

O/o The Executive Engineer (E),
BSNL Electrical Division
2nd Floor, S.S.P.O Building
15, Cantonment Road, Cuttack - 753 001
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)



E-TENDER DOCUMENT

NIT No: 24/BSNL/ED/CTC/2020-21

Name of work: Comprehensive Maintenance of Package AC, SAC/WAC units & operation of other electromechanical services at Telephone Bhawan, Cuttack.



BHARAT SANCHAR NIGAM LIMITED

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This Tender Document contains 88 pages only.



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SECTION-1

DETAILED NOTICE INVITING TENDER (DNIT)

NIT NO.- 24 /BSNL/ED/CTC/2020-21

E- Tender is hereby invited by the Executive Engineer (E), BSNL Electrical Division, Cuttack, on behalf of CMD, Bharat Sanchar Nigam Limited (A Government of India Enterprise) on item rate basis for the following work:

Sl. no	Name of the Work	Estimated Cost i/c GST	Bid Security / Earnest Money Deposit	Time of Completion of work
1.	Comprehensive Maintenance of Package AC, SAC/WAC units & operation of other electromechanical services at Telephone Bhawan, Cuttack.	₹ 5,53,606/-	₹ 11,072/-	03 months

2.0: **Purchase of Tender Document:**

- (i) Tender document can be viewed by logging into the website, www.odisha.bsnl.co.in/tender OR [https:// etenders.gov.in / eprocure /app](https://etenders.gov.in/eprocare/app).
- (ii) The official copy of tender document for participating in E-tender shall be available for downloading from the e tendering portal: <https:// etenders.gov.in / eprocure /app>.

2.1. **Payment of Tender Cost** : Not Applicable

3.0 **Availability of Tender Document:** The tender document shall be available for downloading from the e-tendering portal <https:// etenders.gov.in / eprocure /app> from 14: 30 Hrs of date: 16/07/2020 onwards and up to 15:00 Hrs of date: 27/07/2020

3.1 In e-tendering process, physical copy of the tender document would not be available for sale.

4. ELIGIBILITY CRITERIA: - The bidder should have

a) Financial Norms:

Average annual turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost put to tender i.e. ₹ 1,66,082/-.

AND

b) Physical Norms:

BSNL enlisted contractors of **Class-III & above in Electrical category.**

OR

Experience of having successfully completed similar works in BSNL comprising of either substation or Air conditioning service of package type as part of scope of work during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following :

i. Three similar successfully completed works costing not less than the amount equal to 40% of the Estimated Cost put to tender i.e. ₹ 2,21,442/- each.

OR

ii. Two similar successfully completed works costing not less than the amount equal to 60% of the Estimated Cost put to tender i.e. ₹ 3,32,164/- each.

OR

iii. One similar successfully completed works costing not less than the amount equal to 80% of the Estimated Cost put to tender i.e. ₹ 4,42,885/-.

Note-1: Similar work stands for "Operation & Maintenance/Comprehensive Maintenance of Electromechanical Services."

c) Valid PAN

d) Valid GST Registration no. or exemption certificate no.

e) Valid Electrical License of appropriate voltage (in this case HT) issued by any state Govt.

f) Valid EPF & ESI Registrations.

4.1 . 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.

5. Bid Security/EMD:

5.1 The bidder shall furnish the bid EMD in one of the following ways:-

a) Demand Draft/ Banker's cheque/FDR/TDR drawn in favour of "A.O. (Cash), BSNL, O/o GMTD, **Cuttack**" and payable at "**Cuttack**" OR

b) Bank Guarantee from a scheduled bank drawn in favour of "A.O. (Cash), BSNL, O/o GMTD, **Cuttack**" which should be valid for 120 days from the tender opening date.

c) Alternative method for Submission of Bid Security / EMD:

The Bid Security / EMD can also be submitted by online payments through banks / RTGS / NEFT etc. to BSNL account as per the details given below:

Name of the Bank and Branch	UNION BANK OF INDIA, CUTTACK
Accounts Name	A.O(Cash), BSNL, O/o GMTD, Cuttack
Account Number	(CA) 514201010032115
IFC Code	UBIN0551422
Address of the Bank	Union Bank of India, Madhupatna, Link Road, Cuttack
MICR Code	756026004
Contact No.	0671-2367210, 9437172824

The scanned copies of the E-Payment receipt / Transaction slip towards Bid Security / EMD paid through online is to be uploaded in the e-Tendering Portal along with other requisite documents.

- 5.2** The MSE units shall be exempted from submission of Bid Security deposit/EMD on production of requisite proof in respect of valid certification from MSME for the tendered item.

(The MSE units are advised to check their eligibility for availing exemption from submission of Bid Security deposit/EMD with reference to the nature of activities / business / items & materials mentioned in their MSE certificate issued by competent authority)

5.3 Validity period of Bid Security / EMD:

The validity period of the EMD should be 30days beyond the Bid validity i.e. 90 days + 30 days= 120 days (bid validity period is 90 days).

6.0 Date & Time of online Submission of Tender bids: on or before **15:00 hrs of date. 27/07/2020**

6.1 Submission of Tender Documents:

Tender Documents (Techno commercial bid, Financial bid, scan copy EMD instrument and certificates, declarations, undertakings and forms etc. to establish their eligibility for the tender) are to be submitted online by uploading in the e tendering portal [https:// etenders.gov.in / eprocure /app](https://etenders.gov.in/e procure/app) within the date and time as specified in Clause 13.0 without any modifications and changing the name of the downloaded file.

6.2 ONLINE SUBMISSION OF SELF ATTESTED COPIES OF DOCUMENTS BY UPLOADING IN THE E-TENDERING PORTAL: (Non compliance will entail rejection of bids)

Sl. No	Description of Documents
1	Demand Draft/Banker's Cheque/ Bank Guarantee/FDR/TDR of any Nationalized/scheduled bank in favour of "Accounts Officer (Cash), BSNL, O/o the GMTD, CUTTACK" towards Bid Security / EMD. OR Scanned copy of online payment Transaction slip /Bankers receipt.
2	Documentary proof of satisfying eligibility conditions against clause 4 a) & 4 f) of Section – A, "Eligibility Criteria" of the NIT , as follows.
a)	Turn Over Certificate of the firm from Chartered Accountant for last 03 years.
b)	Valid Enlistment letter of BSNL with appropriate class in Electrical Category. OR
	OR
c)	Successfully completed work experience certificate (s) issued not below the rank of Executive Engineer /AGM. (In BSNL during last 07 years)
	AND
3	PAN card issued by Income Tax Department, Govt. of India.
4	Valid GST Registration Certificate issued by statutory authority.
5	Valid Electrical License of appropriate voltage (HT) issued by any State Govt.
6	EPF & ESI Registration Certificates
7	MSME registration certificate for the tendered items/ works, if applicable
8	Undertaking & declaration duly filled & signed (section-6A)
9	Undertaking regarding EPF & ESI duly filled & signed(Section-6(B)
10	Near-Relationship Certificate duly filled & signed as per Section 6(C)
11	Bidder's Profile & Questionnaire as per Section-8
12	Tender/ Bid form- Section 9 , Part A
13	Power of Attorney & authorization for signing tender documents. (If applicable)
14	Integrity pact (if applicable)

Note-2: *In case of mismatch between uploaded documents and hard copies submitted by the supplier /contractor, the documents uploaded in e-tendering portal will prevail and bids will be evaluated accordingly.*

6.3 OFFLINE SUBMISSION OF ORIGINAL EMD AND HARD COPIES OF SELF ATTESTED DOCUMENTS BY THE BIDDER (S) :-

The ORIGINAL EMD along with self attested copies of requisite documents as mentioned in clause 7.0 above should be submitted to **The Executive Engineer (E), BSNL Electrical Division, Cuttack before 17.00 hrs on date: 27/07/2020**, failing which the bids will be treated as non responsive and the bids will not be opened.

6.4 The original financial instrument like Demand Draft/Banker's cheque/Bank Guarantee towards EMD and self attested copies of the valid credentials, registration certificates, declarations, undertakings and other requisite documents as mentioned in clause 6.2 above shall be submitted by the intending bidders **in a sealed envelope with due mention of name of work, date of opening of tenders, name**

of the tenderer, in the office of the Executive Engineer (E), BSNL Electrical Division, Cuttack before the stipulated date & time as specified in clause 13.0. The envelope shall bear the phrase: "Do Not Open Before (due date & time of opening of tender)".

- 6.5** If the tenderer is a firm in partnership / Limited company or Corporation, then the hard copies of "FORM-A" and partnership deed / Memorandum of Articles of Association and power of attorney / Authorisation to the person who signs the tender in case of companies etc. shall also be submitted along with hard copies of **other documents** as above.

7.0 Opening of Tender Bids:

Techno commercial bids of responsive bidders will be opened first on 28.07.2020 at 15.30 hrs. Thereafter financial bids of only technically qualified bidders will be opened as specified in clause 13.0 of DNIT.

8.0 Place of opening of Tender Bids:

The tenders shall be opened through „Public Online Tender Opening Event (POTOE). 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. Kindly refer clause 8 of Section-4 Part C of Tender document for further instructions.

Note 3: In case the date of opening of bid is declared to be a holiday, the date of 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 through the e tendering portal online / BSNL website.

- 8.1** Technical bids of the participating bidders will be opened first. EMD instruments and documents satisfying the eligibility, physical & financial criteria along with declarations, under takings, registrations certificates etc. will be verified and Technical bids will be evaluated.
- 9.0** Thereafter, the Price bids of those bidders will be opened only who are technically qualified in their technical bids and whose EMD and documents are found in order.
- 10.0** Incomplete, ambiguous, Conditional, unsealed (in case of manual tender) tender bids are liable to be rejected.
- 11.0** The Tender accepting authority of BSNL 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.
- 12.0** The bidder shall furnish a declaration in his tender bid that 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.
- 12.1** 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.

Note 4: 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 true copy in addition to the relevant certificate.

Note 5: All computer generated documents should be duly signed/ attested by the bidder / vendor organization.

13.0. Important dates for e-tender events:

IMPORTANT DATES		
S.NO	EVENT	TIME & DATE
1	Start Date & Time for downloading of Bid document from E-tender Portal: https://etenders.gov.in/eprocure/app	16/07/2020 at 14.30 hrs
2	End Date & Time for downloading of Bid document from the E-Tender Portal	27/07/2020 at 15.00 hrs
3	Last Date & time for Online submission of Technical Bid and Financial Bid in E-Tender Portal	27/07/2020 at 15.00 hrs
4	Last Date & time for offline submission of original EMD, downloaded Tender documents, undertakings, declarations, Technical data sheet & credentials, duly signed and sealed by the firm, at BSNL Electrical Division, Cuttack	27/07/2020 at 17.00 hrs
5	Date & Time of Online opening of Technical Bid in E-tender Portal	28/07/2020 at 15.30 hrs
6	Date & Time of Online opening of Financial Bid in E-Tender Portal	29/07/2020 at 11.30 hrs OR as per further notification through e-tendering portal
E-Tender Portal site address: https://etenders.gov.in/eprocure/app		

14.0 The tender opening committee (TOC) may ask the tenderers to produce the original documents for verification if required. In case the tenderer fails to furnish the same, they are likely to be disqualified and their price bids will not be opened.

Executive Engineer (E)
BSNL Electrical Division,
Cuttack

No- 10(17)/TED/BSNL/CTK/ 157

Date: 15.07.2020

Copy to-

- 1) Chief Engineer (E), BSNL Electrical Odisha Zone, BBSR for kind information.
- 2-3) E.E (E), BSNL Electrical Division, Bhubaneswar / Sambalpur.
- 4) The A.O (Cash) , BSNL , O/o the GMTD, Cuttack.
- 5) Notice Board/BSNL Web site/e tendering portal: <https://eprocure.gov.in/eprocure/app>

Executive Engineer (E)

SECTION-2

TENDER INFORMATION

1. Type of tender- :

- a) **No. of Bid Submission Stages** : Two Bid and single stage
b) **No. of Envelopes for offline submission** : One number

Note 1:- The bidder has to submit Techno-commercial & Financial bid simultaneously online.

Note 2:- Techno commercial bids will be opened and evaluated first and thereafter financial bids of only techno-commercially compliant bidders will be opened.

2. Bid Validity Period / Validity of bid offer : 90 days from the tender opening date.

3. Payment terms:

- a) on satisfactory completion of work (as per milestones)

4. Time Period allowed for completion of work : 03 months

5. Engineer In charge: Executive Engineer (E)
BSNL Electrical Division, Cuttack

SECTION- 3 Part A

SCOPE OF WORK

A. General:

This work broadly consists of Operation of Electromechanical Services listed out in the schedule of work.

B. Scope of work:

Detailed scope of work is given in the schedule of work items and Technical Specifications of the work.

SECTION- 3 Part B
TECHNICAL SPECIFICATIONS

(The Specifications given below apply to the respective equipments mentioned in the schedule of work/ size of services)

I. SUB STATION:

1. Ensuring that H.T. Panel, Transformer, feeder pillars, L.T. Panels, AVR, Capacitor panels and outdoor structure as well as connecting cables/ducts, (items as applicable to this work) constituting the Substation are maintained in healthy & clean condition.
2. Check power factor meter, maximum demand meter for proper functioning & monitoring the proper maintenance of power factor & peak load to avoid penalty.
3. Check condition and working of Fuses, Contactors and power factor correction relays in Capacitor panels.
4. To disconnect total electric supply and or individual loads in case of emergent situation to avoid /limit damage.
5. Check all the switches and meters for proper operation.
6. Check availability and working of fire extinguishers at earmarked locations.
7. Check the earthing system and pouring of water in earth pits during summer..
8. Check oil level in all the equipments to ensure proper levels.
9. Check all the electrical connections for proper tightness.
10. Maintain Log book as per Format attached.
11. To measure Earth resistance of Earth Stations & Recording values once in six months.

Exceptions: Materials are not in the scope of the contractor against this tender.

II. E/A SETS

1. Ensuring that the EA Set installation is kept in clean condition.
2. Trial run, Testing and checking of the parameters of the system in regular intervals for operating fitness.
3. Operation of E/A sets during power failure or as and when required by the department i/c change over of loads from mains to DG set and vice versa etc. as required.
4. Checking of Lube oil and coolant in EA sets before starting.
5. Checking the working of Battery charger, Battery voltage regularly and adding distilled water/electrolyte as and when required.
6. Check any leakage of Fuel tank, radiator and condition of V-belts etc.
7. Checking and filling of water/coolant in radiators.
8. Pouring of Diesel in fuel tanks of DG sets and keeping records.
9. Checking of electrical wirings in control panels, cable connections, earthing connections etc and tightening in regular intervals.
10. Pouring of water in earth pits during summer for getting required value etc.
11. Maintaining log books and recording the parameters i.e. RPM, Voltage, current, frequency and DG run hours etc. as per direction of Engineer in charge as per Format attached
12. In case of any abnormality / breakdowns, intimate the concerned SDE(E)/EE(E) immediately for taking corrective measures.
13. To measure Earth resistance of Earth Stations & Recording values once in six months

Exceptions: Materials are not in the scope of the contractor against this tender.

III. PACKAGE & HIGH PRECISION AC UNITS

1. Ensure proper operation of HPACs/PACs for maintaining the equipment room temperature within prescribed limits including rotation of units during the day.
2. Cleaning the filters of HPACs/PACs once in a week.
3. Checking of all the units continuously for any malfunctions, abnormal vibrations and sound, leakage of oil, tripping of AC units due to LP/HP cut off, and over current etc. and informing the SDE(E)/JTO(E) immediately.
4. Checking the electrical connections and accessories in HPACs/PACs control panels and tightening the connections etc.
5. Checking/ resetting of HP/LP switches and gauges and for their proper working.
6. Checking working of the Condenser units and condition of condenser fan motors.
7. Periodical cleaning of Condenser coils.
8. Checking of any obstacles in the supply air/return air path and leakage of cool air if any and informing the Exchange in charge/SDE(E)/JTO(E) for taking corrective action.
9. Checking of drain water pipe lines for any obstacles and leakage and taking action for removal of blockage and cleaning of drain pipes.
10. Pouring of water in condenser coils if required during malfunction of HPAC/PAC units due to excess ambient temperature in peak summer.
11. Recording the nos. of HPAC/PAC working and their operating parameters in log books at regular intervals of the day.

Exceptions: Materials are not in the scope of the contractor against this tender(only for High precision AC units). For conventional type package AC units the materials are in the scope of the contractor.

Scope of maintenance:

The Contract is for round the clock, continuous operation and comprehensive, maintenance of conventional type AC package plant during the period of contract.

The scope of the work is for maintenance contract and this includes Routine, Preventive & Break Down maintenance works throughout the period of contract including replacement of all defective components during the period of contract as per the guidelines of BSNL.

In case of compressor replacement, the same shall be purchased from the manufacturers/authorized dealers and necessary documentary proof of purchase shall be submitted to BSNL.

Inside temperature is to be continuously monitored and maintained within the limits and continuous recording of the same is to be done at predetermined intervals.

Monitoring and recording on continuous basis important operational parameters.

Providing necessary man Power (skilled, semi-skilled and un-skilled) as required for the above activities.

The operation of system and maintenance activities are to be divided in such a manner that following inside conditions are maintained.

The temperature below the rack wherever bottom feed is provided of the switch room shall be 20+2 Deg. C.

For Electronic exchanges i/c E-10-B temperature shall be 23+3 Deg. C.

Relative humidity within the limit of 40% to 60%

PART-II -Tasks to be performed within 15 days:

Keeping in mind that operation of this critical system is to be carried out on round the clock basis, inspect the complete system for any shortcoming which may come in the way of proper operation.

Familiarize the staff with installation, various safety provisions and alarms.

Clearly understand what is to be done in case of an emergency. This should be done in consultation with Engineer-in – Charge.

Check all the switches and meters for proper operation.

Check availability and working of fire extinguishers at specified locations.

Check operation of all the safety devices like LP/HP cut-outs, SPP, Tripping on fire-alarm etc.

Check the earthing system for the proper earth values & continuity of earthing system.

Check Amp. Meter, Voltmeter etc. for proper functioning.

Check the tripping of Package unit on thermostat etc, for proper functioning.

Check all the electrical connections for proper tightness.

PART-III -Maintenance schedule to be followed:-

DAILY

Cleaning of AC plant room drain clogging and condenser area.

Check for leakage of conditioned air and take corrective action.

Check and take corrective action for any abnormal noise.

Check for abnormal heating of any component.

Check for abnormal vibration.

Check Fan belt tension.

Check for proper air delivery.

Check supply air temperature at discharge point of Package AC unit

Check Suction pressure and discharge pressure of Compressor.

Voltage- checking.

Check Balanced Power supply (3 phase), Fuses, Indicating lamp, Indicating instruments.

Check Abnormal heating of any part

Check Interlocking.

Before starting the Package AC units the operator should ensure that the Voltage is balanced and within limit. In case it is not, bring the fact to the notice of Engineer-in-charge

Immediately on starting the Package AC units the operator should ensure that units are working and the following parameters are within limits. In case these are not, bring the fact to the notice of Engineer-in-charge

Discharge pressure. b) Suction pressure c) Air Quantity. d) Current consumption

e) Belt tension.

Recording of various parameters as per table in FORMAT- X:-

Frequency of recording reading every two hours

PACKAGE AC LOG BOOK

FORMAT-VII

Date	Time	Main Volt.			Total Amp.			UNIT Wise for Package .I / II / III / IV					Temp.			Sign.	
		R	Y	B	R	Y	B	Pkg.	Ckt I		Ckt II		Pkg.	Ambient	AC plant		SR-I SR-II
		Y	B	R				Amp	LP	HP	LP	HP	S/A temp.				

No. of unit faulty/ other breakdown	Reported to:	Attended on

Note: The firm shall indicate in remark column that the abnormal condition if :

LP is less than 65 PSI.

HP greater than 270 PSI

Current drawn is more.

Temperature in Supply Air/Return Air not maintained.

Voltage Low/high

Power failure period.

Non operation of AC plant.

Package Unit faulty

Refrigerant is less.

WEEKLY:-

1. Cleaning of air filters installed in Package Air-conditioning Unit.
2. Cleaning Fresh air filter.
3. Cleaning Condenser units.

MONTHLY:-

Cleaning Microvee filter installed in duct with vacuum cleaner.

Check electrical connections and tighten them.

Checking of damper/damper adjustment.

Perform Leak test for refrigerant circuit.

Check Current of all motors. Cleaning of Package AC units.

Checking of electrical /mechanical interlocking.

Testing of fire alarm tripping.

QUARTERLY:-

Cleaning fins, cleaning condenser with chemical recommended by package unit manufacturer.

Checking compressor for vibrations or Cracks.

Servicing of Package AC panel & Control Panel.

Checking operating pressure of the compressors.

Checking wear and tear of belts for fan sections.

Checking bearing and alignment of the belt drive.

Checking over load, H.P. cut-outs, Single-phase preventer, thermostat etc.

Rust spot if any on the steel panel should be treated up with red oxide and matched with painting.

HALF YEARLY:-

Earth Testing.

Meggering of the cables.

Testing of protection devices and control circuits.

YEARLY:-

Complete servicing of AC Plant. (in the month of February/March) including 24hrs. Performance test which include checking of air flow quantity, capacity test, interlocking and other safety devices. Painting of outdoor/indoor installation like angle iron supports, cable trays, drain pan of PAU, drain piping etc. Bearing of the moving part i.e. of Evaporator fan and condenser fan should be checked and may be properly lubricated if required.

PART-IV –MATERIALS:

All spares, refrigerant gas and all other consumable items required for maintaining the package plant including Switch gears, Contactors etc. of the Package AC Panel and Control Panel are included within the scope of this contract and shall be supplied by the firm free of cost. Whenever Compressor becomes faulty, the same is to be replaced with new compressor. Replacement of faulty compressor shall be obtained from the original manufacturer/authorized dealer. The faulty compressor shall be the property of the contractor in lieu of supplying new “manufacturer sealed compressor” of same make and model.

In case the compressor of same make and models is not manufactured or has become obsolete, the replacement of compressor will be done by substitute model or compressor of other manufacturer, after obtaining the approval of Engineer –In –Charge.

In case blower motor/condenser motor gets burnt the same is to be replaced by the firm with the new motor of similar approved make, for which nothing extra shall be payable.

The agency will store one cylinder refrigerant in the plant room to replenish the refrigerant in the package unit.

ADDITIONAL POINTS:

Technical inspection for preventive maintenance should be done with experienced technical supervisor to avoid break down. The breakdown of A/C package unit and their accessories will be judged as poor performance of the contractor and the contract may be terminated, if explanation is unsatisfactory.

If any major break down occurs, it shall be attended by the firm within five days to be reckoned from reporting day, and failure to this effect may be treated as breach of contract. In case of trouble in any Package AC unit the firm will intimate the fault on the same day to Engineer in charge and should set right the fault within five days. At no time more than one package unit shall remain as faulty.

The joint report by the representative of the firm as well as Engineer in charge shall be furnished to Executive Engineer on monthly basis, regarding the health and soundness of each plant.

At the time of conclusion of contract, the plant shall be handed over to the Department, in sound and healthy condition.

The firm shall maintain the log sheet of checklist and all jobs i.e. repair, inspection and operation etc. done and all package units maintained in operative condition for desired result. The log sheet of checklist will be separate for each PAC for every inspection /service and shall be submitted to Engineer in charge.

Inspection /Servicing of PAC:

The firm will maintain package AC in proper manner to ensure prolonged life, less wear and tear and minimum interruptions. The firm has to carry out necessary work as pointed out by departmental officer from time to time during their inspection.

The firm’s technical representative shall provide one visit per month for complete checking of healthiness of package unit plant and submit their visit report.

The schedule preventive maintenance service covered under this contract shall be in done in accordance with part III of this section.

Repair/Replacement of the parts covered as per schedule attached, will be included in the tender during currency of contract.

EXCEPTIONS:

Any addition or alternation in the AC plant.

Replacement of PAC units & its panel shall only be carried out in those cases where these have been scrapped by BSNL. Replacements of incoming power supply cables. Repairing of PVC flooring.

Note :

1. In case of any safety & operating parameter is not within permissible limit/range i.e. HP, LP, CFM etc. then remedial action shall be initiated by the agency on its own. Re-winded / Cut compressors, re-winded blowers / condenser motors shall not be used in Air conditioners. The faulty compressors, blower / condenser motor shall be replaced with new ones.

EER PERFORMA FOR AC PACKAGE UNITS**MEASUREMENT OF BLOWER CAPACITY IN CFM**

PACKAGE UNITS		I	II	III	IV
1	Area of R.A. Filter/Grill in Sq Ft				
2	Av. Velocity of Air in Ft /Min				
3	Measured CFM				
4	Required CFM				

MEASUREMENT OF CONDENSER CAPACITY IN CFM

PACKAGE UNITS		I	II	III	IV
1	Area of condenser coil in Sq Ft				
2	Av. Velocity of Air in Ft /Min				
3	Measured CFM				
4	Required CFM				

CAPACITY OF PLANT BY ENTHALPY METHOD

PACKAGE UNITS		I	II	III	IV
1	Measured CFM				
2	(i) Av. Temp. of R.A. Db (o F)				
	(ii) Av. Temp. of R.A. Wb (o F)				
3	Enthalpy of R.A.(Btu/lb)				
4	Enthalpy of S.A.(Btu/lb)				
5	Enthalpy difference(Btu/lb) (3-4)				
6	Specific Volume of Air(cuft/lb)				

7	Measured Capacity(TR)= Enthalpy Diff x CFM Sp. Vol. x 200				
8	Power Consumption(KW)				
9	EER=TRx3.516 KW				

CAPACITY OF PLANT BY HEAT REJECTION METHOD

PACKAGE UNITS		I	II	III	IV
1	Measured CFM				
2	(i) Av. Temp. of Air Entering the Coil Db (o F)				
	(ii) Av. Temp. of Air Entering the Coil Wb (o F)				
3	Av. Temp. of Air Leaving the coil Db (o F)				
4	Temperature Difference (o F) [3- 2(i)]				
5	Specific Volume of Air(cuft/lb)				
6	Measured Capacity(TR)= CFMxΔTx0.24 Sp. Vol. x250				

IV. SPLIT/WINDOW AC UNITS

1. Keep all the units in clean and healthy condition.
2. Cleaning of filters once in a month.
3. Checking for any abnormal noise/vibration.
4. Checking and tightening all electrical connections.
5. Checking for condensate drain water leakage from indoor unit of split A/C and removing the blockage, if any.
6. Checking for functioning of the thermostat.
7. Check Voltage Stabilizers for proper functioning.
8. Check for any leakage of Air conditioned air.
9. Cleaning of condenser coils..
10. Check Condition of mounting arrangements, switch/MCB and control etc.
11. In case of any abnormality/breakdowns, intimate the concerned SDE(E)/EE(E) immediately for taking corrective measures.

Exceptions: Materials are included in the scope of the contractor against this tender.

V. Rising Mains/Cable Shafts/Panels/SDBs

1. Check that Rising Mains/Cable Shafts/Panel Door keys are available
2. Check proper working of the lighting in the Rising Mains and panel rooms.
3. Check proper working of the Indication lamps in panels.
4. Check proper working of selector switches of Voltmeter and Ammeter in panels.
5. Check any abnormal difference in supply voltage in each phase.
6. Check for abnormal sound/ smell in the Rising Mains and panels
7. Check for abnormal heating of Riser casing, Tap off boxes, DB & SDBs and cables
8. Check for any inflammable material stacked or thrown in the riser/cable shaft/panel room and report to the Engineer-in-charge
9. Check fire barriers for any damage or hole to avoid traveling any rats etc. in the riser room/panel room.
10. In case of any abnormality, the Engineer-in-charge or his authorized officer is to be intimated.

Exceptions: Materials are not in the scope of the contractor against this tender.

VI. E.I. & FANS

1. The Electrical installations are to be always kept in neat and clean.
2. Receiving day to day electrical complaints and recording in Complaint Book.
2. Attending day to day minor electrical faults in a prompt and satisfactory manner (Materials are not in the scope of this item and will be supplied by the department or payment for the same will be made separately as per prevailing market rates).
3. Checking the cause of power failure and inform to SDE(E)/JTO(E)/Bldg. in charge. Lodging complaints with electrical power supply authority in case of EB power supply failure/ blown of DO fuses.

4. Maintaining the installation i.e. fans, fittings and other components of the installation in clean condition for which cleaning shall be done in regular intervals as decided by the Engineer in Charge.
5. Cleaning of Pump sets, pump control panels/starters, HT & MV panels, Distribution boards, Transformers, AVRs, DG sets and DG control panels etc.
7. Pouring of water in earth pits during summer for getting required value etc.
8. Maintaining registers for complaints as per Format attached.
9. To measure Earth resistance of Earth Stations & Recording values once in six months.

Exceptions: Materials are not in the scope of the contractor against this tender.

VII. PUMPS SETS

1. In case of water supply pumps, the scope covers not only the proper day to day routine 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.
2. Keeping the system comprising suction line, pumps, discharge line and electrical panel in healthy and clean condition.
3. Maintaining Log books and recording of various parameters and time of operation etc.
4. Operating supply line valves etc. for effecting water supply to TE bldg. /staff qtrs as required.
5. The earth system should be checked for earth resistance and continuity.
6. Check electrical system for proper contacts and cleanliness.
7. In case of any abnormality / breakdowns, intimate the concerned SDE(E)/EE(E) immediately for taking corrective measures.

Exceptions: Materials are not in the scope of the contractor against this tender.

VIII. COMPOUND LIGHTING

1. Ensure that the compound lighting installation is always kept clean and in healthy condition.
2. Attending day to day routine complaints in prompt and satisfactory manner.
3. Ensure that there is no wastage of electrical energy and lights do not remain switched on when not needed.
4. Inspecting the entire installation comprising of control switches, cable, poles fittings, lamps and Earthing for any shortcomings. Recording the same and bringing it to the notice of Engineer-in-charge.
5. Checking earthing system.

Exceptions: Materials are not in the scope of the contractor against this tender.

VIII. LIGHTNING CONDUCTOR

1. To ensure that entire system is in proper shape.
2. To inspect the complete system for continuity and proper contacts.
3. To measure Earth resistance of Earth Stations & Recording values once in six months.
4. Any shortcoming found should be recorded and brought to notice of Engineer-in-charge.

Exceptions: Materials are not in the scope of the contractor against this tender.

IX. FIRE DETECTION SYSTEM

1. The person should know the operation of FIRE EXTINGUISHERS.
2. To verify that the fire detection system is in clean and healthy condition.
3. Check continuous power supply to fire alarm control panel from mains and backup power supply from the inbuilt battery.
4. Cleaning of Fire Extinguishers every month and checking their prescribed weights once in six months, checking of valves, hose pipes etc. for its working.
5. Ensure filling of dry sand in the Fire buckets.
6. In case of any abnormality / breakdowns, intimate the concerned SDE(E)/EE(E) immediately for taking corrective measures.
7. In case of any indication of Fire, immediate intimation is to be given to the building in charge/ EE(E)/ SDE (E) concerned.

Exceptions: Materials are not in the scope of the contractor against this tender.

X. PASSENGER LIFTS

1. Keeping the lift car clean.
2. Checking of all light fittings, fans, and ARD system.
3. If any passenger is trapped inside the lift car due to malfunction of ARD, the doors are to be opened manually for bringing out the passengers.
4. In the event of any alarm, the same is to be brought to the notice of SDE(E)/JTO(E).
5. if any abnormality is found/ in case of any emergency the same is to be reported to the Engineer-in-charge and the Lift CMC vendor/ online complaint booking system etc. for taking corrective measures..

XI. AUTOMATIC VOLTAGE REGULATOR / SERVO STABILISER

1. Ensuring that the AVR is kept in clean, healthy condition.
2. Check the input and output voltages of the AVR and record in log book.
3. In case of any abnormality, report immediately to the SDE (E)/JTO (E) for corrective measures.

XII. UPS and Batteries

1. Ensuring that the Ups and Batteries are kept in clean, healthy condition.
2. Check the electrolyte of Batteries periodically and top up of distilled water as and when required.
3. In case of any abnormality, report immediately to the SDE (E)/JTO (E) for corrective measures.

Exceptions: Materials are not in the scope of the contractor against this tender.

MISCELLANEOUS CONDITIONS

2. Size of various services is given in the Schedule of work (Annexure-I)

3. Electrical maintenance shall be carried out as per instructions contained herein & in the respective sections. (Without materials).

4. The firm will provide qualified staff required for proper operation, day to day maintenance & upkeep of services as per the instruction of Engineer-in-charge.
5. **The operation staff are to be available round the year even on holidays.**
6. The firm has to supply details as per FORMAT-I of all the workers to be engaged by it before start of the work. Changes if any are to be made under proper intimation to the Engineer in Charge.
7. The workers engaged by firm should maintain proper discipline and good behavior with building occupants. The firm shall remove such workers from the site whose behavior is found improper. Engineer – in – Charge’s decision shall be final. Any instruction issued by the Departmental Officer has to be followed by the staff of Agency failing which they shall be removed as per the decision of E-in-C. ***During free time they should do day to day maintenance of Electrical Installation including cleaning etc.***
8. VIP Complaint (as identified by E –in C) should be attended immediately.
9. Agency has to observe all the labour rules & regulations in force.
10. The details such as EPF number, ESI number, qualifications, identity proof and address proof of operative staff shall be furnished before commencement of contract. ***The contact details, ID and address proof of operative staff shall be intimated to the nearest police station before commencement of contract.***
11. **Qualification of persons to be posted at site:-**
Electrical workman permit/ workman’s competency certificate/Electrical Workman’s license (certificate of competency class-II) OR any other equivalent certificate with at Least two years experience in the line.
12. Firm should have round the clock Mobile telephone number. In case of Emergency and during visit of higher officers, contractor and his authorized engineer supervisor shall be available at site on short notice from Engineer-In-Charge.
13. Maintenance operators on duty shall have mobile telephone connection. The mobile no. shall be intimated to JTO / SDE / Engineer In charge.
14. The Contractor has to maintain the “Register of workman employed” and “Register of Wages paid to the workman employed” in prescribed formats as per statutory regulations.
15. **TOOLS & PLANTS**
All tools and plants, testing & safety equipments required for carrying out various tasks relevant to operation and maintenance have to be arranged by agency at its own cost.

FORMAT - I

A. DETAILS TO BE SUPPLIED BEFORE STARTING THE WORK.

1.	Name of the Agency (With Office Address)	:	
2.	Name of the Proprietor	:	
3.	Telephone No.(s) of the firm	:	
4.	Name & Address of the Supervisor		
5.	24 Hours contact No.	:	
6.	Particulars of the License/ Registration	:	

B. DETAILS OF THE STAFF TO BE POSTED AT SITE.

Sl. no.	Name of Staff	<i>Designation / Responsibility</i>	<i>Qualification / Experience</i>	Permanent Address	Present Address	EPF No.	ESI no.

CERTIFICATE /UNDERTAKING

I hereby certify that the above details of the staff have been personally verified by me. They bear good moral character and I stand full responsibility for them.

Signature of Contractor.

Name:-

(Seal)

FORMAT - II

COMPLAINT REGISTER

Date & Time of Complaint	Officer/section lodging Complaint	Nature of Complaint	Date & Time of redressal of complaint	Acknowledgement of rectification by complainant	Remarks

FORMAT - III

SUBSTATION LOGBOOK

Name of exchange:
Contract Demand:
Transformer Capacity:

Sl.No.	Date	Time	VOLTAGE			CURRENT			Power Factor		Max Demand	KWH Reading	Temp	Signature
			RY(V ₁)	YB(V ₂)	BR(V ₃)	R(I ₁)	Y(I ₂)	B(I ₃)	Incoming	O/G P/F Panel	KVA	KW		
1		700												
		900												
		1100												
													
													

LOG BOOK FOR ENGINE ALTERNATOR SET

Name Of Exchange:													Month -			DIESEL ACCOUNTS									
Details of Engine :													Details of Alternator :												
Engine No :													Make and Model :												
Make and Model :													KVA :												
Date	Time		Hour Meter reading		DG Supply Voltage			Current			KWH		Freq. meter reading	PF	Water Temp	Oil Temp	Oil Pressure	Battery		Sign of Operator	Opening Balance	Diesel Added	Diesel consume	Closing Balance	Remarks
	ON	OFF	START	STOP	RY	YB	BR	R	Y	B	Start	Stop	Hz					Volts	Amperes						
Total :																									

Signature of Contractor

Signature of SDE (E)/JTO (E)

FORMAT - V

LOG BOOK FOR PACKAGE AC UNITS

Sl. No.	Date	Equipment Room	Time	No. of units installed	Sl. No. of units working	Total units working	Room Temperature	Ambient Temperature	Status of Compressor	Status of Condenser fans	
1			700								
			900								
			1100								
										
										

SECTION- 3 Part C**SCHEDULE OF REQUIREMENTS**

Name of work: Comprehensive Maintenance of Package AC, SAC/WAC units & operation of other electromechanical services at Telephone Bhawan, Cuttack.

Sl. no.	Description of Item	Quantity
1	(A) Providing annual comprehensive maintenance of 20 Nos. x 7TR Air Cooled PKG AC units and round the clock operation of (both High Precision 8 x 7TR and conventional type 20 x 7TR) package type AC units installed at different floors including periodical minor overhauling, special maintenance, providing of all spares such as Microprocessor based controller, LP, HP, SPP, thermostat etc., repairing/replacement of faulty motors and compressors with new or original factory repaired compressor/motor, inclusive of electrical panel with all accessories, wiring and consumables like refrigerant, oil, attending emergency break down calls, carrying out preventive maintenance as per details of the maintenance schedule, terms & conditions enclosed herewith as required. (B) Operation of 1no. 10 passenger Lift (09.30 Hrs to 18.30 Hrs.) and its day to day general checkups, cleaning of lift cars, landing doors, lodging complaints to AMC agencies and co-ordinating for rectification of faults if any and maintaining the Lifts in healthy working conditions etc. as per specifications attached. (C) Providing round the clock operation and general maintenance of following services with suitably qualified persons as per general conditions of contract in three shifts each, arranging required tools and plants etc. for smooth functioning of the exchange including monitoring all the parameters and keeping records, maintaining log books of the same etc. complete as required by deploying 6nos. semiskilled staff (Two nos. each in three shifts)	03 Months
2	Providing annual comprehensive maintenance of Window/Split type AC units of 1.5/2.0TR capacity located in different floors including periodical minor overhauling, special maintenance, comprising of electrical control box, stabilizers, and consumables like refrigerant, oil etc., attending emergency break down calls, carrying out preventive maintenance, as per details of the maintenance schedule, terms & conditions enclosed herewith as required. The firm has to also ensure sequential operation of WAC/Split AC units on round the clock basis in technical areas wherever required. (For 03 months)	44 nos.

Note:

1. The contractor has to submit necessary documents to BSNL regarding the proof of payment of EPF & ESI contribution along with all bills. EPF challans in respect of engaged workers should be submitted along with bills. Without EPF Challans in support of EPF amount remittance in favour of engaged contractual staff, Bill should not be passed.
2. The staff engaged by the agency should be paid as per minimum wages act as amended from time to time preferably through Cheque/on line. Any addition /reduction in wages is subject to adjustment during the currency of the contract on production of proof of payment on revised rates. As on date of NIT, minimum wages to be paid is governed by letter no. 1/VDA(3)/2020-LS-II dated 08.05.2020 and effective from 01.04.2020 of Chief labour Commissioner, New Delhi.
3. The mode of communication/correspondence with the firm regarding operation & maintenance matters may be made through formal letters by post/courier, SMS, E-mail & Whatsapp which carries equal importance.

SECTION- 4 Part A
GENERAL INSTRUCTIONS TO BIDDERS (GIB)

(Special Instruction to Bidders in Section -4 Part B will supersede the instructions in this section in case of any conflict)

1.0 DEFINITIONS

- (a) **"The Purchaser"** means the Bharat Sanchar Nigam Ltd.(BSNL), New Delhi
- (b) **"The Bidder"** means the individual or firm who participates in this tender and submits its bid.
- (c) **"The Supplier"** or **"The Vendor"** means the individual or firm supplying the goods under the contract.
- (d) **"The Goods"** means all the equipment, machinery, and/or other materials which the Supplier is required to supply to the purchaser under the contract.
- (e) **"The Advance Purchase Order"** or **"Letter of Intent"** means the intention of Purchaser to place the Purchase Order on the bidder.
- (f) **"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.
- (g) **"The Contract Price"** means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- (h) **"Successful Bidder(s)"** means the bidder(s) to whom work in this tender is awarded.

2.0 ELIGIBILITY CONDITIONS:

- 2.1 Kindly refer to clause 4 of Section – 1 i.e. Detailed NIT.

3.0 COST OF BIDDING

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

4.0 DOCUMENTS REQUIRED

- 4.1 The goods required to be supplied; 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.

5.0 CLARIFICATION OF BID DOCUMENTS

- 5.1. A prospective bidder, requiring any clarification on the Bid Documents shall notify BSNL in writing by FAX or by E-mail of the purchaser as indicated in the invitation of Bid. The purchaser shall respond in writing to any request for the clarification of the Bid Documents, **which it receives 05 days prior to the date of opening of the Tenders.** Copies of the query (without identifying the source) and clarifications by the purchaser shall be sent to all the prospective bidders who have received the bid documents uploaded on the CPP Portal and website.
- 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 clauses of the bid documents.

6.0 AMENDMENT OF BID DOCUMENTS

- 6.1 The purchaser 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 on CPP Portal.
- 6.2 The amendments shall be notified in writing by FAX or 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 the purchaser 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, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

7.0 DOCUMENTS COMPRISING THE BID

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

- a) 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.
- b) Bid Security furnished in accordance with clause12.
- c) A Clause by Clause compliance as per clause 11.2(c)
- d) A Bid form and price schedule completed in accordance with clause 8 & 9.

8.0 BID FORM

- 8.1 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.

9.0 BID PRICES

- 9.1 The bidder shall give the total composite price inclusive of all Levies & taxes i.e. GST and other applicable taxes, packing, forwarding, freight and insurance etc. but excluding octroi / entry tax which will be paid extra at actual wherever applicable.

The basic unit price and all other components of the price need to be individually indicated up to two decimal points only against the goods it proposes to supply under the contract as per the price schedule given in Section 9 Part B (I&II). Prices of incidental services should also be quoted. The offer shall be firm in Indian Rupees. No Foreign exchange will be made available by the purchaser.

- 9.2 Prices indicated in the Price Schedule shall be entered in the following manner:
- (a) The Basic Unit price (Ex-Factory Price) of the goods, GST and other applicable taxes, Freight, Forwarding, Packing, Insurance and any other Levies/ Charges already paid or payable by the Supplier shall be quoted separately item wise if applicable.
 - (b) The Supplier shall quote as per price schedule given in Section 9 part B for all the items given in schedule of requirement at Section 3 part C.
- 9.3 A bid submitted with an adjustable price quotation will be treated as non- responsive and rejected.
- 9.4 The prices quoted by the bidder shall be in sufficient detail to enable the purchaser to arrive at the price of equipment/ system offered.
- 9.5 "DISCOUNT if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply, etc. into account".
- 9.6 The price approved by BSNL for procurement will be inclusive of levies and taxes, packing, forwarding, freight and insurance as mentioned in clause 9.1 subject to other terms and condition as stipulated in clause 22.2 of Section 4 PartA.andclause11of Sec-5PartA of Bid-document. Unloading charges at the consignee end shall be borne by the Supplier and no separate charges shall be paid for transportation to individual sites for installation.
- 9.7 The freight by sea for transportation of equipment/Stores from the nearest port in the mainland to Andaman & Nicobar Islands will be reimbursed to the Supplier at the concessional rates levied by Ministry of Water and Surface Transport on production of proof.

10.0 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 (i.e. only those documents to prove eligibility and qualification of specific bidder)
- a) Additional documents to establish the eligibility and qualification of bidder as specified in Section-I and Section-4 Part B.
 - b) 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).
 - c) Documentary proof of applicable rate of GST.
 - d) If applicable, undertaking duly signed by front bidder and its technology/ consortium partner stating that both of them shall be liable for due performance of the contract jointly and severally.

- e) In case of Private or Public Limited company, authorized signatory shall specify that none of the near relatives of Directors are working in BSNL in accordance with clause 34.
 - f) Certificate of incorporation.
 - g) Article or Memorandum of Association or partnership deed or proprietorship deed as the case maybe.
 - h) List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (s) along with contact telephone numbers of office and residence.
 - i) If applicable, Registration certificate from State Director of Industries or from Secretariat for Industrial Assistance (SIA), Ministry of Industries, Government of India.
- 10.2 Documentary evidence for financial and technical capability
- a) The bidder shall furnish audited Annual Report and/or a certificate from its bankers to assess its solvency/financial capability.
 - b) The bidder shall furnish documentary evidence about technical and production capability necessary to perform the contract.
- 10.3 In order to enable the purchaser to assess the proven-ness of the system offered, the bidder shall provide documentary evidence regarding the system being offered by him.
- 11.0 DOCUMENTS ESTABLISHING GOODS' 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) a detailed description of goods with essential technical and performance characteristics;
 - (b) a list, giving full particulars including available sources and current prices of all spare parts, special tools, etc., necessary for the proper and continuous functioning of the goods for a period of three years following commencement of use of the goods by the purchaser and
 - (d) a clause-by-clause compliance on the Technical Specifications and Commercial Conditions demonstrating substantial responsiveness to the Technical Specifications and Commercial Conditions. A bid without clause-by-clause compliance of the Scope of Work, Technical Specifications, SOR (Section-3 Part A, B & C), General (Commercial) Conditions & Special (Commercial) Conditions, General Conditions of AMC (Section- 5 Part A, B & C) shall not be considered.
- 11.3 For the purpose of compliance to be furnished pursuant to the clause 11.2(c) above, the bidder shall note that the standards for the workmanship, material and equipment and reference to the brand names or catalogue number, designated by the purchaser in its Technical specifications are intended to be descriptive only and not restrictive.

12.0 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) A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid.
- b) The enlistment certificate issued by MSME should be valid on the date of opening of tender.
- c) If a vendor 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 Para12.7.

12.4. A bid not secured in accordance with Para 12.1 & 12.2 shall be rejected 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 clause13.

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.

12.7 THE BID SECURITY 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 clause28.

Note:-The bidder shall mean individual company/ firm or the front bidder and its technology/ consortium partner, as applicable.

13.0 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 shall be rejected being 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 forfeiting its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

14.0 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) & by hand signatures (for manual bidding process), by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

Note:- The purchaser 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.
- (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.
- (d) Attestation of the specimen signatures of authorized signatory 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.

15.0 SEALING AND MARKING OF BIDS

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

Both the envelopes should be sealed separately and further kept in a single main envelope under the personal seal of the bidder

15.2 If the envelopes not sealed and marked as required at para 15.1 and 15.2, the bid shall be rejected.

16.0 SUBMISSION OF BIDS

16.1. Bids must be submitted by the bidders on or before the specified date & time indicated in Clause 7 of Section-I i.e. DNIT.

16.2 The Purchaser 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 the purchaser 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 a set of bid documents purchased by him for all or some of the systems/ equipment as per requirement of the Bid Documents. He may include alternate offer, if permissible as per the bid. However, not more than one independent and complete offer shall be permitted from the bidder.

17.0 LATE BIDS

17.1 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 the purchaser.

18.0 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.

19.0 OPENING OF BIDS

19.1 The purchaser shall open bids online (in case of e-Tenders) or physically (in case of manual bidding process) in the presence of the authorized representatives of bidders online (in case of e-Tenders) or physically present (in case of e-Tenders as well as manual bidding process) who chose to attend, at time & date specified in Clause 7 of DNIT (Section-1) on due date. 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 Section 7 C).

19.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.

19.3 Name of envelopes to be opened & information to be read out by Bid Opening Committee

(i) In Single stage bidding & single envelope system; techno-commercial bid & financial Bid will be opened on the date of tender opening given in NIT.

(ii) Techno Commercial bid shall be opened on the date of tender opening as given in the NIT. Thereafter the competent authority/CET 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 competent authority/TOC in front of techno commercially eligible bidders/authorized representatives by sending them a suitable notice.

(iii) The following information should be read out at the time of Techno- commercial bid opening:-

- a) Name of the Bidder
- b) Name of the item
- c) EMD amount & validity and acceptability
- d) Information in respect of eligibility of the bidder.
- e) Details of bid modification/ withdrawal, if applicable.

(iv) The following information should be read out at the time of Financial bid opening:-

- a) Name of the Bidder
- b) Name of the item
- c) Quantities/prices quoted in the bid
- d) Discount, if offered
- e) Taxes & levies

19.4 The date fixed for opening of bids, if subsequently declared as holiday by 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.

20.0 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.

21.0 PRELIMINARY EVALUATION

21.1 Purchaser 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 13 (Indigenous Equipment), Column 20 (Imported category without High Sea), Column 19 (Imported category with High Sea) does not tally with its breakup quoted in col. 4,6,(8+10), or 12, Col.11,13,(15+17) or 19, Col.4c,6,8,10,12,(14+16) or 18 respectively, 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 / Contractor does not accept the correction of the errors, its bid shall be rejected.
- 21.4 Prior to the detailed evaluation pursuant to clause 22, 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. 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 purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of then non-conformity.
- 21.6 The purchaser 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 The Purchaser shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 21.
- ~~22.2~~ The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices of the goods offered along with all applicable taxes, packing, Forwarding, Freight & Insurance charges etc. ~~as arrived in col.16 of Price schedule in Section 9 Part B Part I (Indigenous items) and 23/Col 22 of price schedule in section 9 Part B Part II (Imported items) of the Bid document after arithmetical correction in the manner laid down in clause 21.2 above but excluding taxes which are creditable to BSNL. Further, the bidder is also required to mention the taxes (if any) applicable on the movement of Goods.~~
- (a) Duties, Taxes & Cesses for which the firm has to furnish GST Challans/Tax Invoices will be indicated separately in the PO/APO.
- (b) Vendors should furnish the correct HSN/SAC classification/Customs tariff Head in the price Schedule. If the credit for the Duties, Taxes and Cesses under provision/rules under GST law is found to be not admissible at any stage subsequently owing to wrong furnishing of Tariff Head, then the suppliers will be liable to refund such non admissible amount, if already paid, along with penalty and interest if charged by the concerned authority.
- (c) In case the Duties & Taxes which are not eligible for Input tax credit as per the quotes indicated in the price schedule by the suppliers and subsequently at any stage it is found that Credit for such duties, Taxes and Cesses is admissible as per provision of GST law, then the suppliers will be liable to refund the amount equivalent to such Duties, Taxes and Cesses if already paid to them provided the credit can be claimed

within the time prescribed under the applicable legislation and BSNL has all documents to claim such credit. The refund is also subject to the bidder performing necessary act for enabling BSNL to claim the credit viz. upload the information on GSTN. However the purchaser may allow the supplier to submit necessary documents in this regard which may enable the purchaser to avail the input tax credit provided such credit is still available for the amount so paid as per provision of GST law.

- (d) The purchaser reserves the right to ask the bidders to submit documentary proof confirming the correct HSN or SAC classification/Customs Tariff Head from the CGST/SGST/IGST officer or Customs authority where the HSN or SAC classification/Custom Tariff Head furnished against the particular tendered item by different bidders differs from each other or the same is found apparently not furnished in accordance with GST Act/ Customs Tariff notifications.
- (e) If the supplier fails to furnish necessary supporting documents i.e. Tax invoices / Customs invoices etc. in respect of the Duties, taxes and Cesses which are eligible for input tax credit, the amount pertaining to such Duties, Taxes and Cesses will be deducted from the payment due to the firm.
- (f) If the supplier fails to perform necessary compliances which would any manner restrict BSNL to claim input tax credit, then the amount pertaining to such Duties, Taxes and Cesses will be deducted from the payment due to the supplier.
- (g) If the supplier does not disclose the correct details on the invoice or on the GSTN viz. GSTIN, place of supply etc. which restricts BSNL to claim input tax credit then the amount pertaining to such Duties, Taxes and Cesses will be deducted from the payment due to the supplier.

23.0 CONTACTING THE PURCHASER

- 23.1 Subject to Clause 20, no bidder shall try to influence the Purchaser 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 the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

24.0 PLACEMENT OF ORDER

- 24.1. The Purchaser 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 goods have been type approved/ validated by the purchaser. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.
- 24.2 The ordering price of any bidder shall not exceed the lowest evaluated package price. However, at a later stage if there is any increase in Govt. duties/taxes within scheduled delivery date (SDD), the unit prices with applicable revised duties/taxes will be paid to suppliers irrespective of their ranking viz.L1/ L2/ L3etc keeping other levies & charges unchanged.
- 24.3. The purchaser reserves the right for the placement of order of entire tendered quantity on the bidder with the lowest evaluated price.

~~24.4 In the event of L2 and so on bidders refusing to accept its package de-rated to the price of L1 bidder, BSNL reserves the right to place the order for entire quantity to the L1 bidder. It is mandatory for the L1 bidder to accept such an offer (second APO) at evaluated L1 price and shall perform the whole contract as envisaged in the tender document. The additional quantity, due to non-acceptance of respective quantity by L2 and/or L3 and so on bidders, as envisaged in clause3(Distribution of Quantity) in section 4 Part B, shall be supplied by the L1 bidder as part of whole contract.~~

25. PURCHASER'S RIGHT TO VARY QUANTITIES

- a) BSNL reserves the right to increase or decrease up to 25% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of contract.
- b) BSNL also reserves the right for placement of additional order or up to 50% of the additional quantities of goods and services contained in the running tender/ contract within a period of twelve months from the date of acceptance of first APO in the tender at the same rate or a rate negotiated (downwardly) with the existing vendors considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc and supplies to be obtained within delivery period scheduled afresh.
- c) In exceptional situation where the requirement is of an emergent nature and it is necessary to ensure continued supplies from the existing vendors, the purchaser reserves the right to place repeat order up to 100% of the quantities of goods and services contained in the running tender/contract within a period of twelve months from the date of acceptance of first APO in the tender at the same rate or a rate negotiated (downwardly)with the existing vendors considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc. Exceptional situation and emergent nature should be spelt out clearly detailing the justification as well as benefits accrued out of it and loss incurred in case this provision is not invoked and approved by the authority competent to accord administrative and financial approval for the procurement calculated on the basis of total procurement i.e. initial and proposed add-on quantity.

26. PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Purchaser 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 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.

28. SIGNING 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. 24.4 & 27.3 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

NIT approving authority may require the supplier to have Quality Management System supported and evidenced by any combination of the following measures or any other measures:

- a) A Quality Policy.
- b) A management representative with authority and responsibility for fulfilling QA requirements and for interfacing with purchaser in the matters of Quality.
- c) Procedure for controlling design/ production engineering, materials, choice of components/vendors, manufacturing and packaging process for supplying quality products.
- d) System of Inward Good Inspection.
- e) System to calibrate and maintain required measuring and test equipment.
- f) System for tracing the cause for non-conformance (traceability) and segregating product which don't conform to specifications.
- g) Configuration management and change-control mechanism.
- h) A quality plan for the product.
- i) Periodical internal quality audits.
- j) A 'Quality Manual' detailing the above shall be furnished.

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 section 4 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.
 - f) Section-4 Part A clause 9.5 on discount which is reproduced below:- "Discount, if any, offered by the bidder shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offer suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply etc. into account".
- 31.2 Before outright rejection of the Bid by Bid-opening team/ tender opening authority 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 / tender opening authority, 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 violation of tender condition if any.
- 31.3 Bid opening team will not return the bids submitted by the bidders on the date of tender opening even if 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 the occasion.
- 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 issue of 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 be present on the occasion.

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

In case of default by Bidder(s)/ Vendor(s) such as

- a) Does not supply the equipment in time;
- b) Equipment does not perform satisfactory in the field in accordance with the specifications;
- c) Or any other default whose complete list is enclosed in Appendix-1.

Purchaser will take action as specified in Appendix-1 of this section.

33. 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 units 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 in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these 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 them anneras 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).

34. VERIFICATION OF DOCUMENTS AND CERTIFICATES

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.

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-1of Appendix-1 of this section.

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. These papers will be treated as authentic one, in case of any dispute. Verification of eligibility documents vide letter no.CA/MMT/10-9/2014/ Pt.I dated 08.06.2018

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.

16. **Eligibility Criteria:** As prescribed in the Detailed Notice inviting tender forming part of this document.
17. **Bid Security:** The bank guarantee/DD for bid security or Micro & Small Enterprise (MSE) registration certificate for claiming exemption from submission of bid security, as prescribed in clauses 12.1 & 12.2 of Section-4 A of the bid document should be submitted by the bidder in a separate cover. The bank guarantee/DD so submitted shall be as per the format given in Section-7 E on prescribed judicial paper with stamps of proper value and should contain full address of the issuing branch of the bank with its telephone number and FAX number.
18. **Completion of work:**
On completion of maintenance and operation work in all respect as per agreement and handing over of the same to BSNL/new agency, the work shall be considered as completed.
19. **Bye-Laws, indemnity against liabilities**
- a) The contractor 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.
- b) It is contractor's liability to follow all safety procedures in accordance with relevant I.S. amended up to date during execution of work at site.
20. **Compliance of EPF Act**
The agency has to comply with the provision of EPF and miscellaneous provisions Act - 1952 and employees Provident Fund scheme-1952 as amended up to date in respect of labours / employees engaged by them for this work. Any consequences arising due to non-complying of provisions as specified above shall be of the sole responsibility of the firm only.
The each claim bill of contractors must accompany the
- (i) List showing the details of labourers / employees engaged
 - (ii) Duration of their engagement
 - (iii) The amount of wages paid to such labourers / employees for the duration in Question.
 - (iv) Amount of EPF contribution (both employers and employee's contribution) for the duration of engagement in question, paid to the EPF authority
 - (v) Copies of authenticated documents of payments of such contribution to EPF authorities.

21. Damages to BSNL installation:

- 6.1 Any damage to the installation(s)/building during the operation & maintenance period due to the carelessness on the part of operative /maintenance staff shall be the responsibility of firm & shall be replaced/rectified by the firm without any extra cost.
- 6.2 Any accident or damage during maintenance/operation will be the responsibility of the agency & the Department 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.

22. Currency of Contract:

The currency of contract shall be as given in the detailed NIT. 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. BSNL reserves the right to extend the period of contract by another three months at the same rate, terms and conditions of the tender.

23. Operation of the Contract:

- a) An award letter will be issued by Executive Engineer (E) along with schedule of work and agreement shall be framed by EE (E) concerned. The agreement so executed containing all the terms and conditions of tender shall be final & binding on both the parties and any action, if required, to be taken shall be taken as per this contract.
- d) Time allowed for carrying out the work as entered in the tender will be reckoned from 10th day after the date of written order to commence the work.

24. Termination of Contract:

Right is reserved by BSNL for terminating the contract due to serious default. This includes major break down or accident or loss due to negligence on the part of firm, disobedience and abandoning the site etc. In such a case full 10% Security Deposit which includes Performance Guarantee shall be forfeited by BSNL. The decision of BSNL in this regard shall be final and binding.

Section- 4 Part C

E-tendering Instructions to Bidders

General

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as enclosed in Sec 4 Part A of the Tender Documents. Submission of Bids through online process is mandatory for this Tender.

For conducting electronic tendering, BSNL Electrical Zone, Odisha is using the portal <https://etenders.gov.in/eprocure> of Government of India.

1. Broad outline of activities from Bidders prospective:

1. Procure a Digital Signing Certificate(DSC)
2. Register on Electronic Tendering System[®] (ETS)
3. Create Users and assign roles on ETS
4. View Notice Inviting Tender (NIT) on ETS
5. Download Official Copy of Tender Documents from ETS
6. Clarification to Tender Documents on ETS
 - Query to BSNL(Optional)
 - View response to queries posted by BSNL, as addenda.
7. Bid-Submission on ETS
8. Attend Public Online Tender Opening Event (TOE) on ETS Opening of Techno-commercial Part
9. View Post-TOE Clarification posted by BSNL on ETS (Optional)Respond to BSNL's Post-TOE queries
10. Attend Public Online Tender Opening Event (TOE) on ETS Opening of Financial-Part (Only for Technical Responsive Bidders)

2. Digital Certificates

For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer<http://www.cca.gov.in>].

3. Registration

To use the Electronic Tender[®] portal <https://etenders.gov.in/eprocure>, vendor needs to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

Note: After successful submission of Registration details and Annual Registration Fee (as applicable). Please contact <https://etenders.gov.in/e procure> ETS Helpdesk (as given below), to get your registration accepted/activated.

Tender Wizard ETS Helpdesk	Central Public Procurement Portal (CPPP)
Telephone	0120-4200462, 0120-4001002/005, 0120-6277787
Website	https://etenders.gov.in/e procure/app

BSNL Contact-1	
BSNL's Contact Person	Shri H. Padhy, Executive Engineer(E)
Telephone/ Mobile	TELEPHONE – (0671) -2305184, FAX- 2305577 MOBILE: 9437962005
E-mail ID	eebsnlck@gmail.com

BSNL Contact-2	
BSNL's Contact Person	Shri. S.K. Nayak, SDE(E-P), O/o the E.E(E),BSNL Electrical Division, Cuttack
Telephone/ Mobile	9437464086
E-mail ID	sknayak94374@gmail.com

4. **Bid related Information for this Tender**

The entire bid-submission would be online on ETS. Broad outline of submissions are as follows:

- Submission of Bid Security/ Earnest Money Deposit(EMD)
- Submission of digitally signed copy of Tender Documents/ Addendum /addenda
- Submission of self attested copies of documents as per list at Sl. no.6.2 of DNIT (Section-1, Part A).

5. **Offline Submissions:**

The bidder is requested to submit the following documents offline to the **Executive Engineer (E), BSNL Electrical Division, Cuttack** on or before the date & time specified in the detailed NIT. The envelope shall bear (name of the work), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. **EMD-Bid Security in Original.**
2. **Power of attorney in accordance with clause 14.3 of Section-4 Part A.**
3. **Integrity Pact.(If applicable)**
4. **Self attested copies of documents, under takings and Declarations listed at clause 7.0 of DNIT (Section-1, Part A).**
5. **Downloaded Tender document (Except PRICE BID/BOQ) duly signed and sealed by the bidder or his power of attorney holder.**

6. **Special Note on Security of Bids**

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Security related aspects as regard Bid Submission are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officers who will open the bid. Else Tender Opening Officer may authorize the bidder to open his bid himself.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

7. **Public Online Tender Opening Event(TOE)**

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. 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. For this purpose, representatives of bidders (i.e. Supplier organization) dully authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on ETS. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event(TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders in electronic forms. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed

instructions are given on relevant screens. ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement/ e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of BSNL by the bidders in time, then BSNL will promptly re-schedule the affected event(s).

8. **Other Instructions**

For further instructions, the vendor should visit the home-page of the portal <https://etenders.gov.in/eprocure> and go to the User-Guidance Center.

The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier Organizations. Various links are provided under each of the three categories.

Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.
2. Register your organization on ETS well in advance of your first tender submission deadline on ETS
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
4. Submit your bids well in advance of tender submission deadline on ETS as there could be last minute problems due to internet timeout, breakdown, etc. While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth instruction is relevant at all times.

9. **Minimum Requirements at Bidders end**

- i) Computer System with good configuration.
- ii) Internet connectivity.
- iii) Microsoft Internet Explorer.
- iv) Digital Certificate(s) for users.

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.

2. STANDARDS

The goods supplied under this contract shall conform to the standards prescribed in the Technical Specifications mentioned in section -3.

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 Telecom Network.

4. PERFORMANCE SECURITY

4.1 All suppliers (including MSEs who are registered with the designated MSME bodies, like National Small Scale Industries Corporation etc. shall furnish performance security to the purchaser for an amount equal to **5% of the value of Advance purchase order within 14days** from the date of issue of Advance Purchase 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.

5. INSPECTION AND TESTS

5.1 The Purchaser or its representative shall have the right to inspect and test the goods as per prescribed test schedules for their conformity to the specifications. Where the Purchaser decides to conduct such tests on the premises of the supplier or its sub contractor(s), all reasonable facilities and assistance like Testing instruments and other test gadgets including access to drawings and production data shall be furnished to the inspectors at no charge to the purchaser.

5.2 Should any inspected or tested goods fail to conform to the specifications the purchaser may reject them and the supplier shall either replace the rejected goods or make all alterations necessary to meet Specification / requirements free of cost to the purchaser.

5.3 Notwithstanding the pre-supply tests and inspections prescribed in clause 5.1 & 5.2 above, the equipment and accessories on receipt in the Purchaser's premises will also be tested during and after installation before "take over" and if any equipment or part thereof is found defective, the same shall be replaced free of all cost to the purchaser as laid down in clause 5.4 below.

- 5.4 If any equipment or any part thereof, before it is taken over under clause 5.5, is found defective or fails to fulfill the requirements of the contract, the inspector shall give the Supplier notice setting forth details of such defects or failure and the supplier shall make the defective equipment good, or alter the same to make it comply with the requirements of the contract forthwith and in any case **within a period not exceeding three months of the initial report**. These replacements shall be made by the supplier free of all charges at site. Should it fail to do so within this time, the purchaser reserves the discretion to reject and replace at the cost of the supplier the whole or any portion of equipment as the case may be, which is defective or fails to fulfill the requirements of the contract. The cost of any such replacement made by the purchaser shall be deducted from the amount payable to the supplier.
- 5.5 When the performance tests called for have been successfully carried out, the inspector / ultimate consignee will forthwith issue a Taking Over Certificate. The inspector/ultimate consignee shall not delay the issue of any "taking Over Certificate" contemplated by this clause on account of minor defects in the equipment which do not materially affect the commercial use thereof provided that the supplier shall undertake to make **good the same in a time period not exceeding six months**. The Taking Over Certificate shall be issued by the ultimate consignee **within six weeks** of successful completion of tests. In this case, BCPC (Bills Copy Payable Challan) shall be equivalent to "Taking Over Certificate", issuance of which shall certify receipt of goods in safe and sound condition. However, they shall not discharge the supplier of their warranty obligation. BCPC in respect of last consignment against the purchase order will be equivalent to "Taking Over Certificate". This clause shall be applicable only when the material is supplied in Stores.
- 5.6 Nothing in clause 5 shall in any way release the Supplier from any warranty or other obligations under this contract.
6. **DELIVERY AND DOCUMENTS**
- 6.1 Delivery of the goods and documents shall be made by the supplier in accordance with the terms specified by the purchaser in its schedule of requirements and special conditions of contracts, and the goods shall remain at the risk of the supplier until delivery has been completed. The delivery of the equipment shall be to the ultimate consignee as given in the purchase order.
- 6.2 The delivery of the goods and documents shall be completed within time frame stated in note 7 of Clause 6 of Section-2 (Tender information).
- 6.3 All Technical assistance for installation, commissioning and monitoring of the equipment shall be provided by the Supplier at no extra cost during laboratory evaluation, validation/ type approval and field trial, if any.
- 6.4 The extension of delivery period against the purchase order, if any, should be granted subject to the condition that BSNL shall have the absolute right to revise the price(s) and also to levy penalty for the delayed supplies.

7. **TRAINING** (Suitable clause regarding training of manpower may be inserted if required as per following guidelines)
- 7.1 The bidder shall provide training for installation and maintenance staff of the purchaser free of cost where required.
- 7.2 The bidder shall specify in its bid the number of trainees, quantum of proposed training, pre-training qualifications required of the trainees and duration of the proposed training.
- 7.3 The bidder shall provide all training material and documents.
- 7.4 Conduct of training of the purchaser's personnel shall be at the suppliers' plant and/or on-site in assembly start-up operation, maintenance and/or repair of the supplied goods.

8. **INCIDENTAL SERVICES**

The supplier may be required to provide any or all of the following services:

- (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) Furnishing of tools required for assembly and/or maintenance of supplied Goods;
- (c) Performance of supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties provided that this service shall not relieve the supplier of any warranty obligations under this contract.

9. **SPARES**

- 9.1 The supplier shall be required to provide a list of the following material and notifications pertaining to spare parts manufactured or distributed by the supplier of spares including cost and quantity considered for arriving at the price of spares in Sec-4 Part A clause9.
- (a) Such spare parts as the purchaser may elect to purchase from the supplier provided that such purchase shall not relieve the supplier of any warranty obligation under the contract.
 - (b) In the event of termination of production of the spare parts, the supplier shall:
 - (i) give advance notification to the purchaser pending termination (not less than 2 years), in sufficient time to enable the purchaser to procure life time spare; and
 - (ii) following such advance intimation of termination, furnish at no cost to the purchaser, the blue prints, drawings and specifications of spare parts, if and when requested.
- 9.2. ~~Over a period of three years starting from the date of final acceptance, the supplier shall supply, at its own cost, all necessary spares which have not been included in the offer as part of the requirement. These spares should be supplied within a maximum period of 30days from the notification by the purchaser of its need.~~

10. **WARRANTY**

- 10.1 The supplier shall warrant that the stores to be supplied shall be new and free from all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The supplier shall be responsible for any defect that may develop under the conditions provided by the contract and under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/ or otherwise and shall remedy such defects at its own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty. This warranty shall survive inspection or payment for/ and acceptance of goods, but shall expire (except in respect of complaints notified prior to such date) twelve months after the stores have been taken over under clause 5.5 above.
- 10.2 If it becomes necessary for the Supplier to replace or renew any defective portion(s) of the equipment under this clause, the provisions of the clause 10.1 shall apply to the portion(s) of the equipment so replaced or renewed or until the end of the above mentioned period of twelve months, whichever may be later. If any defect is not remedied by the supplier within a reasonable time, the Purchaser may proceed to get the defects remedied from other supplier etc., at the suppliers risk and expenses, but without prejudice to any other rights which the purchaser may have against the supplier in respect of such defects.
- 10.3 Replacement under warranty clause shall be made by the supplier free of all charges at site including freight, insurance and other incidental charges.

11. **PAYMENT TERMS**

- 11.1 Payment of specified percentage of the price as stated in clause 5 of Section -2 (Tender Information) shall be made on receipt of goods by consignee. For claiming this payment the following documents are to be submitted to the paying authority.
- (a) Invoice clearly indicating break up details of composite price i.e. Basic, GST, any other Duties and Taxes, Freight /Packing Charges etc.
 - (b) Acknowledged Delivery Challan in original.
 - (c) The sea freight receipt as per the rates approved by the Ministry of Water and Surface Transport, if applicable.
 - (d) Proof of payment of Octroi/ entry tax etc., if applicable.

Note :-1) If the supplier fails to furnish necessary supporting documents i.e. GST invoice/Customs invoices etc. and also fails to upload the information on GSTN in respect of the Duties/taxes for which input tax credit is available, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the supplier.

- 2) Tax amount will be paid to the supplier only after supplier declares the details of the invoices in its return in GSTR 1 and GSTR -3 uploaded by the supplier and the same is reflected in GSTR-2A of BSNL on GSTN portal.
- 3) TDS/TCS shall be deducted at the prescribed rate, if any (as the case maybe)
- 4) BSNL can adjust/forfeit Bank Guarantee obtained from the supplier against any loss of input tax credit to BSNL on account of supplier's default.
- 5) In case BSNL has to pay GST on reverse charge basis, the supplier would not charge GST on its invoices. Further, the supplier undertakes to comply with the provisions of GST law as may be applicable.

11.2 ~~The balance payment shall be released within 6 months from the date of supply of the equipment in case there are no damage/shortages.~~ In those cases where such shortages/damages are intimated to the supplier in writing, the balance payment shall be released only after the cases are settled in accordance with the provision of the P.O.

11.2.1 100% Payment (in place of Payment % specified in clause 11.1 above) may be made on delivery, provided that an additional Bank Guarantee for an amount equal to Balance Payment % of the value of supplies [specified in clause 11.2 above] valid for a minimum period of seven months is furnished by the supplier along with an undertaking that the equipment/stores supplied shall be free from damages/shortages. In case purchaser intimates shortages/ damages in received stores to the supplier in writing, the Bank Guarantee shall be extended without fail by the supplier for a suitable period as requested by the purchaser in writing. Failure to do so shall result in forfeiture of Bank Guarantee. The Bank Guarantee shall be accepted at Circle Head Quarter and shall be released only after the cases are settled in accordance with the provisions available in the Purchase Order/ Tender document.

Note: The actual payment conditions for new products or procurements having installation and AMC services may be decided on case to case basis and incorporated in special conditions of the contract."

11.3. A certificate stating that the tendered item (stores) are meant for the use of BSNL shall be provided by the purchaser on the request of the bidder as and when asked for.

11.4. No payment will be made for goods rejected at the site on testing.

11.5. The bidder has to give the mandate for receiving payment costing Rs. 5 lakhs and above electronically and the charges, if any, levied by bank has to be borne by the bidder/ contractor/supplier. The bidder company is required to give the following information for this purpose:-

- (a) Beneficiary Bank Name:
- (b) Beneficiary branch Name:
- © IFSC code of beneficiary Branch

- (d) Beneficiary account No.:
- (e) Branch Serial No. (MICR No.):

12. **PRICES**

- 12.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not be higher than the prices quoted by the Supplier in its Bid except for variation caused by change in taxes/ duties as specified in Clause-12.2 mentioned below.
- 12.2 For changes in taxes/ duties during the scheduled delivery period, the unit price shall be regulated asunder:
 - (a) Prices will be fixed at the time of issue of purchase order as per taxes and statutory duties applicable at that time
 - (b) In case of reduction of taxes and other statutory duties during the scheduled delivery period, purchaser shall take the benefit of decrease in these taxes/ duties for the supplies made from the date of enactment of revised duties/taxes.
 - (c) In case of increase in duties/taxes during the scheduled delivery period, the purchaser shall revise the prices as per new duties/ taxes for the supplies, to be made during the remaining delivery period as per terms and conditions of the purchase order.
- 12.3 Any increase in taxes and other statutory duties/ levies, after the expiry of the delivery date shall be to the supplier's account. However, benefit of any decrease in these taxes/duties shall be passed on to the Purchaser by the supplier. The total price is to be adjusted (by reducing the basic price) with increased duties and taxes as per price mentioned in PO.

13. **CHANGES IN PURCHASE ORDERS**

- 13.1 The purchaser may, at any time, by a written order given to a supplier, make changes within the general scope of the contract in any one or more of the following:
 - (a) drawings, designs or specifications, where Goods to be supplied under the contract are to be specifically manufactured for the Purchaser;
 - (b) the method of transportation or packing;
 - (c) the place of delivery; or
 - (d) the services to be provided by the supplier.
- 13.2 If any such change causes an increase or decrease in the cost of, or the time required for the execution of the contract an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any proposal by the supplier for adjustment under this clause must be made within thirty days from the date of the receipt of the change in order.

~~14.~~ **SUBCONTRACTS**

~~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

15.1 Delivery of the Goods and performance of the services shall be made by the Supplier in accordance with the time schedule specified by the purchaser in its purchase order. In case the supply is not completed in the stipulated delivery period, as indicated in the Purchase Order, purchaser reserves the right to short-close/ cancel this purchase order and/ or recover liquidated damage charges. The cancellation/ short-closing of the order shall be at the risk and responsibility of the supplier and purchaser reserves the right to purchase balance unsupplied item at the risk and cost of the defaulting vendors.

15.2 Delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to any or all of the following sanctions:

- (a) forfeiture of its performance security,
- (b) imposition of liquidated damages, and/or
- (c) Short closure of the contract in part or full and/ or termination of the contract for default.

15.3 If at any time during the performance of the contract, the supplier encounters condition impeding timely delivery of the goods and performance of service, the supplier shall:

(a) Promptly notify to the Purchaser in writing the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at its discretion extend the period for performance of the contract (by not more than 20 weeks or as per provisions of clause 16.2 Section-5A as per provision given below:

(b) The vendor has to submit their request for extension along with the undertaking as per clause 24 Section-5A (Fall Clause) **at least two weeks before the expiry of delivery period.** The vendor shall also submit un conditional acceptance of the conditions for delivery period

extension i.e. applicability of liquidated damages, prices to be provisional and to be regulated as per clauses 12.3 and 24 of section- 5A and submission of additional BG, wherever applicable. The decision regarding extension shall be communicated within two weeks of the receipt of request and after receipt of the unconditional acceptance and the undertaking mentioned above.

- (c) In case extension is being granted beyond 20 weeks then the vendor shall submit additional BG while seeking extension. For piecemeal items the amount of additional BG shall be 5% of the value of balance quantity of items to be supplied for which extension in delivery period has been sought. In case of infrastructure/turnkey projects other than as stated above, 1% of the total project value shall be the value for additional BG. The additional BG shall be valid for six months beyond extension of delivery period sought and shall be discharged after the full ordered quantity has been supplied to the ultimate consignee within the last extended delivery period on submission of inspection certificate from QA and consignee receipt without prejudice to the other remedies available to the purchaser.
 - (d) If the vendor fails to deliver the full ordered quantity even during extended delivery period then the PO shall be short-closed and the Performance Bank Guarantee as well as additional BG shall be forfeited.
 - (e) Format of (i) letters conveying conditions of DP extension and (ii) DP extension letter are at Section 7 Part A & Part B.
- 15.4 If the supplies are not completed in the extended delivery period, the purchase order shall be short-closed and both the Performance securities shall be forfeited.

16. LIQUIDATED DAMAGES

- 16.1 The date of delivery of the stores stipulated in the acceptance of the tender should be deemed to be the essence of the contract and delivery must be completed not later than the dates specified therein. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contracted delivery period, without prior concurrence of the purchaser and be accepted by the consignee, such delivery will not deprive the purchaser of its right to recover liquidated damage under clause 16.2 below
- 16.2 While granting extension of delivery period as per clause 15.3, the liquidated damages shall be levied as follows:
- (a) Should the supplier fails to deliver the store or any consignment thereof within the period prescribed and agreed for delivery, the purchaser, without prejudice to other remedies available to the purchaser shall be entitled to recover ,as agreed liquidated damages for breach of contract, a sum equivalent to 0.5% of the value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for a period up to 10 (TEN) weeks, and thereafter at the rate of 0.7% of the value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for another TEN weeks of delay.
 - (b) DP extension beyond 20 weeks would not be generally allowed. The extension beyond 20 weeks may be decided in most exceptional circumstances on case to case basis, by the tender approving authority, stating reasons and justifications for grant of extension of delivery period beyond 20 weeks.

- (c) In the case of package supply/ turnkey projects when the delayed portion of the supply materially hampers installation and commissioning of the systems, LD charges shall be levied as above on the total value of the concerned package of the Purchase Order.
- (d) Quantum of liquidated damages assessed and levied by the purchaser and decision of the purchaser thereon shall be final and binding on the supplier, further the same shall not be challenged by the supplier either before Arbitration tribunal or before the court. The same shall stand specifically excluded from the purview of the arbitration clause, as such shall not be referable to arbitration. The total value of the liquidated damages as per above sub-clauses shall be limited to a maximum of 12% (Twelve percent) i.e. LD shall be levied up to 20 weeks only as per provision at Para(a).

16.3 In cases where the scheduled delivery period is distributed month-wise or is in instalments, the liquidated damages shall be imposed for delay in each scheduled month/ instalment. Liquidated damages shall be calculated separately for quantities to be supplied in every month/ instalment and the corresponding delay. If the supplier supplies full quantity before the expiry of the scheduled delivery period of the last month/ instalment but there is delay in month-wise/ instalment-wise supply, then also liquidated damages shall be levied on the supplies against the earlier months/ instalments that have been delayed. Twenty (20) weeks for the purpose of additional BG and grant of DP extension shall be counted from the last month/instalment.

16.4 Deleted

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 21days 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.

18.1 In case of default by Bidder(s)/ Vendor(s) such as

- (a) Failure to deliver and/ or commission any or all of the goods within the time period(s) specified in the contract, or any extension thereof granted by the purchaser pursuant to clause 15 of this section;
- (b) Failure to perform any other obligation(s) under the Contract; and
- (c) Equipment does not perform satisfactorily in the field in accordance with the specifications;
- (d) Or any other default whose complete list is enclosed in Appendix-1 of Section-4, Part-A: Purchaser will take action as specified in Appendix-1 of Section-4, Part-A.

19. Clause deleted.

20. **ARBITRATION** (Applicable in case of supply orders/Contracts with firms, other than Public Sector Enterprise) (Not applicable in cases valuing less than Rs. 5 lakhs)

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:

- (1) A party wishing to commence arbitration proceedings 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.

(2) The number of the arbitrators and the appointing authority will be asunder:

Claim amount (excluding claim for counter claim, if any)	Number of arbitrator	Appointing Authority
Above Rs. 5 lakhs to Rs. 5 crores	Sole Arbitrator to be appointed from a panel of arbitrators of BSNL.	BSNL (Note: BSNL will forward a list containing names of three empanelled 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 rd arbitrator, who shall be the presiding arbitrator, by the two arbitrators. BSNL will appoint its arbitrator from its panel.

(3) Neither party shall appoint its serving employee as arbitrator.

4. 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 it both parties consent for the same; otherwise, he shall proceed denovo.
5. Parties agree that neither party shall be entitled for any pre-reference or pendent-lite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.
6. 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.

[29B. Fast track procedure – (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).

(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 arbitrator who shall be chosen by the parties.

(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 submissions 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.
- (4) The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.
 - (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.
 - (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.]

7. The arbitral tribunal shall make and publish the award within time stipulated as under:

Amount of Claims and Counter Claims	Period for making and publishing of the award (counted from the date the arbitral tribunal enters upon the reference)
Up to Rs. 5 crores	Within 6months(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.

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.

In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel/stay and the expenses incurred shall be shared equally by the parties.

9. The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter (as the case maybe).

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.

- II. Following Arbitration Clause may be incorporated in Contracts POs, APOs, Tenders, EOIs, etc. between BSNL and Central/State Government (s) as the case may be in terms of DPE guidelines for settlement of commercial disputes between Public Sector Enterprises inter-se and Public Sector Enterprise(s) and Government Department(s) through Permanent Machinery of Arbitrators (PMA) in the Department of Public Enterprises.

In the event of any dispute or difference relating to the interpretation and application of the provisions of the contracts, such dispute or difference shall be referred by either party for Arbitration to the sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary/Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the Parties finally and conclusively. The Parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.

Further, with regard to already signed/existing contracts, existing Arbitration clause for sole arbitrator can be invoked in case the parties waive, subsequent to disputes having arisen between them, the applicability of sub-section (5) of section 12 by an express agreement in writing.

III. APPLICABLE LAW AND JURSDICTION

- (a) The supply order for Goods 'or' Services, including all matters connected with this supply order shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at the place from where the Purchase Order has been placed.
- (b) Foreign companies, operating in India or entering into Joint Ventures in India, shall have to obey the law of land and there shall be no compromise or excuse for the ignorance of the Indian legal system in anyway.

© The venue of arbitration shall be BSNL CO New Delhi and/or Circle/SSA HQ or the office of the Arbitrator situated at New Delhi or at the respective Territorial Circle/SSA HQ as the case may be.

21. SET OFF

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 setoff 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.

22. INTIMATION OF SUPPLY STATUS

The bidders, who are given Purchase Orders, must give the details of the supplies made against all the Purchase Orders every month on the first working day of the following month to MM and the concerned User Branches of BSNL.

23. DETAILS OF THE PRODUCT

The bidder should furnish the name of its collaborator (if applicable), brand name, model number and type of the products offered in this tender. The technical literatures of the products should also be submitted. No change in either technology or product shall be permitted after opening of bids.

24. FALL CLAUSE

24.1 The prices once fixed will remain valid during the scheduled delivery period except for the provisions in clause 12.1 of Section-5A. Further, if at any time during the contract

(a) It comes to the notice of purchaser regarding reduction of price for the same or similar equipment/service;

And / or

(b) The prices received in a new tender for the same or similar equipment/service are less than the prices chargeable under the contract.

24.2 The purchaser, for the purpose of delivery period extension, if any, will determine and intimate the new price, taking into account various related aspects such as quantity, geographical location etc., and the date of its effect for the balance quantity/ service to the vendor. In case the vendor does not accept the new price to be made applicable during the extended delivery period and the date of its effect, the purchaser shall have the right to terminate the contract without accepting any further supplies. This termination of the contract shall be at the risk and responsibility of the supplier and the purchaser reserves the right to purchase the balance unsupplied quantity/ service at the risk and cost of the defaulting vendor besides considering the forfeiture of its performance security.

24.3 The vendor while applying for extension of time for delivery of equipment/services, if any, shall have to provide an undertaking as "We have not reduced the sale price, and/ or offered to sell the same or similar equipment/ service to any person/ organization including Department of central/state Government or any central/ state PSU at a price lower than the price chargeable under the contract for scheduled delivery period."

24.4 In case under taking as in Clause 24.3 is not applicable, the vendor will give the details of prices, the name(s) of purchaser, quantity etc. to the purchaser, while applying extension of delivery period.

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 Cuttack 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)

The firm shall read carefully the following conditions and shall quote accordingly confirming all the points in their offer. Modification in tender conditions will not be permitted at any stage of tender/agreement formation/execution of work.

1. **Definitions** : The 'Contract' means the documents forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of BSNL and the contractor, together with the documents referred to therein including these conditions, the specifications, designs, drawings and instructions issued from time to time by the Engineer-in-Charge and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.
2. In the contract the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them :-
 - i) The expression "works" or "work" shall, unless there be something either in the subject or context repugnant to such construction, be construed and taken to mean the works by or by virtue of the contract contracted to be executed whether temporary or permanent, and whether original, altered, substituted or additional.
 - ii) The 'site' shall mean the land/building/or other places on, into or through which work is to be executed under the contract or any alternate land, building, path or street which may be allotted or used for the purpose of carrying out the contract.
 - iii) The 'Contractor' shall mean the individual, firm or company, whether incorporated or not, undertaking the works and shall include the legal personal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.
 - iv) BSNL means the Bharat Sanchar Nigam Ltd. having its corporate office at Harish Chandra Mathur Lane, Janpath, New Delhi-110001 and its successors.
 - v) The 'Engineer-in-charge' means the Engineer officer who shall supervise and be in-charge of the work and who shall sign the contract on behalf of BSNL.

vi) Accepting Authority shall mean the authority who accepts the tender on behalf of BSNL.

vii) Tendered value means the value of the entire work as stipulated in the letter of award.

3. Scope and Performance : Where the context so requires, words imparting the singular only also include the plural and vice versa. Any reference to masculine gender shall whenever required include feminine gender and vice versa.
4. The contractor shall be furnished, free of cost, one certified copy of the contract documents except standard specifications, schedule of rates and such other printed and published documents, together with all drawings as may be forming part of the tender papers. None of these documents shall be used for any purpose other than that of this contract.
5. Works to be carried out : The work to be carried out under the Contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plants, equipment and transport which may be required in preparation of and for and in the full and entire execution and completion of the works. The descriptions given in the schedule of quantities shall, unless otherwise stated, be held to include wastage on materials, carriage and cartage, carrying and return of empties, hoisting, setting, fitting and fixing in position and all other labours necessary in and for the full and entire execution and completion of the work as aforesaid in accordance with good practice and recognised principles.
6. Sufficiency of Tender : The contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the contract and all matters and things necessary for the proper completion and maintenance of the works.
7. Discrepancies & adjustments of Error : The several documents forming the contract are to be taken as mutually explanatory of one another, detailed drawings being followed in preference to small scale drawing and figured dimensions in preference to scale and special conditions in preference to General Conditions.
- 7.1 In the case of discrepancy between the schedule of quantities/requirements, the specifications and/or the drawings, the following order of preference shall be observed :-
 - i) Description of Schedule of Quantities/Requirements.
 - ii) Particular Specification and Special condition, if any
 - iii) Drawings
 - iv) BSNL Specifications
 - v) C.P.W.D. Specifications
 - vi) Indian Standard Specifications of B.I.S

- 7.2 If there are varying or conflicting provisions made in any one document forming part of the contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the contractor.
- 7.3 Any error in description, quantity or rate in Schedule of Quantities or any omission there from shall not vitiate the Contract or release the contractor from the execution of the whole or any part of the works comprised therein according to drawings and specifications or from any of his obligations under the contract.
8. Signing of Contract: The successful tenderer /contractor, on acceptance of his tender by the Accepting Authority, shall, within 07 days from the date of formal award of work by the Engineer in Charge, sign the contract consisting of the notice inviting tender, all the documents including drawings, if any, forming the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
9. The agreement to be signed on non-judicial stamp paper and the cost to be decided as per the prevailing local bye-laws or zonal head of the circle.
10. *“This Contract/ PO is subject to jurisdiction of Court at Bhubaneswar / Cuttack only”.*

10. BID BOND GAURANTEE OR EARNEST MONEY DEPOSIT (EMD)

10.1 Purpose

The Bid Bond Guarantee also known as Earnest Money Deposit (EMD) or Earnest Money Bank Guarantee (EMBG).The purpose of EMD is to get a commitment by the Bidder to honour its bid during the bid validity period.

10.2 Value

The value of EMD will be @2% of the total estimated cost of the equipment/ stores including services proposed to be procured in the tender subject to a maximum of Rupees Two Crore.

10.3 Validity Period

The validity period of the EM BG should be 30days beyond the Bid validity i.e. n+30 days, where ‘n’ is number of days invalidity period of offer e.g.90+30 = 120 days, if the bid validity period is 90 days.

10.4 Extension of Validity Period

In case, where BSNL finds that it is not able to place Advance Purchase Order within the validity period of the bid, BSNL can request all bidders to extend the validity of their respective bids and the EMBGs by a reasonable period. In such cases, extension of validity of Bid Security Bond by 30 days beyond the extended validity date of bids 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.

10.5 Release of EMD

10.5.1 EMD of all unsuccessful Bidders should be released on placement of Purchase Order (PO) on the successful bidders. This should be done within one month of release of Purchase Order(s).

10.5.2 In case of successful Bidders, the EM BG shall be released on receipt of their acceptance of Advance Purchase Order and furnishing the performance security.

10.5.3 Where BSNL requests the Bidder to extend the validity of the Bid beyond the stipulated period given in the Bid documents, and the bidder refuses to extend the validity of its bid, the EMD of such Bidders shall be returned within one month of receipt of such communication. In such cases, the bidder shall not be considered for further evaluation or ordering.

10.6 Encashment of EMD

10.6.1 EMD of a bidder shall be forfeited, 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 on the Bid Form or extended subsequently.

10.6.2 When BSNL places an Advance Purchase Order on the successful bidder on its quoted price and the bidder refuses to accept it within the scheduled period as stated in APO, EMD shall be forfeited.

10.6.3 The decision of BSNL in this regard will be final & binding.

10.7 Acceptable forms of EMD

The EMD should be in the form of a Bank Guarantee drawn from a scheduled bank in favour of BSNL .EMD in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Banker's Cheque, safeguarding BSNL's interest in all respects, shall also be acceptable. However, no interest shall be payable on EMD received in form of DD/banker's cheque.

11. PERFORMANCE GURANTEE:

The contractor is required to furnish performance guarantee to an amount equal to 10% of the contract value in the form of Bank guarantee (of a Nationalized / scheduled Bank in a standard format)/CDR/FDR/DD within two weeks from the date of issue of award letter. The validity period of the performance security shall be 06 months from the actual date of competition of works.

12. RELEASE OF PERFORMANCE GURANTEE:

The Performance Guarantee deposited shall be released after handing over of the installation to the department or to the new vendor and after furnishing proof of payment of all wages to the staff and all statutory payments , i.e. EPF, ESI, etc.

13. SECURITY DEPOSIT:

No further Security Deposit will be recovered from the running bills of the contractor.

14. ADDITIONAL PERFORMANCE GUARANTEE :

In case if the total quoted amount of the lowest tenderer is found to be lesser than 90% (Ninety percent) of the estimated cost, then an additional performance guarantee equal to the difference between 90% of the Estimated cost and the quoted amount will have to be deposited by the lowest tenderer at the time of submission of the original Performance guarantee. This additional performance guarantee will be released along with the original performance guarantee upon successful completion of the work.

15. PAYMENT TERMS :

15.2 Bills will be submitted by the vendor on monthly basis for processing.

15.3 Payment will be made as soon as possible, subject to availability of fund.

15.4 Amounts towards EPF and ESI of the staff employed will be paid against submission of proof of payment.

15.5 GST will be paid after submission of the GST return by the firm and after confirmation with GSTR 2A.

15.6 DOCUMENTS TO BE SUBMITTED BY THE FIRM FOR PROCESSING THEIR BILLS

The Contractor/Firm has to submit the following documents for processing their bills:

- i) Tax Invoice indicating proper HSN/SAC code of material supplied/works executed.
- ii) Delivery challan / Goods receipt /work completion certificate.
- iii) Computerised measurement books in triplicate..
- iv) Proof of payment of EPF & ESI.
- v) Copy of register of workmen employed by the contractor for this work.
- vi) Copy of register of Wages paid to the workmen for this work.

16. TAX DEDUCTED AT SOURCE:

BSNL shall deduct income tax/TDS and other statutory deductions from payments due to the firm as per rules of the State/Central Government.

17. COMPUTERISED MEASUREMENT BOOKS (CMB'S) AND BILLS TO BE SUBMITTED BY THE CONTRACTOR / FIRM

18.1. Application and format of the computerised MB: A bound volume of computerised measurements to be furnished by the contractor, duly machine numbered for the pages, and with an MB number given by the Division Office. The pages of these Measurement Books shall be of A-4 size. All these Measurement Books belonging to a Division shall be serially numbered, and a record of these Computerised Measurement Books shall be maintained in a separate Register in Form CPWA 92. The same format as in existing Measurement Books shall be used for the Computerised Measurement Books. The measurements shall be carried forward from the previous recorded measurements as per the existing procedure.

18.2. Mode Of Measurements: The measurements shall be recorded and entered in computerised format in the first instance by the contractor, and a hard copy shall be submitted to the Department. These measurements shall then be 100% checked by JTO (E). If JTO (E) is not

available, S D E (E) shall perform 100% check of the measurements. The contractor shall incorporate all such changes or corrections, as may be done during these checks, to his draft computerised measurements, and submit to the department the corrected computerized measurements in the form of a book, duly hard bound in red colour on the lines of the conventional Measurement Books and with its pages machine numbered. The SDE (E) and the Executive Engineer (E) shall test check these computerised measurements as per the existing instructions. This book shall be treated as a Computerised Measurement Book. JTO (E), SDE (E) and EE (E) shall record the necessary certificates for their checks and test checks as per the existing procedure in this Computerised Measurement Book. The Computerised Measurement Book shall be allotted a serial number as per the Register of Computerised Measurement Books.

18.3 Cutting or over-writing in the computerised MB not allowed: The Computerized Measurement Book given by the contractor, duly bound, with its pages machine numbered, shall have no cutting or over-writing. It is the responsibility of JTO (E) or SDE (E) as the case may be to ensure that the checks and test checks done by them in the initial draft measurements are correctly incorporated in the Computerized Measurement Book before they record their certificates. In case of any error, the Computerised Measurement Book shall be cancelled, and the contractor shall re-submit a fresh Computerized Measurement Book. This should be done before the corresponding computerised bill is submitted to the Division for payment. The contractor shall submit Computerised Measurement Books in triplicate for the purpose of reference and record in the various offices of the department.

18.4 Computerised Bill to be submitted by the contractor: The contractor shall submit his running and final bills in a computerised form in the same format as the existing conventional bills, with all the pages machine numbered, and hard bound, and with all the entries made as per the existing procedure. The contractor shall submit the computerized bills in triplicate as may be required for the purpose of reference and record in the various offices of the department. The bill shall be carried forward from the previous running account bill and these computerised bills shall be processed by the various offices for payment.

19. TERMINATION OF CONTRACT ON DEATH OF CONTRACTOR:

Without prejudice of any of the rights or remedies under this contract, if the contractor dies, the Engineer in charge on behalf of the BSNL shall have the option of terminating the contract without compensation to the contractor.

20. INDULGING OF CONTRACTOR IN CRIMINAL/ANTISOCIAL ACTIVITIES AND CASES UNDER INVESTIGATION / CHARGE SHEETED BY CBI OR ANY OTHER GOVERNMENT AGENCIES ETC. :

If the CBI/Independent External Monitor (IEM) / Income Tax /Sales Tax/ Central Excise/ Custom Departments recommend such a course – Action will be taken as per the directions of CBI or concerned department.

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.

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. 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/ work order 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 & Seal

6 (B) – UNDERTAKING - REGARDING EPF & ESI

"I,.....Son of.

.....Resident of

hereby give an undertaking that,

* I/ We have registered as per the EPF and ESI and Miscellaneous provisions Act, 1952 and our registration no is _____. We undertake to keep it valid during the currency of contract.

Any consequence arising due to non-complying of EPF & ESI Act provision shall be sole liability of the undersigned contractor. 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".

* Strike out whichever is not applicable

(Seal of the firm) (Dated Signature of Contractor)

6 (C) – 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)

The format of the certificate to be given is "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 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

SECTION- 7

PROFORMAS

**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..... (Here after referred to as Bidder) has approached us for giving Bank Guarantee of Rs...../- (hereafter known as the "B. G. Amount") valid up to/...../ 20.... (hereafter known as the "Validity date") in favour of **AO (Cash), BSNL, O/o GMTD, Cuttack** 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 BSNL stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the BSNL 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 BSNL 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 "B. G. Amount".
3. We undertake to pay to the BSNL 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 here in 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 BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till BSNL 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 BSNL that the BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations here under 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 BSNL 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 BSNL or any indulgence by the BSNL 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 "B. G. 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 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, O/o GMTD, Cuttack**
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)

Rubber stamp of the bank:

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:.....

Telephone Numbers

Fax numbers.....

7(B) For the Performance Guarantee
(To be typed on Rs.100/- Non-judicial stamp paper)

Dated:.....

Sub: Performance guarantee.

Whereas Executive Engineer (Elect.) R/o(here after referred to as has issued an APO no. Dated:...../...../20... awarding the work of

.....
.....
to M/s.....R/o.....(here after referred to as "Bidder") and has asked him to submit a performance guarantee in favour of **AO (Cash), BSNL, O/o GMTD, Cuttack** of Rs./- (hereafter referred to as "P.G. Amount") valid up to/...../20.....(hereafter referred to as "Validity Date")

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 demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of **"AO (Cash), BSNL, O/o GMTD, Cuttack"** payable at **Cuttack**.
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)

Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:.....

.....

Telephone Numbers

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

.....
Name of the Representative

.....
Signature of the alternative Representative

.....
Name of the alternative Representative

Above 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

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.....
FAX No.
3. Address of place of Works/Manufacture :
.....
.....
Telephone No. Mobile No.
4. State the Type of Firm: Sole proprietor-ship/partnership firm/ Private limited company/
(Tick the correct choice): .
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

B) Questionnaire

1. Do you think any other detail/ material is required to complete the work specified in the specification? Yes/No.
 1.1 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.
 2.1 If Yes, Give details

3. Kindly indicate the maximum Quantity of tendered material which you are capable of supplying within the scheduled delivery period.

Name of the tendered Item	Qty that can be supplied by the firm within scheduled delivery period.

4. Suggestion for improvement of the tender document.

Place.....

Signature of contractor

Date.....

Name of contractor.....

SECTION-9 Part-A

BID FORM

To
The Executive Engineer (Electrical)
BSNL Electrical Division, Cuttack

From,

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. datedthe 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.....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 for a sum @ 10% 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..... 20...

Witness:

Signature

Name

Address:

Signature

Name
In the capacity of.....

Duly authorized to sign the bid
for and on behalf of

SECTION-9 Part-B

PRICED SCHEDULE

Name of Work		Comprehensive Maintenance of Package AC, SAC/WAC units & operation of other electromechanical services at Telephone Bhawan, Cuttack.						
NIT No		24/BSNL/ED/CTC/2020-21						
Name of the Tenderer								
Sl. No.	Description of item	Quantity	Unit	Basic Rate in figures to be entered by the bidder in (Rs. P.)	GST in (Rs. P)	Total Amount without GST in (Rs. P)	Total Amount with GST in (Rs. P)	Total Amount in words
1	2	3	4	5	6	7	8 =(3*5)	9= 3*(5+6)
1	(A) Providing annual comprehensive maintenance of 20 Nos. x 7TR Air Cooled PKG AC units and round the clock operation of (both High Precision 8 x 7TR and conventional type 20 x 7TR) package type AC units installed at different floors including periodical minor overhauling, special maintenance, providing of all spares such as Microprocessor based controller, LP, HP, SPP, thermostat etc., repairing/replacement of faulty motors and compressors with new or original factory repaired compressor/motor, inclusive of electrical panel with all accessories, wiring and consumables like refrigerant, oil, attending emergency break down calls, carrying out preventive maintenance as per details of the maintenance schedule, terms & conditions enclosed herewith as required. (B) Operation of 1no. 10 passenger Lift (09.30 Hrs to 18.30 Hrs.) and its day to day general checkups, cleaning of lift cars, landing doors, lodging complaints to AMC agencies and co-ordinating for rectification of faults if any and maintaining the Lifts in healthy working conditions etc. as per specifications attached. (C) Providing round the clock operation and general maintenance of following services with suitably qualified persons as per general conditions of contract in three shifts each, arranging required tools and plants etc. for smooth functioning of the exchange including monitoring all the	03 months	Month					

UN-PRICED SCHEDULE

	parameters and keeping records, maintaining log books of the same etc. complete as required.							
2	Providing annual comprehensive maintenance of Window/Split type AC units of 1.5/2.0TR capacity located in different floors including periodical minor overhauling, special maintenance, comprising of electrical control box, stabilizers, and consumables like refrigerant, oil etc., attending emergency break down calls, carrying out preventive maintenance, as per details of the maintenance schedule, terms & conditions enclosed herewith as required. The firm has to also ensure sequential operation of WAC/Split AC units on round the clock basis in technical areas wherever required. (For 03 months)	44 nos.	Each per month					

UN-PRICED SCHEDULE

Contractor

Executive Engineer (E)

Annexure-1

(A) DETAILS OF MAJOR ELECTROMECHANICAL SERVICES AVAILABLE AT TELEPHONE BHAWAN, CUTTACK	
Description	Quantity
i) E.I & Fans	(G+3) Tech. Bldg, (G+2) Old Bldg (For Office & CSC) & Staff Quarters-09 nos. etc.
ii) HT VCB (630 Amps, 11KV) panel (I/C-2+O/G-2), Kirloskar.	01 no.
iii) Main and Sub-Distribution MV panels with ACBs, MCCBs & SDFU etc. (1250A ACB- 5nos., 1000A ACB- 15nos., 800A ACB- 6 nos.)	10 nos.
iv) 800 KVA Transformer Indoor, Dry Resin Cast type -800 KVA, Kirloskar.	02 Nos.
v) 500 KVA Canopy type DG sets , (Greaves=2, Kirloskar=1)	03 nos.
vi) 7 TR Precision Type AC units , Uniflair /Schnieder/Sidwal	08 nos.
vii) 7 TR conventional Type package AC units , Blue star/ Krloskar/Sidwal	20 nos.
viii) Centrifugal Pump motor set- 5 HP(Dewatering)	02 nos.
ix) Submersible Pump motor set (in Bore well)- 3HP	01 no.
x) 10 Passenger Lift	01 no.
xi) Building and compound lights & Gate Lights (LED)	12 nos.
xii) Automatic Fire Detection & Fire alarm system with Fire Extinguishers	(G+2) floor of Telephone Bhawan

(B) List of Window/Split type Air Conditioners:

Description (WAC/SAC)	Location	No.	Capacity	Make	Year of Installation
Split AC	SDE NB	1	1.5 TR	Amtrex	2008
Split AC	SDE NB	1	1.5 TR	LG	2016
Split AC	Transmission Room	3	2 TR	Amtrex	2008
Split AC	Lift machine Room	1	1.5 TR	LG	2017
Split AC	SSTP	4	1.5 TR	Hitachi	2017
Split AC	SSTP	5	1.5 TR	Hitachi	2017
Split AC	CMTS MSC Exploitation Room	4	1.5 TR	Amtrex	2009
Split AC	CMTS MSC Switch Room	1	1.5 TR	Amtrex	2008
Split AC	ETR Battery Room	2	2 TR	Amtrex	2009
Split AC	5ESS MDF	1	1.5 TR	LG	2017
Split AC	OCB MDF	2	1.5 TR	LG,Amtrex	2009

Split AC	Customer Service Center	4	1.5 TR	Amtrex	2008
Split AC	MOBILE SECTION	2	2 TR	Amtrex	2009
Split AC	MOBILE SECTION	1	1.5 TR	LG	2017
Split AC	New BTS Room	2	1.5 TR	Amtrex	2009
Split AC	Inspection Quarter	7	1.5 TR	LG	2008
Split AC	Exploitation Room of NGN Exchange	3	1.5 TR	Hitachi	2016
	Total:	44 nos.			

Note: 1) In case of addition/deletion of any Electromechanical Services during the currency of contract, the contractor has to carry out the operation and day to day maintenance works without any extra charges.

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	i) Rejection of tender bid of respective Vendor. 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. 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.
	a) Bank Instruments with the bid to meet terms & condition of tender in respect of tender fee and/ or EMD;	
	b) Certificate for claiming exemption in respect of tender fee and/ or EMD;	
	and detection of default at any stage from receipt of bids till award of APO/ issue of PO/WO.	
	Note 1:- However, in this case the performance guarantee if alright will not be forfeited.	
Note 2:- Payment for already received supplies/ completed work shall be made as per terms & conditions of PO/ WO.		
1(b)	Submitting fake / forged documents towards meeting eligibility criteria such as experience capability, supply proof, registration with Sales 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 & ii) Forfeiture of EMD.
	<i>(ii) If detection of default after issue of APO but before receipt of PG/ SD (DD,BG etc.)</i>	i) Cancellation of APO/PO , ii) Rejection of Bid & iii) Forfeiture of EMD.
	<i>(iii) If detection of default after receipt of PG/ SD (DD,BG etc.) .</i>	i) Cancellation of APO/PO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not already released shall be returned.
<i>(iv) If detection of default after issue of PO/ WO</i>	i) Termination/ Short Closure of PO/WO and Cancellation of APO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not released shall be returned.	
Note 3:- However, settle bills for the material received in correct quantity and quality if pending items do not affect working or use of supplied items.		
Note 4:- No further supplies are to be accepted except that required to make the already supplied items work.		

S. No.	Defaults of the bidder / vendor.	Action to be taken
A	B	C
2	<p>If vendor or his representative uses violent/ coercive means viz. Physical / Verbal means to threatens BSNL Executive / employees and/ or obstruct him from functioning in discharge of his duties & 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 & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>
3	<p>Non-receipt of acceptance of APO/ AWO and SD/ PG by L-1 bidder within time period specified in APO/ AWO.</p>	<p>Forfeiture of EMD.</p>
4.1	<p>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>	<p>i) Termination of PO/ WO. ii) Under take purchase/ work at the risk & cost of defaulting vendor. iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>
4.2	<p>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>	<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. ii) Under take purchase/ work for balance quantity at the risk & cost of defaulting vendor. iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>
5.1	<p>The supplied equipment does not perform satisfactory in the field in accordance with the specifications mentioned in the PO/ WO/Contract.</p>	<p>i) If the material is not at all acceptable, then return the non-acceptable material (or its part) & recover its cost, if paid, from the o/s bills/ PG/ SD. OR ii) If the material is inducted in network & 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>

S. No.	Defaults of the bidder / vendor.	Action to be taken
A	B	C
5.2	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>i) If the material is not at all acceptable, then return the non-acceptable material (or its part) & recover its cost, if paid, from the o/s bills/ PG/ SD; OR</p> <p>ii) If the material is inducted in network & 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.</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>i) Recovery of over payment from the outstanding dues of Vendor including EMD/ PG & 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>
	Note 5:- The claims may be submitted with or without collusion of BSNL Executive/ employees.	
	Note 6:- This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not.	
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 & 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>
	<p>b) Disrupts/ Sabotages functioning of the BSNL network equipments such as exchanges, BTS, BSC/ MSC, Control equipment including IN etc., transmission equipments 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>iv) Legal action will be initiated by BSNL against the Vendor if required.</p>

S. No.	Defaults of the bidder / vendor.	Action to be taken
A	B	C
8	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.	i) Termination/ Short Closure of the PO/ WO. ii) Settle bills for the quantity received in correct quantity and quality if pending items do not affect working or use of supplied items. iii) No further supplies are to be accepted except that required to make the already supplied items work. 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). v) In case of turnkey projects, if the material is inducted in network & 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. (continues to page 173)
		Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.
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.	i) Termination/ Short Closure of the PO/ WO. ii) Settle bills for the material received in correct quantity and quality if pending items do not affect working or use of supplied items. iii) No further supplies are to be accepted except that required to make the already supplied items work. 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). v) In case of turnkey projects, If the material is inducted in network & 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.
10	If the vendor does not return/ refuses to return BSNL's dues: a) in spite of order of Arbitrator.	i) Take action to appoint Arbitrator to adjudicate the dispute. i) Termination of contract, if any. 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 from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later. (continues to page 174)

S. No.	Defaults of the bidder / vendor.	Action to be taken
A	B	C
10 con-td.		iii) Take legal recourse i.e. filing recovery suite in appropriate court.
	b) in spite of Court Orders.	i) Termination of contract, if any. 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 from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.
11	If the Central Bureau of Investigation/ Independent External Monitor (IEM) / Income Tax/ Sales Tax/ Excise / Custom Departments recommends such a course	Take Action as per the directions of CBI or concerned department.
12	The following cases may also be considered for Banning of business:	i) 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.
	(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.	
	(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.	
Note 7: The above penalties will be imposed provided it does not clash with the provision of the respective tender.		
Note 8: -In case of clash between these guidelines & provision of invited tender, the provision in the respective tender shall prevail over these guidelines.		
Note 9: Banning of Business dealing order shall not have any effect on the existing/ ongoing works/ AMC / CAMC which will continue along with settlement of Bills.		

*** END OF NIT ***