter with its CTs & PTsets provided by the electric supply company are not included in the agreement.
2. Monitoring on continuous basis power factor & peak load and ensuring that these are maintained within limits. to avoid penalty. Efforts shall be made to achieve power factor rebates.
3. To perform maintenance tasks as per schedule given below.
4. To disconnect total electric supply and or individual loads in case of emergency situation to avoid / limit damage.
5. To ensure continuous power supply and in case of breakdowns take steps to ensure restoration at the earliest.

**Part – II : Tasks to be performed within first 30 days.(applicable for buildings where operation is partof scope else to be carried out at the time of routine visit)**

1. Identify a person(s) with necessary competence to be responsible for substation maintenance.
2. The person (s) deputed for substation job should:
  - (a) Know how to treat the person suffering from electric shock / burn etc.
  - (b) Be able to operate fire extinguisher.
  - (c) Make himself familiar with the distribution scheme the switches controlling various loads and also importance.
  - (d) Clearly understand what is to be done in case of an emergency. This should be done in consultation with Engineer-in-charge
3. Carry out general inspection with a view to identify shortcoming if any in the substation installation.
4. Check all the switches and meters for proper operation.
5. Check availability and working of fire extinguishers at earmarked locations.
6. Check operation and calibration of all the safety devices like relays and fuses.
7. Check the earthing system for the proper earth values and continuity of earthing system.
8. Check insulation value of oil in all the equipment.
9. Carry out megger test.
10. Check oil level in all the equipment to ensure proper levels.
11. Check power factor meter, maximum demand meter for proper functioning.
12. Check the tripping of the H.T. Panel etc. for proper functioning.
13. Check all the electrical connections for proper tightness.
14. Check proper operation of Automatic Power Factor Panel.

All results of above inspections to be recorded and brought to the notice of Engineer-in-charge specially highlighting shortcomings for necessary action during initial handing over/taking over.

### **Part – III : Maintenance schedule to be followed.**

#### **Daily checks (applicable for buildings where operation is part of scope else to be carried out at the time of routine)**

1. Check all the equipment installed in the substation for
  - (i) Any abnormal heating.
  - (ii) For any abnormal noise.
  - (iii) Any breakage / oil leakage in the equipment installed.
  - (iv) Any inflammable material like oil, broken furniture, packing etc. are stored in the substation. If fire hazardous material is stored, it has to be removed immediately. If required, contact Engineer-in-charge for suitable action.
  - (v) The color of the breather attached to the transformer (Colour of the silica gel should be blue).
  - (vi) Proper working of the measuring instruments and metering instruments.
  - (vii) In case of our door installation inspect for any abnormality in the following: -
    - (a) Drop out fuses – (Only fuse is to be used, not wires).
    - (b) Operation of G.O. switch.
    - (c) Lightning arrestor.
2. **Earthing:** Read the servicing schedule (to be finalized in consultation with the Engineer-in-charge and kept in substation room) of H.T. Panel, Transformer and L.T. Panels with a view to alert the authorities concerned in advance of the due dates of maintenance activity. The due dates are to be displayed in the substation and widely circulated to the concerned authorities.
3. Check power factor and maximum demand meters to ensure that the values are within permissible limit.
4. Maintain the Substation log book as per the format annexed (Form-2). (Daily consumption of units shall also be recorded)
5. Ensure that the H.T. tripping circuit is in working condition.
6. Periodical maintenance shall be done as per manufacturer's recommendation.

#### **Major Checks**

1. Oil testing – **Yearly** (during October).
2. Earthing systems check - **Six Monthly**.
3. Relays and other protection devices working - **Yearly**.
4. Insulation measurement of the system - **Yearly**.
5. Checking of the connections for tightness and cleanliness - **Yearly**.
6. ON/OFF operation of all switches including cleaning and lubricating of operating mechanism wherever required, particularly in case of outdoor installation.

#### **In case of outdoor installation:**

1. Checking & cleaning of insulators: Every **six months**
2. Checking & cleaning of lightning arrestors: Every **six months**
3. Checking & cleaning of drop out fuses. : Every **six months**

#### **Note: -**

1. If anything, adverse is noticed during the daily check, the matter will be reported to the Engineer-in-charge and wherever necessary corrective measures should be taken immediately.
2. Any penalty on account of power factor and contract demand/MD shall be made up by the Service Provider.
3. Dehydration and filtration of the transformer's oils in transformers, H.T. Panels etc. shall be done, when oil testing values are not within the permissible limits, till the value reaches to permissible limits, otherwise

- oils shall be replaced with the new having satisfactory values.
4. Wherever HT Sub-station is included in the scope of work, Operation & Maintenance of HT equipments shall have to be carried out under strict supervision of supervisor having valid permit / HT license issued by concerned State Licensing authority as applicable.)

**Part – IV: Materials.**

1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.

## SECTION - III

### E/A SET

#### **Part – I : Scope of maintenance**

1. Ensuring that the E/A Set installation is kept in clean and healthy working condition.
2. Testing the system every day for operating fitness.
3. Carrying out various maintenance activities and test as stated in Part – III.

#### **Part – II : Tasks to be performed within first 30 days.**

1. Inspect the installation of any shortcoming which is to be recorded and brought to the notice of Engineer-in-charge.
2. Check the safety devices as well as operating switches for their proper functioning. Any defective item to be attended on priority basis.
3. The system should be brought in to working condition if this is not the case on priority.
4. Identify qualified persons responsible for maintenance and operation of E/A Sets.
5. The person(s) should familiarize themselves with the installation, load distribution and working of E/A Set. Need for watch to keep various parameters in permissible limits and responding to various alarms should be clearly understood.
6. Inspect the E/A room for proper ventilation (normally 1 ½ times the radiator area should be available for fresh air and the hot air during operation should have free passage to outside atmosphere). Steps for improvement to be discussed with Maintenance-in-charge.
7. The engine capacity vis-à-vis the loads being supplied should be checked to ensure that there is no mismatch.
8. Check the earthing system for proper values. The results of inspection as above should be recorded in register and brought to the notice of Engineer-in-charge.

#### **Part – III : Maintenance schedule to be followed.**

##### **A). Daily checks (applicable for buildings where operation is part of scope else to be carried out at the time of routine visit)**

1. Check the availability of diesel.
2. Check the level of water / coolant in the radiator. Service Provider has to mix suitable quantity of coolant as per manufacturer's recommendation with water.
3. Check the state of battery, terminals for cleanliness & level of water.
4. Check the lubricating oil level and its condition.
5. Ensure cleanliness of the E/A room.
6. Check air line connections and air breather for cleanliness.

##### **B). Periodical Maintenance:**

1. Monthly OMR & CMR of E/A run hours and KWH consumption shall be recorded and submitted to Engineer - in - charge.
2. Proper working of safety devices and alarms should be ensured on **six monthly** basis.
3. Periodical maintenance shall be done as per manufacturer's recommendation.
4. E/A sets shall be serviced compulsorily for every 250 Hrs of run/ 6 months whichever is early.
5. The servicing of DG sets shall be carried out through OEM's/Authorized Dealer.
6. In every two calendar months period, the Service Provider shall arrange (except diesel) three hours

testing on existing load of the building to check the healthiness of the E/A set. However, this testing shall not be required if E/A has been run for more than three hours continuously for operational requirement at any occasion during the period of two calendar months.

**Part – IV : Materials.**

1. All materials required for proper upkeep, operation & maintenance of Engine Alternator sets have to be arranged by the Service Provider at his own cost .
2. The Service Provider shall replace battery (s) as per the following schedule without any extra cost .
  - (a) Replacement of 30% of the total number of DG sets batteries - within One month of commencement of contract.
  - (b) Replacement of next 30% number of DG sets batteries - within Three months of commencement of contract.
  - (c) Replacement of balance number of DG sets batteries - within Six months of commencement of contract.

## SECTION –IV

### PUMPS

#### **Part-I ; Scope**

In case of water supply pump, the scope covers not only the proper maintenance of the pumps but also ensuring that water supply is available in the building. The pumps have to be operated as and when required for ensuring water supply.

1. Keeping the system comprising suction line, pumps discharge line up to discharge valve i/c valve and electrical panel in healthy and clean condition.
2. Following maintenance schedule as given below.

#### **Part – II : Tasks to be performed within first 30 days**

1. The entire installation should be checked for efficient functioning and short coming if any pointed out.
2. The earth system should be checked for earth resistance and continuity.
3. The Service Provider should discuss and finalize the working schedule of the pumps for operation.
4. Should familiarize with the location of underground tanks, overhead tanks and functioning of various valves.
5. Check the electrical system for proper contacts and cleanliness.
6. Leakages in pump, pipeline etc.

#### **Part – III : Maintenance schedule to be followed.**

1. To monitor on daily basis that the system is in healthy working condition, leakage & breakage and malfunctioning of safety devices to be attended. (Applicable for buildings where operation is part of scope else to be carried out at the time of Periodical maintenance shall be done as per manufacturer.
2. Routine Checks:-
  - (i) Abnormal heating of the pump sets.
  - (ii) Abnormal noise.
  - (iii) Gland leakages.
3. Checking alignment of pump motor: **Quarterly.**
4. Measure earth values: Every **Six Monthly** of initial testing

#### **Part – IV: Materials.**

1. All the materials required for carrying out maintenance shall be arranged by Service Provider at his own cost except delivery line beyond discharge valve.



## **SECTION – V**

### **Split/Window AIR CONDITIONERS**

#### **Part – I : Scope of Maintenance.**

1. Keep all the units in clean and healthy working condition.
2. Attending day to day faults promptly.
3. Carrying out maintenance tasks as mentioned in Part – III.

#### **Part – II : Tasks to be performed within first 30 days.**

1. Inspect all the units for proper electrical connection and installation etc. Any shortcoming to be recorded and brought to the notice of Engineer-in-charge.

#### **Part – III : Maintenance schedule to be followed.**

1. Cleaning of filters and condensers – **As and when required**
2. Checking of electrical connections – **quarterly**
3. WAC/Split AC shall be got serviced: in month of **Feb/March**.
4. Periodical maintenance shall be done as per manufacturer's recommendation.
5. When compressor needs replacement the same should be procured from the manufacturer/authorized dealer and necessary documentary proof of replacement with guarantee card should be submitted to the BSNL. At any point of time, if any cut open compressor is detected, it shall be immediately replaced and firm shall be held for poor performance

#### **Part – IV : Materials**

1. All materials required for maintenance shall be arranged by the Service Provider at his own cost.

#### **PART –V Special conditions relevant to Particular job/particular site**

##### **SERVICING OF WAC/SAC:**

For servicing, the WAC unit will be completely drawn out from the cabinet & will be cleaned with blower and pressurized water. All fins will be cleaned & gap will be maintained. The bottom will also be properly cleaned and may be painted to avoid corrosion. During this procedure, the blower fan motor will be dismantled and refixed after greasing and oiling. Grill temperature, current rating & CFM will be recorded in service book. Similar procedure as required in SAC will be followed.

**Imp Note:** - *Rewinded* / Cut compressors, *rewinded* blowers / condenser motors shall not be used in Air conditioners. The faulty compressors, blower / condenser motor shall be replaced with new one

## SECTION – VI

### AC PACKAGE

#### Part – I : Scope of Maintenance.

1. The regular maintenance and operation of the package A/C units shall be entrusted to specialized persons.
2. Ensure operations, keeping installation clean and performing satisfactorily comprehensive maintenance.
3. Carrying out various maintenance Tasks as stated in Part – III

#### Part – II : Tasks to be performed within first 30 days.

1. Keeping in mind that operation and maintenance of system is to be carried out, inspect the complete system for any shortcoming which may come in the way of proper operation and reliable service. Bring shortcomings into the notice of *concerned SDE(E)/JTO(E)(E)*.
2. Familiarize with the installation and with alarms and response called for.
3. Make note of recommended parameters during operation.

#### Part – III : Maintenance schedule to be followed.

1. Ensure that units are working and following parameters are within limits :
  - Discharge pressure.
  - Suction pressure.
  - Air Quantity.
  - Current consumption.
  - Belt Tension.
2. **Check for :**
  - Abnormal noise.
  - Abnormal heating (Electrical switches).
  - Breakage / leakage.
  - Vibrations
3. Preventive maintenance shall be done as per manufacturer's recommendation.
4. Maintain a log book in the form required by Maintenance-in-charge.
5. Maintain records of all breakdowns, alarms, services etc. in chronological order.
6. Clean fine filters : **Once in a month**
7. The system should be kept in clean and healthy conditions.
8. In case of sealed compressor goes faulty and needs repair, such compressor shall only be replaced by a new compressor and factory test certificate in original shall be submitted for the new compressor. However, in case of  $7\pm 0.5$  TR single circuit A.C. package unit, if replacement of faulty compressor is not available from manufacturer, Service Provider may supply and use a new compressor of same capacity of other equivalent make. The necessary modification required for such replacement shall be done by Service Provider at his own risk and cost.
9. **Rewinding, cut compressors, rewinded Blower, Condenser Motor Shall not be used in Air Conditioners. The faulty compressors, Blowers, Condenser Motors shall be Replace with new one.**
10. Painting of condensers and their frame shall be done once in the contract period, which shall be done within one year from start of the contract or as per decision of Engineer-in-charge, whichever is earlier.

#### Part – IV : Materials

1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.

## SECTION-VII

### FIRE DETECTION AND ALARM SYSTEM

#### **Part – I : Scope of Maintenance.**

1. To ensure that the complete fire detection system is always clean and in healthy working condition.
2. Perform routine check as per Part – III.
3. To perform tasks subsequent to a real alarm situation as per Part – III.

#### **Part – II : Tasks to be performed within first 30 days.**

1. Familiarize the maintenance personnel with the fire detection and alarm system and their responsibility in consultation with Maintenance-in-charge.
2. Inspect the complete system and for proper functioning and healthiness. Any shortcoming noticed should be recorded and brought to the notice of Engineer-in-charge.
3. Inspect all the Fire Extinguishers for their healthiness. Any shortcoming noticed should be recorded and brought to the notice of Engineer-in-Charge.
4. Finalize detector cleaning and zone testing schedule (refer Part – III below).

#### **Part – III : Maintenance schedule to be followed.**

1. Check working of PA system
2. Checking of FD System from the control panel
3. Check battery for proper charge, water level and clean contacts
4. Check the healthiness of each Fire Extinguishers on six monthly basis.
5. Detector to be cleaned every six months from the outside and once a year with vacuum cleaner.
6. Periodical maintenance shall be done as per manufacturer's recommendation

#### **Note :**

- (i) The methodology to be worked out in consultation with Maintenance in-charge as the same may vary according to number of detectors/zones. Proper record to be kept for monitoring. Defects have to be removed on Priority basis.
- (ii) The Service Provider has to demonstrate to the Maintenance-in-charge proper working of the entire fire detection system including PA system once a month. Deficiencies if any noticed during demonstration shall be attended within a week's time.
- (iii) In case of persistent problem OR if required by the Engineer-in-charge arrange an inspection by an expert in the fire detection system for identifying defects and solutions.
- (iv) The fire drill complete in all respect including operation of fire extinguishers etc. shall be done jointly once a year. All the arrangement including material shall be required to be arranged by the Service Provider without any extra cost.

#### **Part – IV : Materials**

1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.
2. The Service Provider shall replace battery (s) at the MCP / LCP's as per the following schedule without any extra cost.
  - (a) Replacement at the 30% of the total number of such cases - within One month of commencement of contract.
  - (b) Replacement at the balance number of such cases - within Three months of commencement of contract.

## **SECTION-VIII – TO BE ADDED**

### **FIRE FIGHTING**

#### **PART – I(SCOPE OF MAINTENANCE)**

1. To maintain the system in clean & healthy working condition.
2. Carry out drills/tests/maintenance routine as specified in part III.
3. Operate Fire Fighting system when required.
4. The vendor shall arrange, at his costs, inspection by authorized Engine service station and shall submit its health check report to BSNL. (April and October)
5. The vendor shall replace the set of batteries, free of cost, once during the currency of the contract.

#### **PART II(TASKS TO BE PERFORMED WITHIN 15 DAYS)**

1. Identity person(s) for firefighting system maintenance and operation. Familiarize them with the system and its working and ensure that they will be able to operate it when required.
2. Inspect the entire installation for proper working, shortcoming, to be recorded and brought to the notice of Engineer-in-charge.
3. Educate Mtce. Personnel, regarding steps to be taken in case of fire.

#### **PART III(MAINTENANCE SCHEDULE TO BE FOLLOWED)**

1. **Test the working of wet-riser system including Diesel pump & alarms every day. The procedure to be decided in consultation with maintenance in-charge and recorded for future reference.**
2. Organize a drill once in a month to demonstrate proper functioning of the system in consultation with maintenance in-charge. Record of such exercise to be kept duly signed by maintenance in-charge.
3. Daily check of the water pressure in the system minimum pressure 3.5 kgs/cm<sup>2</sup> at the farthest point of the building.
4. Daily check of the water in Fire fighting underground Tank, If water not available necessary arrangements to be made.
1. Oil change, filter change of diesel engine shall be done as per manufacturers recommendation.
2. Painting of yard hydrants cabinets , air vessels, exposed pipes once a year during the month of April.

#### **PART IV (MATERIALS)**

1. Following items shall be taken care of by the BSNL.
  - i) Diesel and lubricating oil for EA sets. However transportation charges for transporting for diesel from petrol pump to TE Bldg. including loading & unloading is the responsibility of contractor.
  - ii) Replacement of engine & alternator.
2. All other material / consumables to be arranged by the vendor.

#### **PARTV (SPECIAL CONDITIONS RELEVANT TO PARTICULAR JOB/PARTICULAR SITE)**

1. In case of fire the maintenance staff of the firm shall organize First Aid operations.
2. He will also inform building in-charge/Fire brigade immediately.
3. Arrange inspection of expert if desired by engineer-in-charge to identify persistent problem.
4. Failure of system during fire will invite action as per agreement.
5. Unsatisfactory working of system during monthly drills shall also invite penalty as per terms of contract.

**SECTION- IX**  
**ON LINE UPS SYSTEM**

**N-**  
**VIII**

**Part – I : Scope of Maintenance**

1. Ensuring that UPS installation is always kept in clean, healthy working condition.
2. Attending day to day routine complaints in a prompt and satisfactory manner.
3. Ensuring that no breakdown in power supply takes place and in case it happens, to take all required steps including contacting supply co. for earliest restoration.
4. Ensuring that there is output power and charging current at same type.
5. Ensuring that there is no wastage of electrical energy. Details of steps to be taken in this regard to be worked out in consultation with the maintenance incharge.
6. Carrying out minor additions and alterations ordered by Engineer-in-charge. (Materials required shall be supplied by the
7. Carrying out various maintenance routines and tests as stated in Part-III
8. Maintaining registers for complaints and test results.

**Part – II : Tasks to be performed within first 30 days. Following items should be carried out within first 30 days.**

1. Establish an enquiry office and organize a system with the approval of Engineer-in-charge so that complaints can be received and attended properly.
2. Measurement of the resistance of Earth Stations of the System and checking of the continuity of earth conductor. Results to be recorded.
3. Preparing inventory of materials to be kept at site for prompt maintenance in consultation with Engineer-in-charge. Materials for all the services to be considered for preparation of inventory.
4. Inspection/ checks of UPS shall be brought to the requirement as following :
  - (a) Any loose / improper connection (no strand cutting for making connection to be allowed).
  - (b) Improper rating of switches / fuse
  - (c) Cleanliness.
  - (d) No voltage variation in output, beyond  $\pm 1\%$  under specified input supply conditions.
  - (e) No Frequency variation beyond  $50 \text{ Hz} \pm 0.5\text{Hz}$
  - (f) All indicators are in healthy condition
  - (g) All protection circuits are in working condition.
  - (h) THD shall be 5 % up to 5 kVA and 3% beyond 5 kVA ( Input harmonics less than 10%)
  - (i) Efficiency shall be better than 90%
  - (j) UPS shall withstand overload as per manufacturer's specifications. (l) All metering devices are in working condition.
5. General inspection of UPS system to identify shortcoming. Also any other relevant aspect which may come in the way of proper maintenance should be recorded in register and also brought to the notice of Engineer-in-charge.
6. Insulation test and leakage current high voltage as per IS: 616/86

**Part – III : Maintenance schedule to be followed.**

**Daily checks (applicable for buildings where operation is part of scope else to be carried out at the time of routine**

1. Check all the equipment installed in the substation for

- a. Any abnormal heating.
- b. All protection circuits and metering devices are in healthy condition.
- c. Any breakage / damage or loose connections in the equipment installed.
- d. Any inflammable material like oil, broken furniture, packing etc. are stored near the installation. If fire hazardous material stored, it has to be removed immediately. If required, contact Engineer-in-charge for suitable action.
- e. All indications are in healthy condition.

**2. Other Checks**

- a. Testing of earthing system for earth resistance and continuity: **Six Monthly** of initial testing.
- b. Voltage/ Frequency variation/ THD test of System: **Every Three Months** after initial testing.
- c. Insulation test of UPS System: **Every Year** of initial testing.
- d. Efficiency test:- Every Year of initial testing.
- e. Or otherwise, Periodical maintenance shall be done as per manufacturer's recommendation, whichever is earlier.
- f. Healthiness of batteries inclusive of cleaning and providing general consumable items (except replacement of batteries)

**Part – IV : Materials**

- 1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.
- 2. Maintenance of UPS installations are exclusive of replacement of batteries.

## SECTION-X

### WATER COOLERS/VOLTAGE STABILIZER

#### **PART-I - SCOPE OF MAINTENANCE**

1. Keep all the units in clean and healthy working condition.
2. Attending day to day faults promptly.
3. Carrying out maintenance tasks as mentioned in Part-III.

#### **PART-II -TASKS TO BE PERFORMED WITHIN FIRST 15 DAYS**

Inspect all the units for proper electrical connection and installation etc. Any shortcoming to be recorded and brought to the notice of Engineer-in-charge.

#### **PART-III - MAINTENANCE SCHEDULE TO BE FOLLOWED**

1. Checking of electrical connections - Quarterly.
2. Servicing of appliance before onset of summer season - February every year.

#### **PART-IV - MATERIALS**

All items except shall be arranged by the firm.

## SECTION-XI

### GYSERS/ROOM HEATERS/DESERT COOLERS

#### **PART-I -SCOPE OF MAINTENANCE.**

1. Keep all the equipment in clean & healthy working conditions.
2. Attending day to day faults promptly.
3. Carrying out maintenance tasks as mentioned in Part-III.
4. Checking all appliances before the onset of summer/winter season as required.
5. Filling water in desert coolers and keeping it clean.
6. Cleaning of pads. 7. Change of water weekly.
7. In case of desert coolers, servicing the same before on set of summer includes providing new pads andalso draining of water every month end and refilling at the beginning of the week.
8. Replacement of Desert cooler pumps shall be the firm's responsibility

#### **PART-II - TASKS TO BE PERFORMED WITHIN FIRST 15 DAYS.**

Check water pump and air circulating fan.

#### **PART - III – MAINTENANCE SCHEDULE TO BE FOLLOWED – (ANNUAL)**

1. Painting of water tank and desert cooler body.

#### **PART-IV - MATERIAL**

1. All items required shall be arranged by the firm.

**SECTION- XII ADDITIONAL ITEMS/EQUIPMENTS**  
**(Emergency Lights/ Aviation Lights/APFC Panels)**

1. All items covered in this section as mentioned in the relevant inventory is to be maintained for their satisfactory
2. All items required for proper upkeep and operation of equipment have to be arranged by the Service Provider and no material will be supplied by the BSNL.
3. Periodical maintenance shall be done as per manufacturers recommendation.
4. Any penalty on account of power factor will be made up by the Service Provider.

**Materials**

1. All the materials required for carrying out maintenance shall be arranged by the Service Provider at his own cost.
2. Maintenance of installations are exclusive of replacement of batteries.



## SECTION-XIII

### LIFT

#### Daily:

1. Check the operation of the lift doors. They should open and close smoothly without any noise or delay.
2. Ensure all the lights inside the lift are working properly.
3. Check the lift floor for any debris or spills that could cause a slipping hazard.
4. Test the emergency call button or intercom system to ensure it's functioning correctly.
5. Rescue operation will be done by O&M agency. Training from Lift Manufacturer is required..

#### Weekly

1. Inspect the lift car for any signs of damage or wear and tear.
2. Check the operation of all buttons and in case of any abnormality intimate OEM immediately.
3. Test the emergency stop button and ensure the lift stops smoothly and in case of any abnormality intimate OEM immediately.
4. Check the alignment of the lift with the floor at each stop. It should be level with the floor to prevent tripping hazards and in case of any abnormality intimate OEM immediately.

#### Monthly: [ To be done by lift AMC agency]

1. Inspect the lift shaft for any signs of debris, dust, or damage.
2. Check the lift cables for any signs of wear or fraying.
3. Test the lift's speed and braking system to ensure it's operating within the manufacturer's specifications.
4. Inspect the door sensors to ensure they're functioning correctly and preventing the doors from closing when obstructed.
5. Check the ventilation system to ensure it's working properly.

#### Quarterly: : [ To be done by lift AMC agency]

1. Perform a thorough inspection of the lift's mechanical parts, including the motor, pulleys, and counterweights.
2. Test the lift's safety systems, including the emergency brakes and backup power supply.
3. Inspect the lift's electrical systems, including the wiring, control panel, and lighting.
4. Lubricate the lift's moving parts as recommended by the manufacturer.

#### Annually: : [ To be done by lift AMC agency]

1. Conduct a comprehensive safety inspection and maintenance check, ideally performed by a certified lift maintenance professional.
2. Check the lift's load capacity to ensure it's still able to safely carry the maximum weight.
3. Inspect and test the lift's alarm system.
4. Review and update the lift's maintenance records and safety documentation.
5. If necessary, arrange for any major repairs or upgrades to be carried out.

**(Maintenance schedule and various formats)**

**PREVENTIVE AND ROUTINE MAINTENANCE SCHEDULE BASED ON CALANDAR YEAR**

| S. No | Month     | Item   |
|-------|-----------|--|
| 1     | January   | Earthing Systems   |
|       |           | Servicing of Fire Alarm System                                       |
| 2     | February  | Servicing of Window / Split AC Units.                                |
|       |           | Inspection of MB & SDB i/c tightening of terminations / connections. |
|       |           | Servicing of AC Package Units.                                       |
| 3     | March     | EA set (testing of safety devices)                                   |
| 4     | April     | Fire Extinguisher  |
|       |           | FA / FD system along with PA system (Testing)                        |
|       |           | Servicing of Pump set.   |
| 5     | May       | Inspection of MB & SDB i/c tightening of terminations / connections. |
|       |           | Insulation Test.   |
| 6     | June      | Earthing Systems.  |
|       |           | Servicing of Pump set.   |
|       |           | Servicing of Window / Split AC Units.                                |
| 7     | July      | Servicing of AC Package Units.                                       |
|       |           | Servicing of Fire Alarm System                                       |
| 8     | August    | Servicing of Window / Split AC Units.                                |
|       |           | Servicing of AC Package Units.                                       |
|       |           | Inspection of MB & SDB i/c tightning of terminations / connections.  |
| 9     | September | EA set (testing of safety devices)                                   |
| 10    | October   | Transformer/ OCB oil testing   |
|       |           | Servicing of H.T. Oil Circuit Breaker                                |
|       |           | Servicing & Repairing of 11/22/33 KV GOS                             |
|       |           | Protective relay testing   |
| 11    | November  | Inspection of MB & SDB i/c tightening of terminations / connections. |
| 12    | December  | Servicing of Pump set  |

**NOTE:**

- 1 Servicing / Preventive maintenance of the items shall be carried out as per the detailed instructions mentioned in the general conditions of contract. The report(s) of all scheduled activities performed, as above or as per the requirement during the month shall be submitted by the Service Provider to the SDE(E)-in-charge along with the monthly bills, failing which payment will not be made for that particular service(s).
- 2 The month indicated for scheduled activities is to be followed strictly.
- 3 Breakdown maintenance / Repairing should be done as and when required in addition to above scheduled activities.

**COMPLAINT REGISTER**

*Name of the T.E. Building/TSQ:*

**Month:**.....

*Date:* .....

| <b>Complaint No.</b> | <b>Date &amp; Time of Complaint</b> | <b>Details of Complaint</b> | <b>Date &amp; Time of Redressal of Complaint</b> | <b>Complaint allotted to</b> | <b>Reports/Remarks by the person attending the</b> | <b>Signature of Complainant</b> | <b>Sign.</b> |
|----------------------|-------------------------------------|-----------------------------|--|------------------------------|--|---------------------------------|--------------|
|                      |                                     |                             |  |                              |  |                                 |              |
|                      |                                     |                             |  |                              |  |                                 |              |
|                      |                                     |                             |  |                              |  |                                 |              |
|                      |                                     |                             |  |                              |  |                                 |              |

**Note: The signature of the Complainant is to be obtained & the register is to be closed not later than annually.**

**Service Provider**

**JTO (E)**

**SDE (E)**

**SDE (Bldg. I/C)**

## LOG BOOK OF SUB-STATION

Name of the T.E. Building: Month:.....

Date: .....

| TIME | HT VOLTAGE |    |    | POWER PARAMETERS<br>(AS PER EB HT METER) |     |    | LT MAIN INCOMING (AT TRANSFORMER OUTGOING) |    |    |         |   |   |               |    |    |   |   |   | AMBT. TEMP | POWER FACTOR | SIGN |  |
|------|------------|----|----|--|-----|----|--|----|----|---------|---|---|---------------|----|----|---|---|---|------------|--------------|------|--|
|      |            |    |    |  |     |    | TRANSFORMER-1                              |    |    |         |   |   | TRANSFORMER-2 |    |    |   |   |   |            |              |      |  |
|      | VOLATGE    |    |    |  |     |    | AMPERES                                    |    |    | VOLTAGE |   |   | AMPERES       |    |    |   |   |   |            |              |      |  |
|      | RY         | YB | BR | KVAH                                     | KWH | PF | RY   | YB | BR | R       | Y | B | RY            | YB | BR | R | Y | B |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |
|      |            |    |    |  |     |    |  |    |    |         |   |   |               |    |    |   |   |   |            |              |      |  |

(Bi-hourly readings are to be recorded)

**Note:**

- 1 Daily Power Factor is to be calculated based on the KVAH and KWH readings observed from the EB HT Meter.
- 2 The servicing of Transformer / Filtration of oil/replacement of any other item is to be written in the main page of the log book itself in RED INK mentioning the date.

**LOG BOOK OF ENGINE ALTERNATOR SET**

Name of the T.E. Building: Month:

| DATE | START |                    | STOP |                    | VOLTAGE |    |    | CURRENT |   |   | FREQUENCY | WATER TEMP | OIL TEMP | OIL PRESSURE | BATTERY |      | SIGN |
|------|-------|--------------------|------|--------------------|---------|----|----|---------|---|---|-----------|------------|----------|--------------|---------|------|------|
|      | TIME  | HOUR METER READING | TIME | HOUR METER READING | RY      | YB | BR | R       | Y | B |           |            |          |              | VOLTS   | AMPS |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |
|      |       |                    |      |                    |         |    |    |         |   |   |           |            |          |              |         |      |      |

**Note: The servicing of EA set / replacement of any other item is to written in the main page of the log book itself in RED INK mentioning the date.**

**BACK OF PAGE**

(NOTE: This page is to be got printed on the back of each page of the log book.)

**ACCOUNT OF FUEL**

Month:.....

| <b>Date</b> | <b>Opening Balance</b> | <b>Fuel Added</b> | <b>Total Fuel</b> | <b>Fuel Consumed</b> | <b>Balance</b> |
|-------------|------------------------|-------------------|-------------------|----------------------|----------------|
|             |                        |                   |                   |                      |                |
|             |                        |                   |                   |                      |                |
|             |                        |                   |                   |                      |                |

**AVERAGE CALCULATIONS: (MONTHLY)**

*Total No. of hours of running:*

**Total fuel Consumed:**

*Total No. of kWh Generated:*

**Average Fuel Consumption:**

(i) *Ltrs/hour*

(ii) **kWH/Ltrs**

**Service Provider**

**JTO (E)**

**SDE (E)**

**SDE (Bldg. I/C)**

**LOG BOOK OF PUMP SET**

Name of the T.E. Building:

Rating of pump sets

Month:

Submersible:

Mono-block:

| Date | Submersible Pump |              |                |     | Pump No-1     |              |                | Pump No-2     |              |                | Amp | Sign. | Remarks |
|------|------------------|--------------|----------------|-----|---------------|--------------|----------------|---------------|--------------|----------------|-----|-------|---------|
|      | Time of Start    | Time of Stop | Total Hrs. Run | Amp | Time of Start | Time of Stop | Total Hrs. Run | Time of Start | Time of Stop | Total Hrs. Run |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |
|      |                  |              |                |     |               |              |                |               |              |                |     |       |         |

**LOG BOOK OF A.F.D. SYSTEM**

Name of the T.E. Building: Month:

| Date | Battery<br>Volts | PA<br>System | Details of locations checked |        |          |        |    |        |     |        |        |        | MCP | LCP-I | LCP-II | LCP-III | Sign | Remarks |  |  |
|------|------------------|--------------|------------------------------|--------|----------|--------|----|--------|-----|--------|--------|--------|-----|-------|--------|---------|------|---------|--|--|
|      |                  |              | Zone                         | Result | Detector | Result | RI | Result | MCP | Result | Hooter | Result |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |
|      |                  |              |                              |        |          |        |    |        |     |        |        |        |     |       |        |         |      |         |  |  |

**Note:** The cleaning of detectors, when carried out and the replacement of battery or any other item is to written in the main page of the log book itself in RED INK mentioning the date, location and numbers.



### LOG BOOK OF AC PACKAGE UNITS

*Plant capacity:*

**Name of the T.E. Building:**

**HP Tolerance:**

*Month:.....*

*LP Tolerance:*

**Date: .....**

**Amp Range :**

| Time | Mains Voltage | Total Amps | Unit-1 |    |    | Unit-2 |    |    | Unit-3 |    |    | Unit-4 |    |    | Unit-5 |    |    | Temperature |          |          | Sign. |  |
|------|---------------|------------|--------|----|----|--------|----|----|--------|----|----|--------|----|----|--------|----|----|-------------|----------|----------|-------|--|
|      |               |            | Amp    | LP | HP | Amp    | LP | HP | Amp    | LP | HP | Amp    | LP | HP | Amp    | LP | HP | Ambient     | AC Plant | S/W Room |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |
|      |               |            |        |    |    |        |    |    |        |    |    |        |    |    |        |    |    |             |          |          |       |  |

*(2 Hourly readings are to be recorded)*

**Note: The servicing of PAC Unit / Cleaning of Filters/Any activity/replacement of any other item is to written in the main page of the log book itself in RED INK mentioning the date.**

**VISIT REPORT FOR SMALL EXCHANGES/ BUILDINGS (WITHOUT OPERATION SITE)**

Name of Exchange/ Building:.....

Date of Visit:..... Date of previous visit:.....

**STATUS OF WORK/JOB PERFORMED**

| S.N. | EQUIPMENT/ITEM/SERVICE                               |                                   |        |        |   |   | Status | Work | Remark |
|------|--|-----------------------------------|--------|--------|---|---|--------|------|--------|
| 1    | A.C. units   | Checks                            | Unit   | 1      | 2 | 3 | 4      |      |        |
|      |  | Type/capacity                     |        |        |   |   |        |      |        |
|      |  | Amp.                              |        |        |   |   |        |      |        |
|      |  | Filter/condenser cleaning         |        |        |   |   |        |      |        |
|      |  | Grill temperature                 |        |        |   |   |        |      |        |
|      |  | Return air temperature            |        |        |   |   |        |      |        |
| 2    | E/A set  | Run the set on load & test        |        |        |   |   |        |      |        |
|      |  | Checks                            | Set -1 | Set- 2 |   |   |        |      |        |
|      |  | Annex. I to IV (Model form)       |        |        |   |   |        |      |        |
|      |  | Hour meter                        |        |        |   |   |        |      |        |
|      |  | Voltage                           |        |        |   |   |        |      |        |
|      |  | Ampere                            |        |        |   |   |        |      |        |
|      |  | Lube oil                          |        |        |   |   |        |      |        |
|      |  | Battery                           |        |        |   |   |        |      |        |
| 3    | E.I. & Fans/ Earthing/ Electrical distribution panel |                                   |        |        |   |   |        |      |        |
| 4    | Compound Lights                                      |                                   |        |        |   |   |        |      |        |
| 5    | Sign Boards  |                                   |        |        |   |   |        |      |        |
| 6    | APFC panel   |                                   |        |        |   |   |        |      |        |
|      |  | P.F. at the time of visit         |        |        |   |   |        |      |        |
| 7    | DISCOM Energy Meter Reading                          | Kwh reading at the time of visit  |        |        |   |   |        |      |        |
|      |  | KVAH reading at the time of visit |        |        |   |   |        |      |        |
|      |  | P.F. reading at the time of visit |        |        |   |   |        |      |        |
| 8    | AFD & Alarm system                                   |                                   |        |        |   |   |        |      |        |
| 9    | Fire Extinguisher                                    |                                   |        |        |   |   |        |      |        |
| 10   | UPS  |                                   |        |        |   |   |        |      |        |

**SECTION – 4**

**PART-F**

**SCHEDULE OF PENALTY**

- 1 The Service Provider shall maintain the installation(s) in such a way as to provide uninterrupted Power supply and Air Conditioning to the campus/building(s). Service Provider has to attend the equipment immediately in case of failure or faulty.
- 2 The failure of service provider to maintain the performance of Power (EB and DG) / Air Conditioning/Pump/UPS etc. as per the section 4 Part (performance) due to carelessness/negligence/maloperation shall be liable for penalty. This penalty shall be leviable without prejudice to BSNL's right to act under any other clauses of the agreement.
- 3 In case of neither a defect is attended nor any other alternative arrangement is made by the Service Provider at the operational sites, the period of defects shall be reckoned from the moment of occurrence of the fault. At non-operational sites, period of defects shall be reckoned from the moment of communication of defect by SMS (E-mail shall also be sent for record purpose)/ Log Book/ Complaint Book.
- 4 **Penalty/Recovery shall be executed as follows:**

Penalty/Recoveries applicable to the Service Provider on account of failure to maintain due to Service Level Agreement (SLA) terms and conditions shall be as given below:

| Sr. No.   | Event  | Upto Extent  | Action for Restoration by Contractor/Department.  |
|---|--|--|---|
| <b>A. MAIN SLA PENALTY</b>  |  |  |   |
| <b>OUTAGE OF POWER (Main SLA condition (These penalties will be applicable over and above component level penalty</b>   |  |  |   |
| 1   | Non availability of power from either GRID or DG set.  | 1. Rs.100/- per hour after 30 minutes of power outage either from grid or DG set.<br>2. Rs.500/- per hour after 2hrs 30 Minutes. | Contract will restore the power from GRID/DG set/hired DG on its own cost.  |
| <b>HIGH TEMPERATURE (Main SLA condition (These penalties will be applicable over and above component level penalty)</b> |  |  |   |
| 1   | <b>High temperature in the Switch room</b>   |  |   |
| 1.1   | Up to 30°C   | Rs.100/- per hour after 30 minutes of high temperature (26-30 °C).   | Contractor to take suitably to restore the require temperature in the switch room.  |
| 1.2   | Beyond 30°C  | Rs.250/- per hour after 30 minutes of high temperature beyond 30°C.  | Contractor to take suitably to restore the require temperature in the switch room.  |
| <b>B. COMPONENT FAULT PENALTY</b>   |  |  |   |
| <b>BREAK DOWN OF PUMP SET</b>   |  |  |   |
| 1   | Water supply not started within a period of 2 hrs. due to any fault except power failure or shortage of water. | Rs500/- per day hour after two days.   | Contractor will restore the pump at the earliest failing which Engineer – in – Charge shall make arrangement at the risk and cost of the contractor without any further notice. |

|  |   |  |   |
|--|---|--|---|
| 2                                      | Submersible Pump set faulty   | 1. Rs 500/- per day after 3 days.<br>2. In case of replacement of Submersible pump, the labor charges are to be arranged by the contractor free of cost. | Contractor will replace it by standby submersible pump including hiring charges etc. as required is to be arranged by the contractor free of cost and should not take more than 24 hrs. Failing which Engineer – in – Charge shall make arrangement at the risk and cost of the contractor without any further notice.  |
| <b>ENGINE ALTERNATOR SET</b>           |   |  |   |
| 3                                      | Main E/A set faulty (in case 2 DG set)  | Rs 500/- per day after 2 days.   | Engineer – in – Charge shall make arrangement at the risk and cost of the contractor without any further notice.  |
| 4                                      | Delay in Servicing of E/A Set beyond due date/requirement.  | Rs 500/- per day after 7 <sup>th</sup> day of due date.  | Engineer – in – charge can arrange to provide the servicing of EA Set from Authorized Service Dealer at the risk and cost of contractor without any further notice, in case firm fails to service the EA Set within fifteen days. (The cost of servicing with consumable should be recovered from the bill in addition to penalty)  |
| <b>SUB STATION</b>                     |   |  |   |
| 5                                      | Mains failure due to faults in HT panels/ Transformer/ Cables/ MV Panels/ Distribution Panel etc. | Rs 500/- per day after 48 Hrs.   | Engineer – in – charge can arrange to provide the servicing and repairing of HT panels/ Transformer/ Cables/ MV Panels/ Distribution Panel etc. from Authorized Service Dealer at the risk and cost of contractor without any further notice, in case firm fails to service within fifteen days. (The cost of servicing with consumable should be recovered from the bill in addition to penalty) |
| <b>COMPOUND LIGHT/EI &amp; FANS</b>    |   |  |   |
| 6                                      | Compound light faulty   | Rs 50/- per day per fitting after 3 days.<br><br><b>Nb:</b> 15 days' Time will be given for attending of the cable fault.                                | Engineer – in – charge can arrange to rectify the fault at the risk and cost of contractor without any further notice, in case firm fails to attend fault within three days. Beyond 15 days no recovery.  |
| <b>AUTOMATIC FIRE DETECTION SYSTEM</b> |   |  |   |
| 7                                      | Fire Detection system faulty.   | Rs 100/- per day per fitting after 3 days.   | Engineer – in – Charge shall make arrangement at the risk and cost of the contractor without any further notice.  |

|   |   |   |   |
|---|---|---|---|
|   |   |   |   |
| <b>WINDOW AC'S / SPLIT A/C'S / HIGH SENSIBLE A/C'S / PACKAGE A/C'S.</b> |   |   |   |
| 8   | Restoration of Split/Window AC Units.   | Rs 100/- per day beyond 24 hrs.<br><b>Note:</b> If compressor found failed 10 days' time will be given for replacement.             | Engineer – in – Charge shall rectify the defect at the risk and cost of agency without further notice.  |
| 9   | Restoration of Package AC units   | Rs 500/- per day beyond 3 days per AC unit.<br><b>Note:</b> If compressor found failed 15 days' time will be given for replacement) | In case of failure to attend fault and / or does not make alternative arrangements, the same shall be done by Engineer-in-Charge at the risk & cost of contractor without further notice. |
| <b>COMMON TO ALL (EXCEPT ABOVE 1-9)</b>                                 |   |   |   |
| 10  | Non attending of any faults within the scope of vendors but explicitly indicated above. | Rs 100/- per day after 7 days.  | Engineer-in-charge can arrange to rectify the fault at the risk and cost of contractor without any further notice, in case firm fails to attend fault within three days.                  |

## **5 Compensation for Delay in Removal of Defects:**

- (i) Compensation Quantum in case of non-functioning of equipment but overall performance parameters of the EMS system i.e., Temperature, availability of mains / generator supply, fire protection etc. are within limits then **1% Per Week (Excluding GST) of particular equipment one year maintenance cost duly abated shall be recovered. However, if the same is covered above, the rate mentioned penalty table shall be applicable.**
- (ii) In case of non-functioning of equipment and overall performance parameters of the EMS system i.e. Temperature, availability of mains / generator supply, fire protection etc. are also beyond limits then this is without prejudice to BSNL's right to take action under Clause -3.
- (iii) In addition to Penal recovery & maintenance cost recovery as per point no.4 (i) & (ii) above for particular equipment, this clause of compensation for delay in removal of defects as mentioned in point no.5(i) & (ii) above shall also be applicable.
- 6 If the defects are unattended for repair, and rectification then the same shall be get done for repair, rectification at the risk and cost of the Service Provider. No claim whatsoever from the Service Provider shall be entertained on this account.
- 7 In case of unsatisfactory performance with respect to general specifications, terms and conditions of the agreement etc. during the payment period, then maximum upto 3% (Three Percent) Penalty of Monthly Bill amount (Excluding GST) shall be imposed.

## **8 Major Break down:**

If the exchange has to be shut down due to negligence of the Service Provider or there is a major fire incident or loss to BSNL, then the entire loss shall be recovered from the Service Provider subjected to maximum 10% of the awarded.

## **SECTION - 5 Part A**

### **GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT**

**1. APPLICATION**

The general condition shall apply in contracts made by the purchaser for the procurement of goods/services.

**2. STANDARDS**

The good/materials supplied under this contract shall conform to the standards prescribed in the Section-4 Part-D (Work specifications of Operation and Maintenance of EMS).

**3. PATENT RIGHTS**

The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in Indian TelecomNetwork.

**4. PERFORMANCE SECURITY**

4.1 All suppliers (including MSE bidders) shall furnish performance security to the purchaser for an amount equal to **5 %** of the value of Advance Purchase Order within 14 days from the date of issue of AdvancePurchase Order by the Purchaser.

4.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.

4.3 The performance security Bond shall be in the form of Bank Guarantee issued by a scheduled Bank and in the proforma provided in '**Section-7B**' of this Bid Document.

4.4 The performance security Bond will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

4.5 The performance security deposit with BSNL will be considered for adjustment against any other statutory levies and any loss to BSNL properties, if any reported, at the time of final conclusion of the contract and final settlement of account.

4.6 In case, it is found that a bidder has submitted a fake/forged bank instrument towards performance security deposit (Say PBG) then actions as per clause 1(a) of Appendix-1 to Section 4 Part-4 shall be applicable.

**5 DELETED**

**6 DELETED**

**7 DELETED**

**8 DELETED**

**9 DELETED**

**10 DELETED**

**11 PAYMENT TERMS-- Same as Clause 4.0 of Section-2.**

**12 DELETED**

**13 DELETED**

**14 DELETED**

The Supplier shall notify the Purchaser in writing of all subcontracts awarded under this contract if not already specified in its bid. Such notification, in its original bid or later shall not relieve the supplier from any liability or obligation under the Contract.

**15 DELAYS IN THE SUPPLIER'S PERFORMANCE-Refer Section-2.**

**16 PENALTY – SECTION-4 PART F.**

**17 FORCE MAJEURE**

17.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

17.2 Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

**18 ACTION BY PURCHASER AGAINST BIDDER(S)/ VENDOR(S) IN CASE OF DEFAULT.**

In case of default in carrying out operation & maintenance or any other obligations as per the terms and conditions of this tender, an action shall be initiated against the contractors as per Section-4, Part-E.

**19 DELETED.**

**20 ARBITRATION**

20.1 Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties unable to settle mutually, the same shall be referred to Arbitration as provided hereunder:

20.2 A party wishing to commence arbitration proceeding shall invoke Arbitration Clause by giving 60 days' notice to the designated officer of the other party. The notice invoking arbitration shall specify all the points of

disputes with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter. If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal.

20.3 The number of arbitrators and the appointing authority will be as under:

| <b>Claim amount (excluding claim for counter claim, if any)</b> | <b>Number of arbitrators</b>  | <b>Appointing Authority</b>  |
|---|---|--|
| Above Rs 5 Lakhs to Rs 5 Crores                                 | Sole Arbitrator to be appointed from a panel of arbitrators of BSNL | BSNL<br>(Note: BSNL will forward a list containing names of three empaneled arbitrators to the other party for selecting one from the list who will be appointed as sole arbitrator by BSNL) |
| Above Rs 5 Crores   | 3 Arbitrators   | One arbitrator by each party and the 3 <sup>rd</sup> arbitrator, who shall be the presiding arbitrator, by the two arbitrators. BSNL will appoint its arbitrator from its panel.             |

20.4 Neither party shall appoint its serving employee as arbitrator.

20.5 If any of the Arbitrators so appointed dies, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.

20.6 Parties agree that neither party shall be entitled for any pre-reference or pendent elite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.

20.7 Unless otherwise decided by the parties, Fast Track procedure as prescribed in Section 29 B of the Arbitration Conciliation Act, 1996 for resolution of all disputes shall be followed, where the claim amount is up to Rs 5 Crores.

#### 20.8 Fast Track Procedure

20.8.1 Notwithstanding anything contained in this Act, the parties to an arbitration agreement, may, at any stage either before or at the time of appointment of the arbitral tribunal, agree in writing to have their dispute resolved by fast track procedure specified in sub-section (3).

20.8.2 The parties to the arbitration agreement, while agreeing for resolution of dispute by fast-track procedure, may agree that the arbitral tribunal shall consist of a sole arbiter who shall be chosen by the parties.

20.8.3 The arbitral tribunal shall follow the following procedure while conducting arbitration proceedings under sub-section (1):-

- a. The arbitral tribunal shall decide the dispute on the basis of written pleadings, documents and submission filed by the parties without oral hearing;
- b. The arbitral tribunal shall have power to call for any further information or clarification from the parties in addition to the pleadings and documents filed by them;
- c. An oral hearing may be held only, if, all the parties make a request or if the arbitral tribunal considers it necessary to have oral hearing for clarifying certain issues;
- d. The arbitral tribunal may dispense with any technical formalities, if an oral hearing is held, and adopt such procedure as deemed appropriate for expeditious disposal of the case.

20.8.4 The award under this section shall be made within a period of six months from the date the tribunal enters upon the reference.



- 20.8.5 If the award is not made within the period specified in sub-section (4), the provisions of sub-sections (3) to (9) of Section 29 A shall apply to the proceedings.
- 20.8.6 The fees payable to the arbitrator and the manner of payment of the fees shall be such as may be agreed between the arbitrator and the parties.
- 20.8.7 The arbitral tribunal shall make and publish the award within time stipulated as under:

| <b>Amount of Claims and Counter Claims</b> | <b>Period for making and publishing of the award (counted from the date the arbitral tribunal enters upon the reference)</b> |
|--|--|
| UptoRs 5 Crores                            | Within 6 months (Fast Track procedure)   |
| Above Rs 5 Crores                          | Within 12 months   |

However, the above time limit can be extended by the arbitrator for reasons to be recorded in writing with the consent of parties and in terms of provisions of the act.

- 20.8.8 In case of arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel/stay arrangements for the presiding Arbitrator and the expenses incurred shall be shared equally by the parties.
- 20.8.9 The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter (as the case may be).
- 20.8.10 Subject to the aforesaid conditions, provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment thereof shall apply to the arbitration proceedings under this clause.

## **21. SET OFF**

- 21.1 Any sum of money due and payable to the supplier (including security deposit refundable to him) under this contract may be appropriated by the purchaser or the BSNL or any other person(s) contracting through the BSNL and set off the same against any claim of the Purchaser or BSNL or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the Purchaser or BSNL or such other person(s) contracting through the BSNL.
- 21.2 In case of set off of the security deposit against any claim of the purchaser or BSNL or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the Purchaser or BSNL or such other person(s) contracting through the BSNL, the GST on such set off will be borne by the supplier.

22. **DELETED.**

23. **DELETED.**

24. **DELETED.**

## **25. COURT JURISDICTION**

- 25.1 Any dispute arising out of the tender/ bid document/ evaluation of bids/ issue of APO shall be subject to the jurisdiction of the competent court at the place from where the NIT/ tender has been issued.
- 25.2 Where a contractor has not agreed to arbitration, the dispute/ claims arising out of the Contract/ PO entered with him shall be subject to the jurisdiction of the competent Court at the place from where Contract/ PO has been issued. Accordingly, a stipulation shall be made in the contract as under.

**“This Contract/ PO is subject to jurisdiction of Court at Bilaspur only”.**

**26. General Guidelines:**

The General guidelines as contained in Chapter 5, 6 and 8 of General Financial Rules as amended from time to time on works, procurement of goods and services and contract management respectively may also be referred to as guiding principles.

## SECTION –5 Part B

### SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)

The Special (Commercial) Conditions of Contract (SCC) shall supplement General (Commercial) Conditions of Contract (GCC) as contained in Section 5 Part A and wherever there is a conflict, the provisions herein shall prevail over those in Section 5 Part A i.e. General (Commercial) Conditions of Contract (GCC).

1. **The successful tenderer / contractor** shall submit an Indemnity bond declaration, as per Annexure- 1, for indemnifying BSNL against any non-compliance by bidder to any of the applicable statutory requirements, if the work is awarded to them.

2. **Safety of Labour and BSNL property:**

The successful tenderer / contractor shall be solely responsible for payment and compensation under WC Act 1923 as in force from time to time applicable in the event of accident causing injury/death to his workers and PGM/GM/SSA shall not be responsible in any manner.

2.1 The contractor shall obtain / purchase all required insurances and make all safety arrangements required for the labourer engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. BSNL shall not be responsible for any mishap, injury, accident or death of the contractor's staff directly or indirectly. All liabilities arising out of accident or death while on duty shall be borne by the contractor. No claims in this regard shall be entertained / accepted by the BSNL.

2.2 The contractor shall take all precautions to avoid all accidents by exhibiting necessary caution boards/ flags and providing barriers etc. He shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to traffic during the execution of work. Nothing extra shall be paid on this account.

2.3 Contractor shall be fully responsible for any damages caused to BSNL / Government/ private /other operators property / Injuries public at large/ loss of life by him or his Labourer in carrying out the work and the same shall be rectified / compensated by the contractor at his own cost.

2.4 It will be sole responsibility of the contractor that the men deployed for the purpose of maintenance of the external plant with BSNL are to be trained to avoid any mishap, directly or indirectly.

2.5 On account of security considerations or on account of convenience of office staff, there could be some restrictions on the working hours or movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and just the program for execution accordingly.

2.6 The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the tendering authority reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work at the cost of the contractor and payment will be settled on pro-rata Basis.

2.7 The contractor should engage workers with proven integrity to carry out the contract work. He/His worker should vacate premises after the completion of contract work.

2.8 The contractor shall be solely responsible for payment and compensation under WC act 1923 as in force from time to time applicable in the event of accident-causing injury/death to his workers and Executive Engineer (Elect)/Engineer-in-Charge shall not involve in any manner.

2.9 No documents, towards compliance of aforesaid requirements, will be required to be submitted by bidder to BSNL paying authority for settlement of their payment invoices but the contractor must comply all requirements as per applicable Law/ Acts etc.

2.10 The decision of Engineer-in-Charge on any matter connected to this tender is final & binding on bidder.

**SECTION-6**

**UNDERTAKING & DECLARATION**

**6(A)** - For understanding the terms & condition of Tender & Spec. of work

**a) Certified that:**

1. I/ We ..... have read, understood and agree with all the terms and conditions, specifications included in the tender documents & offer to execute the work at the rates quoted by us in the tender form.
2. If I/ We fail to enter into the agreement & commence the work in time, the EMD/ SD deposited by us will stand forfeited to the BSNL.
3. I/we declare that that there is no addition/ deletion /corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on the website.

**b) The tenderer hereby covenants and declares that:**

1. All the information, Documents, Photo copies of the Documents/ Certificates enclosed along with the Tender offer are correct.
2. In case of any correction/addition/alteration/omission of the terms & conditions in the tender document, our tender/bid shall be treated as non-responsive and shall be rejected summarily.
3. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, BSNL reserves the right to debar our tender offer/ cancel the LOA/ Purchase/ workorder if issued and forfeit the EMD/ SD/ Bill amount pending with BSNL. In addition, BSNL may debar the contractor from participation in its future tenders.

Date: .....  
.....

Signature of Tenderer

Place: .....  
.....

Name of Tenderer

Along with date & Sea

**6 (B) – NEAR-RELATIONSHIP CERTIFICATE:**

(Format of the Certificate to be given as per the clause 34.4 of Section-4 Part-A by the bidder in respect of status of employment of his/ her near relation in BSNL)

I.....s/o.....r/o .....hereby certify that none of my relative(s) as defined in the tender document is/are employed in BSNL unit where tender is being submitted or inviting this tender as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Signature of the tenderer  
with date and seal

**OR**

"I.....s/o.....r/o..... hereby certify that following of my relative(s) as defined in the tender document is/are employed in BSNL unit inviting this tender, as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me."

| <b>Sl. No</b> | <b>Name of the near relative</b> | <b>Designation</b> | <b>Employed in office of</b> | <b>Address</b> | <b>Mobile Number</b> |
|---------------|----------------------------------|--------------------|------------------------------|----------------|----------------------|
|               |                                  |                    |                              |                |                      |
|               |                                  |                    |                              |                |                      |
|               |                                  |                    |                              |                |                      |

**Signature of the tenderer  
with date and seal**

**6 (C)- Declaration w.r.t. Rule 144 (xi) to GFR 2017**

**Certificate to be submitted by Bidders ( On Company's Letter Head)**

**Reference 1:** BSNL Tender Enquiry No.....issued on .....

**Reference 2:** Department of Expenditure Office Memorandums (OMs) No. 6/18/2019-PPD dated 23rd July 2020 and its Clarification dated 24/07/2020.

I, in capacity of authorized signatory of M/s.....(---Name of the company--) having Regd. Office at.....being a participant bidder in BSNL T.E cited at reference 1 above, do hereby declare that I have read and understood all the clauses regarding Restrictions under Rule 144(xi) of the General Financial Rules (GFRs) 2017 on grounds of Defense of India and National Security issued vide OM cited at reference 2 above, on procurement from bidders from a country or countries which shares a land border with India. It is declared that we fulfill all the requirements in this regard and are eligible to be considered for the Tender Enquiry under reference 1 above.

Further, we undertake that we will also abide by all the requirements of cited OMs during the entire contract period.

**(Name of the authorized  
signatory) Signature Designation in  
Company Seal / Stamp of Company**  
**Counter signed by Company Secretary of the Company with seal / stamp**

**ANNEXURE-A**  
**CLAUSE BY CLAUSE COMPLIANCE**

| <b>Sl. No</b> | <b>Section No</b> | <b>Details</b>   | <b>Remark for compliance (All clauses of this section are complied)</b>   |
|---------------|-------------------|--|---|
| 1             | 1 Part A          | Detailed NIT   | All clauses of this section are complied  |
| 2             | 2                 | Tender Information                                       | All Clauses of the Technical specifications and other specifications for tendered items are complied. (Technical literature of the tendered items also to be submitted) |
| 3             | 3 Part A          | Scope of Work  | All clauses of this section are complied  |
| 4             | 3 Part B          | Technical Specifications/<br>Requirements                | All clauses of this section are complied  |
| 5             | 3 Part C          | Schedule of Requirements (SOR)                           | All clauses of this section are complied  |
| 6             | 4 Part A          | General Instructions to Bidders (GIB)                    | All clauses of this section are complied  |
| 7             | 4 Part B          | Special Instructions to Bidders (SIB)                    | All clauses of this section are complied  |
| 8             | 4 Part C          | E-Tendering Instructions to Bidders                      | All clauses of this section are complied  |
| 9             | 4 Part D          | Special and Additional Conditions                        | All clauses of this section are complied  |
| 10            | 4 Part E          | Work Specifications for Operation and Maintenance of EMS | All clauses of this section are complied  |
| 11            | 4 Part F          | Schedule of Penalty (SoP)                                | All clauses of this section are complied  |
| 12            | 5 Part A          | General (Commercial) Conditions of Contract (GCC)        | All clauses of this section are complied  |
| 13            | 5 Part B          | Special (Commercial) Conditions of Contract (SCC)        | All clauses of this section are complied  |
| 14            | 6                 | Undertaking & Declarations                               | All clauses of this section are complied  |
| 15            | 7                 | Proforma (s)   | All clauses of this section are complied  |
| 16            | 8                 | Bidder's Profile & Questionnaire.                        | All clauses of this section are complied  |
| 17            | 9 Part A          | Bid Form   | All clauses of this section are complied  |
| 18            | 9 Part B          | Financial Schedule                                       | All clauses of this section are complied  |
| 19            | 10 Part A         | Annexure-1   | All clauses of this section are complied  |
| 20            | 10 Part B         | Annexure-II  | All clauses of this section are complied  |

**Note:**

1. In case of deviations, a statement of the deviations and exception to the provision of the Technical Specifications and Commercial Conditions shall be given by the bidder.

Signature of the Bidder

**SECTION -7**

**PERFORMAS**

**7(A) For the BID SECURITY/EMD Guarantee**

(To be typed on Rs.100/- non-judicial stamp paper)

Sub: Bid Security/EMD guarantee.

Whereas M/s..... R/o .....(Hereafter referred to as Bidder)

has approached us for giving Bank Guarantee of Rs..... /- (hereafter known as the

“B. G. Amount”) valid up to..... (Hereafter known as the “Validity date”) in favour of AO(Cash) BSNL ..... (Hereafter referred to as BSNL ..... ) for participation in the tender of work of vide tender no.....

Now at the request of the Bidder, we .....Bank.....Branch having.....(Address) and Regd.Office address as.....(Hereinafter called ‘the Bank’) agrees to give this guarantee as hereinafter contained:

2. We the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the ..... stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the..... by reason of breach by the said bidder(s) of any of terms or conditions contained in the said Agreement or by reason of the bidder (s) failure to perform the said Agreement.Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the ..... in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding the **“BG Amount”**.
3. We undertake to pay to the ..... any money so demanded notwithstanding any dispute or disputes raised by the bidder(s) in any suit or proceeding before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s) shall have no claim against us for making such payment.
4. We the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the ..... under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ..... certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said bidder(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing or before the expiry of Validity date from the date hereof, we shall be discharged from all liability under this guarantee thereafter.
5. We the Bank further agree with the .....that the.....shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said bidder(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the ..... against the said bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s) or for any forbearance, act or omission on the part of the



..... or any indulgence by the ..... to the said bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. Notwithstanding anything herein contained;
  - (a) The liability of the Bank under this guarantee is restricted to the "BG Amount" and it will remain in force up to its Validity date specified above.
  - (b) The guarantee shall stand completely discharged and all rights of the .....under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.
7. In case demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash).....," payable at New Delhi.
8. E-payment may be preferred. Accordingly, in case of E-payment to be made for BG en cashed, Bank shall transfer the amount to Bank account as intimated by BSNL to Bank at that time through Bank Mandate.
9. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place: .....

Date .....

(Signature of the Bank  
Officer) Rubberstamp  
of the bank

Authorized Power of Attorney Number: .....

Name of the Bank officer: .....

Designation: .....

Complete Postal address of Bank: .....

.....

.....Telephone Numbers

.....

## 7(B) For the Performance Guarantee

(To be typed on Rs.100/- non-judicial stamp paper)

Dated:.....

### **Sub: Performance guarantee.**

Whereas ..... R/o..... (hereafter referred to as BSNL) has issued an APO No..... Dated ...../...../20.... awarding the work of .....to M/s.....R/o.....(hereafter referred to as "Bidder") and BSNL has asked him to submit a performance guarantee in favour of ..... of Rs. /- (hereafter referred to as "P.G. Amount") valid up to...../...../20 (hereafter referred to as "ValidityDate").

Now at the request of the Bidder, we Bank.....Branch having..... (Address) and Regd. Office address as.....(Hereinafter called 'the Bank') agreed to give this guarantee as hereinafter contained:

2. We, "the Bank" do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum limited to P.G. Amount or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
3. Any such demand from the BSNL shall be conclusive as regards the liability of Bidder to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and BSNL regarding the claim.
4. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.
5. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.
6. Notwithstanding anything herein contained;
  - (a) The liability of the Bank under this guarantee is restricted to the P.G. Amount and it will remain in force up to its Validity date.
  - (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash) BSNL CO" payable at New Delhi.
8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place: .....

Date: .....

(Signature of the Bank Officer)

Rubberstamp  
of the bank

Authorized Power of Attorney Number: .....

Name of the Bank officer: .....

Designation: .....

Complete Postal address of Bank: .....

Telephone Numbers .....

**7 (C) For Letter of Authorization for attending Bid Opening Event**

(To be typed preferably on letter head of the company)

**Subject:** Authorization for attending Bid opening

I/ We Mr. /Ms. .... have submitted our bid for the tender  
No.....in respect of .....  
..... (Item of work) which is due to open on..... (date)  
in the Meeting Room, O/o.....

We hereby authorize Mr./Ms .....& Mr. /  
Ms..... (alternative) whose signatures are attested below, to attend the bid opening for  
the tender mentioned above on our behalf.

.....

...Signature of the

Representative

.....

theRepresentative

.....

Signature of Bidder/ Officer authorized to sign Name of  
on behalf of the Bidder

Signature of the alternative

Representative

..... Name of the alternative

RepresentativeAbove Signatures Attested

**Note:**

1. Only one representative will be permitted to attend the Bid opening.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

**SECTION- 8**

**Bidder’s profile & Questionnaire.**

Tenderer / Bidder’s Profile & Questionnaire  
(To be filled in and submitted by the bidder)

**A) Tenderer’s Profile**

1. Name of the Individual/ Firm:.....
2. Present Correspondence Address.....  
.....  
.....Telephone No.....Mobile No.....  
.....
3. Address of place of Works/Manufacture  
.....  
.....  
TelephoneNo. .... Mobile No. ....
4. State the Type of Firm: Sole proprietor-ship/partnership firm / (Tick the correct choice):  
Private limited company.  
  
Is bidder under MSE Category : Yes/No  
If MSE, kindly specify the sub category- SC/ST/Women
5. Name of the sole proprietor/ partners/ Director(s) of Pvt. Ltd Co.:

| S. No. | Name | Father’s Name | Designation |
|--------|------|---------------|-------------|
| 1.     |      |               |             |
| 2.     |      |               |             |
| 3.     |      |               |             |
| 4.     |      |               |             |
| 5.     |      |               |             |

6. Name of the person authorized to enter into and execute contract/ agreement and the capacity in which he is authorized (in case of partnership/ private Ltd company):  
.....  
.....
7. Permanent Account No. :.....
8. Details of the Bidder’s Bank for effecting e-payments:  
(a) Beneficiary Bank Name:.....

- (b) Beneficiary branch Name:.....
- (c) IFSC code of beneficiary Branch.....
- (d) Beneficiary account No.:.....
- (e) Branch Serial No. (MICR No.):.....

9. Whether the firm has Office/ works (i.e. manufacture of the tendered item) in Delhi? If so state its Address

.....  
 .....

10. GSTN Number to be inserted.

**B) Questionnaire**

1. Do you think any other detail/ material is required to complete the work specified in the specification? **Yes/ No.**

If Yes, Give details

.....  
 .....

2. Do you think any other item of work need be included in tender form to complete the work specified in the specification? **Yes/ No.**

If Yes, Give details

.....  
 .....

3. Suggestion for improvement of the tender document.

.....  
 .....  
 .....

Place.....

Signature of contractor .....

Date .....

Name of Contractor .....

**SECTION-9 Part-A**

**BID FORM**

**To**

**From,**

.....

.....

Complete address of the purchaser>

<complete address of the Bidder>

.....

.....

.....

.....

Bidder's Reference No:.....Dated.....

**Ref:** Your Tender Enquiry No. ....dated .....

1. Having examined the above-mentioned tender enquiry document including amendment/ clarification/ addenda Nos. .... dated ..... the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver ..... in conformity with the said drawings, conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of the financial Bid.
2. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
3. We agree to abide by this Bid for a period of **150 days** from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by us. This bid shall remain binding upon us up to the aforesaid period.
4. We understand that you are not bound to accept the lowest or any bid, you may receive.
5. If our Bid is accepted, we will provide you with a performance guarantee from a Scheduled Bank (except co-operative banks) for a sum @ **5%** of the contract value for the due performance of the contract.
6. If our Bid is accepted, we undertake to complete delivery of all the items and perform all the services specified in the contract in accordance with the delivery schedule specified in the Section-2 (Tender Information).
7. Until a formal Purchase Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated: ..... day of .....2023

Signature .....

Witness

Name .....

Signature.....

In the capacity of .....

Name .....

Duly authorized to sign the bid for

and on Address.....

behalf of .....

**SECTION-9 PART-B**  
**Financial Schedule**

**Price Schedule- A-I**

**NAME OF WORK:- Operation & Comprehensive maintenance of Electromechanical services for MBM T.E. Bldg. Manendragarh and its staff quarters compound.**

| Sl. No. | Description of Item   | Qty | Unit  | Net Rate excluding GST & GST Cess on Goods & Services in (Rs.) | Total Net Amount to BSNL excluding GST & GST Cess on Goods & Services in (Rs.) |
|---------|---|-----|-------|--|--|
| 1       | 2   | 3   | 4     | 5  | 6=(3x5)  |
| 1.      | Operation & Comprehensive maintenance of following Services at T.E. Bldg. Manendragarh and its staff quarters compound as per specification and details of services (Inventory) etc. attached | 24  | Month | <b>UNPRICED SCHEDULE</b>                                       |  |

**Declaration by bidder**

We hereby declare that in quoting the above prices, we have taken into account the entire credit on inputs available under the GST Act introduced w.e.f. 1 July 2017 and further extended on more items till date”

Name of the bidder.....

GST No.(s).....



**SECTION-10 PART-A**  
**ANNEXURE - 1**

**DEED OF INDEMNITY**

This **DEED OF INDEMNITY** is executed on this the  
....., by

1. <<**Name of the Bidder**>>, a company/ firm registered under the.....  
..... (Applicable acts, as the case may be) (hereinafter referred to as  
the **Bidder**) and having its registered office at <<**Address of the Bidder**>> acting through <<  
**Authorized Signatory**>> is hereinafter, for the purposes of this Deed of Indemnity.

**TO AND IN FAVOUR OF**

**Bharat Sanchar Nigam Limited**, through the ..... BSNL .....  
Office (hereinafter referred to as the **Purchaser** which expression shall unless repugnant to the context  
or meaning thereof mean and be deemed to include its authorized representatives and permitted assigns)  
**on the Other Part.**

**WHEREAS**

- (a) The Purchaser had invited bids *vide* their Tender Enquiry No.....(hereinafter  
referred to as 'Tender') for the purpose  
of.....  
.....
- (b) The Bidder had submitted its bid/ proposal dated\_(hereinafter referred to as the 'Bid') for the  
provision of such services in accordance with its proposal as set out in its Bid and in accordance with  
the terms and conditions of the Tender.
- (c) The Bidder has in order to comply with the terms of the Tender agreed to execute the Deed of  
Indemnity on such terms and conditions more fully mentioned below.

**NOW THIS DEED OF INDEMNITY WITNESSETH AS FOLLOWS:**

1. The Bidder shall, in consideration of the Purchaser making payment under and in accordance with the  
Tender Document, hereby agrees to indemnify the Purchaser against any costs, loss, damages and claims  
from third parties or liabilities suffered by the Purchaser and directly arising out of the following reasons:
  - a. Any illegal or unauthorized use or in connection with any claim or proceedings relating to any  
breach or violation of any permission/license terms by the Bidder or any of its sub-contractor in  
the process of fulfillment of required obligations during contract period.
  - b. The Bidder shall protect, defend, indemnify and hold harmless to BSNL and its

employees from and against any and all liabilities, damages, fines, penalties and cost (including legal costs and disbursements) arising from:

- I. Any breach of any statute, regulation, direction, orders or standards from any Governmental body, Agency or regulator issued with respect to the product /services being supplied/provided under this Tender.
  - II. Any claim made by third parties arising out of the use of the services of BSNL being provided using the equipment/services supplied under the Tender to the extent these are attributable solely to the poor quality or non-compliance of the products/services to the respective specifications.
  - III. Any claims arising from other utility / service providers in connection with interruptions or degradation of their services due to services provided by bidder under this Tender.
2. The bidder also declares that in case bidder is blacklisted by GST Authorities in future & which results in loss of Input Tax Credit (ITC) to BSNL, then BSNL shall have right to recover any such loss of ITC arising on account of such black-listing.
  3. This Deed of Indemnity shall stand terminated on expiry of or early termination of the contract period as envisaged in the above said Tender requirement.
  4. The Deed of Indemnity shall constitute the entire indemnity provided by the Bidder for the indemnities asked in said Tender.
  5. This Deed of Indemnity shall be governed by and construed in accordance with Indian law.

**(Authorized Signatory)**

**Date:.....**

**Place:.....**

**<< Name of the Bidder >>**

**Witness 1:**

**Witness 2:**

## SECTION 10 PART B

### ANNEXURE-2

#### CHECK LIST FOR THE BIDDERS

Please ensure that all documents are fully authenticated by the Authorized Signatory with his signature with official seal, as per the eligible bidder's criteria. Offer is liable to be rejected, if enclosed documents are not authenticated.

#### Documents forming part of the bid: -

| Sl. No. | DOCUMENTS   | Submitted / Not Submitted<br>(If Not Applicable, reason in brief) |
|---------|---|---|
| 1       | <p>Cost of the tender document <b>Rs.590/- i/c GST@18%</b><br/>or<br/>A proof regarding valid registration with body specified by Ministry of Micro, Small &amp; Medium Enterprise for the tendered items will have to be attached along with the bid.<br/>The address mentioned in the Registration Certificate &amp; MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.</p>   |   |
| 2       | <p>Bid Security in the form of Banker's Cheque / Deposit at Call Receipt of a scheduled bank / fixed deposit receipt of a scheduled bank // Demand draft / bank guarantee (As per format in annexure ) for <b>Rs. 9,896/-</b>-valid up to 180 days from the date of tender opening.<br/><br/>Or<br/>A proof regarding valid registration with body specified by Ministry of Micro, Small &amp; Medium Enterprise for the tendered items will have to be attached along with the bid.<br/>The address mentioned in the Registration Certificate &amp; MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.</p> |   |
| 3       | Scanned copy of <b>Bid Form in Section-9 Part A</b> duly filled up and signed.  |   |
| 4       | Scanned Copy of Certificate of Incorporation/ Registration of firms etc. as applicable  |   |
| 5       | Scanned copy of Power of Attorney attested by Notary Public or Registered with Sub Registrar in favour of the signatory signing the offer and documents as per Clause no. <b>14.3 of Section-4 Part A</b> .   |   |
| 6       | Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document. (In case of Company/Institution/Body Corporate)  |   |
| 7       | Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm).  |   |
| 8       | Scanned copy of Credentials regarding experience as per clause 4 of DNIT  |   |
| 9       | Scanned copy of Documents related to financial capabilities of the bidder as per clause 4 of DNIT   |   |

|           |   |  |
|-----------|---|--|
| <b>10</b> | Scanned copy of 'No Deviation' statement or Clause-by-Clause compliance statement pursuant to <b>Clause 11.2 (a) of Section-4 Part A ( As per Annexure-A).</b>                            |  |
| <b>11</b> | Scanned copy of a list of all Board of Directors of the company (In case of Limited Company).   |  |
| <b>12</b> | Scanned copy of Near Relationship Certificate as per <b>Section 6 Part (B)</b>  |  |
| <b>13</b> | Declaration that the firm is not black listed by BSNL/DOT/Govt. Departments/ PSU /State Govt./GST Authorities agreement as per clause 8 of DNIT   |  |
| <b>14</b> | Letter of Authorization to attend Bid opening event ( As per Section 7 C )  |  |
| <b>15</b> | Valid PAN Card  |  |
| <b>16</b> | Valid Goods and Services Tax Registration Certificate(s)  |  |
| <b>17</b> | Indemnity as per <b>Clause-4.1.2 of Section -1.</b> ( As per Section 10 Part-A)   |  |
| <b>18</b> | Undertaking and Declaration as per <b>Section-6 Part A</b> duly filled up and signed  |  |
| <b>19</b> | Scanned copy of attestation of the specimen signature of the authorized by the Bank as per <b>Clause 14.3 Section -4 Part A.</b>  |  |
| <b>10</b> | Bidder's Profile & Questionnaire as per <b>Section-8</b> duly filled up and signed.   |  |
| <b>21</b> | Indemnity Bond as per Annexure-1. ( As per Section 10 Part-A)   |  |
| <b>22</b> | Any other supporting documents asked for in bid document.<br>(a ) Self attested Copy of valid Electrical Contractors License of applicable voltage category from Chhattisgarh State Govt. |  |
| <b>23</b> | Form-1 for Local content  |  |
| <b>24</b> | Declaration with respect to Rule144(xi) of GFR ( As per Section 6 C )   |  |
| <b>25</b> | This Checklist  |  |

For and on behalf of M/s..... (Insert Name of Bidding Company)

.....

Signature and Name of the Authorized signatory of the Company

Company rubber stamp/seal

Place:.....

Date:.....