

BHUTAN NATIONAL BANK LIMITED



Open Tender
Annual Maintenance Contract for HVAC & PAC
Systems with Supply and Installation of Components
March 13, 2026



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Section 1: Invitation of Bids

Bhutan National Bank Ltd. (the Bank) invites sealed bids from eligible and qualified Bhutanese firms, as per the details provided below: -

Work Details	Annual Maintenance Contract for HVAC & PAC Systems with Supply and Installation of Components
Tender Ref. No.	BNBL/PO-Tender/TH-04/2026/626 dated 13 March 2026
Sale of Tender / Registration	13/03/2026 – 30/03/2026
Tender Fee (Non-refundable)	Nu. 500.00 (Cash Only)
Date & Time of Tender submission	30/03/2026 [9.00 - 11.00 AM]
Date & Time of Tender opening	30/03/2026 [11.30 AM]
Place of Bid submission & Bid Opening	Procurement Unit, HRA Department, 3 rd Floor, Level B, Corporate Office, BNBL, Thimphu
EMD/Bid Security	Nu. 20,000.00 (Lumpsum amount)
Availability of Tender Document	<p>Tender document can be purchased from the Procurement Unit, located on the 3rd floor, Level B of Corporate Office, BNBL, Thimphu on all working days from 9:00 AM to 5:00 PM (Monday - Friday).</p> <p>The tender document can also be downloaded from BNBL website: www.bnb.bt/announcement/. However, the bidder(s) should register and deposit the tender fee on or before submission of the bid.</p>



Section 2: Instruction to Bidders

2.1 Scope of bid

- a) The BNBL Management plans to outsource the scope of work, as specified in **Section 9: TOR**, to eligible and qualified Bhutanese firm.
- b) The successful bidder(s) shall be fully responsible for carrying out the contract work in accordance with the terms and conditions outlined in this bid document.
- c) In the event that the successful bidder(s) fail to fulfill the contractual obligations, they shall be subject to liquidated damages as specified in the bidding document.
- d) The contract shall be valid for a minimum of two (2) years from the date of signing the agreement or issuing the work/purchase order. The Bank reserves the right to extend the contract based on the bidder's performance or according to the Bank's evolving needs.

2.2 Timeline & Deliverables

Deliverables	Timeline
Spare Parts for HVAC and PAC Systems	Within thirty (30) calendar days from the date the purchase order is issued.
Ad hoc rectifications of detected faults	Within fifteen (15) calendar days from the date of notification.

2.3 Fraud and Corruption

- a) Bank requires that a Bidder(s) and his/her employees, consultants & agents, shall observe the highest standards of ethics during the bidding process and execution of contracts.
- b) Bank shall reject a Bid for award, if it determines that the Bidder(s) recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the Contract in question.
- c) Bank requires that Bidder(s), as a condition of admission to eligibility, execute and attach to their Bids an Integrity Pact Statement as per Form: **Annexure V of Section 10**. Failure to provide a duly executed Integrity Pact Statement may result in rejection of the Bid.



- d) Bank shall report any case of corrupt, fraudulent, collusive, coercive or obstructive practice to the relevant agencies, including but not limited to the Anti-corruption Commission (ACC), of the Kingdom of Bhutan, for necessary action in accordance with the statutes and provisions of the relevant agency.

2.4 Preparation of Bid

- a) The bidder(s) shall be responsible for all costs incurred in the preparation and submission of their bid. The Bank shall not be held liable for any such costs, regardless of the outcome or progression of the bidding process.
- b) The Bid shall include the following:
 - 1. Bid Submission Form (Annexure-I)
 - 2. Bidder Identification Form (Annexure-II)
 - 3. Vendor Competency and Understanding of the System Form (Annexure-III)
 - 4. Bill of Quantity (Annexure-IV)
 - 5. Integrity Pact Statement (Annexure-V)
 - 6. Valid Trade license and Tax Clearance Certificate
 - 7. Bid Security (EMD)
 - 8. A power of attorney must be submitted if an authorized representative is designated.
 - 9. Any other document required as per bidding document
- c) The entire set of documents submitted as part of the Proposal shall be signed by the bidder(s) on every page.
- d) The bid document shall be completed in a clear and legible manner. Incomplete or conditional bids that do not comply with the terms and conditions shall not be considered. Any corrections, deletions, or additional conditions shall only be accepted if they are initialed or signed by the authorized person submitting the bid.
- e) The bidder(s) shall thoroughly review all instructions, forms, terms and specifications outlined in the bidding document. Failure to provide all the required information or documentation may lead to the rejection of the bid.
- f) The Bid, as well as all communications and documents exchanged between the Bidder(s) and the Bank, shall be written in English. Supporting documents or printed materials included in the Bid may be in another language, provided they are accompanied by an accurate translation of the



relevant sections into the language specified in the bidding document. In case of any discrepancies, the translation shall prevail for the purpose of bid interpretation.

2.5 Price Schedules

- a) The price shall be converted in local currency (Ngultrum) inclusive of all taxes, duties and other service charges, except **GST. GST should be included only when raising the bill, along with clearly providing the GSTIN/GST-registered TPN number or a copy of the GST registration certificate.**
- a) The price quoted shall be fixed and final, inclusive of any discounts or rebates, and shall remain unchanged throughout the contract period, even in the event of cost increases.
- b) The Bank reserves the right to contact the selected Bidder(s) for additional supplies of the listed items at the same quoted/approved price on a repeat order basis, during the term of the contract.
- c) The bidder(s) shall submit the price in the **Bill of Quantities (BOQ) – Annexure IV of Section 10**, as provided in this Bid document.

2.6 Clarification and amendment of Bids

- a) The Bank reserves right to issue amendments to the Bid document at any time before the final submission deadline. These amendments may be made either on the Bank's initiative or in response to a clarification request from any prospective bidder(s). Any such amendments shall be communicated in writing, including by email, to all bidders who have purchased the tender document.
- b) Similarly, bidder(s) may request clarifications regarding the Bid document in writing, including via email. The Bank shall provide written responses to these queries, including explanations, but shall not disclose the identity of the bidder(s) raising the questions. If the Bank determines that a clarification necessitates an amendment to the Bid document, it shall follow the appropriate procedure to make the necessary revisions. Bidder(s) shall not be permitted to seek clarifications in person, by telephone, or through any other verbal communication.
- c) A pre-bid meeting shall only be held if deemed essential to address any doubts or concerns from bidder(s) before the bid submission deadline. The minutes of the pre-bid meeting shall be shared with all bidders who have purchased the bidding document.



2.7 Period of validity of Bid

- a) The bid shall remain valid for a minimum of ninety (90) calendar days from the submission deadline. Any bid with a validity period shorter than this shall be rejected as non-responsive.
- b) In exceptional cases, before the expiration of the bid validity period, the Bank may request the Bidder(s) in writing to extend the validity of their bids. Bidder(s) are not obligated to agree to this extension and may decline without forfeiting their bid security. If a bidder refuses the extension, their bid shall not be considered for evaluation or award. For those bidders who agree to the extension, they shall also be required to extend the validity of their bid security accordingly, but they shall not be allowed to alter or modify their bid.

2.8 Bid Security

- a) The Bid security (EMD) of Nu. 20,000/- (Ngultrum Twenty thousand) shall be submitted in the form of a Draft, Cash warrant, or Bank Guarantee, made payable to “Bhutan National Bank Ltd., Thimphu.” The Bid Security shall remain valid for a minimum of ninety (90) calendar days from the bid submission deadline.
- b) Bids submitted without the required Bid Security (EMD) or with Bid Security that does not meet the above requirements shall be disqualified and deemed non-responsive.
- c) The Bid Security (EMD) of unsuccessful but responsive bidders shall be returned after the contract is signed and the performance security is received from the successful bidder(s).
- d) The Bid Security (EMD) of the successful bidder(s) shall be returned once the contract is signed and the performance security has been deposited by the successful bidder(s).
- e) The Bid Security (EMD) shall be forfeited under the following circumstances:
 - i. If the bidder withdraws their bid, in whole or in part, during the bid validity period;
 - ii. If the bidder does not accept the arithmetical corrections to the bid price as per ITB clause 2.15.4];



- iii. If the bidder engages in corrupt, fraudulent, collusive, or coercive practices during the bidding process; or
- iv. In the case of the successful bidder, if the bidder fails to provide the performance security and sign the contract agreement within the prescribed time.

2.9 Submission of bid

- a) The sealed bids (both Technical and Financial) shall be submitted in a single sealed envelope labeled as “Confidential” and address to:

Bhutan National Bank Limited
Corporate Office
Thimphu

Attention: The Procurement Officer, HRA Department, BNBL, Thimphu

- b) The envelope shall clearly state name and identification number of the contract.
- c) The envelope shall also include a warning indicating that it should be not be opened before the designated time and date for bid opening, specified in the bid document.
- d) Upon receipt, the Bank shall register the bid submission. Only complete submissions shall be registered.
- e) All submissions, including any supporting documents, shall become the property of the Bank. By submitting a bid response, the respondent grants the Bank a license to reproduce all or part of their submission for evaluation purposes, regardless of any copyright or intellectual property rights that may exist in the submission or accompanying materials.

2.10 Deadline for submission of Bids

- a) Bids shall be delivered in person to the bank at the specified address no later than the date and time stated in the bidding document.
- b) The Bank reserves the right, at its discretion, extend the submission deadline by amending the bidding document in accordance with **ITB clause 2.6**. In such cases, all rights and obligations of the Bank and the Bidder(s) that were previously governed by the original deadline shall thereafter be governed by the extended deadline.



2.11 Late Bid submission

- a) The Bank shall not consider any bid submitted after the specified deadline. Any bid received after the deadline shall be deemed late, rejected, and returned unopened to the Bidder(s).
- b) The Bank shall not be held liable for any late bid submission, regardless of the reason, including those that are considered late due to other conditions related to the bidding process.

2.12 Withdrawal, Substitution, and Modifications of Bids

- a) No Bid may be withdrawn, substituted or altered after the submission deadline and before the expiration of the bid validity period specified in the bidding document.

2.13 Requests for information/clarification

- a) Bidders are required to direct all communications related to this Bid to:

The Procurement Officer,
HRA Department,
Bhutan National Bank Ltd., Thimphu
Contact No. 02-328588, IP: 1276
Email: procurement@bnb.bt

- b) All inquiries regarding the bid, whether technical or otherwise, shall be directed to the above contact. The Bank shall not engage in personal communications with bidders, and any bidder found attempting to do so shall be disqualified.
- c) The Bank shall make an effort to respond to all queries raised by bidders. However, the Bank reserves the right to withhold responses to any query it deems unnecessary or irrelevant.

2.14 Bid Opening

- a) The Bank shall conduct the bid opening in the presence of the bidders' designated representatives who choose to attend, at the address, date and time specified in the bidding document.
- b) Bidders, their representatives and other attendees at the bid opening shall not be allowed to approach any members of the Bid Opening Committee or any other Bank officials during the process.
- c) The sealed envelopes shall be opened one by one. The Bank shall announce the names of the bidders, their bid prices, the total amount of each bid, and other relevant details the Bank deems appropriate.



- d) Any complaints or comments raised by the bidders' representatives during the bid opening shall be submitted in writing to the address provided in **ITB clause 2.13 (a)**, within five (5) calendar days from the date of the bid opening.

2.15 Evaluation and comparison of Bids

2.15.1 Confidentiality

- a) Information pertaining to the examination, evaluation, comparison and post-qualification of bids, as well as the recommendation for contract award, shall not be disclosed to any bidder or other individuals not directly involved in the process until contract is officially published.
- b) Any attempt by a bidder to influence the Bank's authorized representatives during the examination, evaluation, comparison, or qualification of bids, or in the contract award decision, may lead to the rejection of their Bid.

2.15.2 Clarification of Bids

- a) To assist in the examination, evaluation, comparison, and post-qualification of bids, the Bank may, at its discretion, request clarifications from any bidder. Any clarification provided by a bidder that was not specifically requested by the Bank shall not be considered. Both the Bank's request for clarification and the bidder's response shall be in writing. No changes to the bid prices or substance shall be allowed, except to correct arithmetic errors identified by the Bank during the evaluation process.

2.15.3 Responsiveness of Bids

- a) The Bank's determination of a Bid's responsiveness shall be based solely on the contents of the Bid itself. The objective is to identify which bids meet the requirements and then compare the responsive bids to select the best evaluated one.
- b) A substantially responsive Bid is one that complies with all the terms, conditions, and specifications of the bidding document, without any material deviation, reservation or omission.
- c) A bid that is not substantially responsive to the bidding document shall be rejected and cannot later be made responsive by the bidder through correction of any material deviation, reservation, or omission.



2.15.4 Correction of errors in price bid:

- a) Arithmetical errors shall be corrected during the evaluation of the Price Bids, and the corrected figure shall be used to determine the evaluated bid price.

- b) If case of a discrepancy between the unit price and the total price (the product of unit price and quantity), the unit price shall take precedence, and the total price shall be adjusted accordingly. However, if the Bank believes there is a clear significant misplacement of the decimal point in the unit rate, the total price for the line item as quoted shall prevail, and the unit price shall be corrected accordingly.



2.15.5 Preliminary examination of Bids

The Bank shall review the bids to ensure that all required documents and technical documentation, as outlined in the pre-qualification criteria below, have been submitted.

Sl.#	Description	Status
1.	Bid Submission Form (Annexure-I)	Mandatory
2.	Bidder Identification Form (Annexure-II)	Mandatory
3.	BOQ (Annexure-III)	Mandatory
4.	Integrity Pact Statement (Annexure IV)	Mandatory
6.	Valid Trade License and Tax Clearance Certificate	Mandatory
7.	Bid Security (EMD)	Mandatory
8.	A power of attorney must be submitted if an authorized representative is designated	Mandatory

Note: Verifiable documentary evidence for all the above requirements is mandatory. Proposals shall be rejected if a bidder fails to provide any of the required verifiable documentation.

2.15.6 Evaluation of Bids

The tender evaluation will be carried out as a single lot, based on **Technical – 70%** and **Commercial – 30%**, in accordance with the following evaluation criteria.

a) Technical Evaluation (Vendor Competency)

The Tender will be evaluated as per the evaluation criteria mentioned in the **Annexure III** and the score shall be calculated as:

$$\text{Technical score of a Bidder} = \frac{\text{Technical score of that Bidder}}{\text{Score of the Bidder with the highest technical score}} \times 100$$

Thus, the bidder shall conduct a site visit and complete the required assessment as per Annexure III to evaluate the bidder’s competency and understanding of the existing system.

a) Financial Evaluation

The Tender will be evaluated as per the following formula based on the quoted total amount:

$$\text{Financial score of a Bidder} = \frac{\text{Lowest financial quote of Bidder}}{\text{Financial quote of Bidder under consideration}} \times 100$$

Note: If a bidder submits more than one rate, the bid shall be rejected. Only one rate must be quoted, and a quotation for all required items is mandatory.



- e) If a debriefing request is made within the deadline, the Bank shall provide a response within five (5) calendar days.
- f) The debriefing shall focus solely on the bidder's own bid and will not include discussions about other competing bids. The debriefing shall not:
 - i. Point-by-point comparisons with other bids; and
 - ii. Information that is confidential or commercially sensitive to other bidder(s).
- g) The purpose of the debriefing is to inform the unsuccessful bidder(s) of the specific reasons for their lack of success, highlighting the shortcomings of their bid, but without disclosing details of other bids.
- h) If two or more bidders submit identical L1 rates, the Bank shall request fresh quotes from both L1 bidders, providing five (5) calendar days for resubmission. The Bank's decision on the reasonable time allowed for this resubmission shall be final and binding. Following this, the contract shall be awarded to the L1 bidder(s) based on the fresh quotes received.
- i) The successful bidder(s) shall sign the contract acceptance in writing within seven (7) calendar days after the expiry of the compliance period specified in the letter of intent issued. Failure to do so shall result in the bid being rejected without further notice.

Section 3: Performance Security

- 3.1 The successful bidder(s) shall be required to provide a performance security equivalent to 10% of the contract amount, issued by any authorized financial institution in Bhutan, within seven (7) calendar days after the expiry of the compliance period specified in the letter of intent.
- 3.2 If the successful bidder(s) fails to submit the performance security within seven (7) calendar days after the expiry of the compliance period specified in the letter of intent, the bid shall be considered invalid, and the contract shall be awarded to the next lowest bidder.
- 3.3 The performance security shall be provided in the form of a demand draft, cash warrant, or bank guarantee and shall remain valid for at least six (6) months. The successful bidder(s) shall renew the performance security, as required by the Bank, throughout the duration of the contract.



3.4 The Performance security shall be released to the successful bidder(s) with or without deductions (if applicable) upon completion of all performance obligations, including warranty obligations, as stipulated in the contract terms.

Section 4: Service Delivery Penalty

4.1 If the Successful Bidder fails to supply and deliver the goods or services at the specified time, the following penalty clause shall be applied proportionately on the bill payable or Performance Security based on total order value and number of days delayed.

- a) Delay of up to one week – 2% of the total order value.
- b) Delay exceeding one week but not more than two weeks – 5% of the total order value.
- c) Delay exceeding two weeks but not more than one month – 10% of the total order value.
- d) Delay exceeding one month- the purchase order shall be revoked, and the performance security deposited shall be forfeited without further notice. Additionally, any incomplete work shall be terminated, and the contract shall be awarded to the next lowest bidder or re-tendered, as deemed appropriate.

Section 5: Force Majeure

5.1 The successful Bidder(s) shall not be held liable for the forfeiture of their performance security, liquidated damages, or termination for default if the delay in performance or any failure to meet their obligations under the contract is caused by an event of Force Majeure.

5.2 For purposes of this Clause, “Force Majeure” refers to any event or circumstance beyond the control of the successful bidder(s), which could not have been foreseen, is unavoidable, and is not due to negligence or lack of care by the successful Bidder(s). Such events may include, but not limited to, actions by the Bank in its sovereign capacity, wars, revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

5.3 In the event of a Force Majeure situation, the successful bidder(s) shall promptly inform the Bank in writing, detailing the nature of the situation and its cause, and provide acceptable documentary or pictorial evidence. Unless otherwise instructed by the Bank in writing, the successful Bidder(s) shall continue to fulfil their contractual obligations.



Section 6: Terms of Payment

- 6.1 Payment for the invoice shall be processed by the Bank upon receipt of the original invoice, and TPN/GST number, based on the payment phase mentioned in the **Section 9: TOR**.
- 6.2 Payment shall be made within thirty (30) calendar days, following the successful completion of the works. Applicable deductions, including income tax, service tax etc., shall be made at source in accordance with the Government regulations from the bills submitted by the successful Bidder(s), and necessary TDS certificate shall be issued accordingly.

Section 7: Warranty

- 7.1 The successful bidder(s) guarantee that all goods supplied are new, unused, and in accordance with the accepted specifications. Unless otherwise stated in the bidding document, the warranty shall remain valid for twelve (12) months from the date the goods, or any part thereof, are delivered or accepted at the final destination. Any defective goods or not as per the specified requirement shall be replaced by the successful Bidder(s) at no additional cost to the Bank within fifteen (15) calendar days from the date notification.
- 7.2 If the successful Bidder(s) fails to repair or replace the defective goods or parts within the specified timeline, the Bank shall carry out the necessary repairs or replacements at the expenses of the concerned Bidder(s).

Section 8: Termination

- 8.1 The Bank may, at any time, terminate the purchase order (or Contract if applicable) in whole or in part, for its convenience, by providing written notice.
- a) If the Successful Bidder(s) fails to comply with any of the terms and conditions specified in the purchase order, exceeds the maximum allowable liquidated damages, or fails to take corrective action within the timeframe specified by the Bank.
- b) If, in the Bank's judgment, the Successful Bidder(s) has been involved in any corrupt or fraudulent practices while competing for or executing the tasks under this purchase order.



Section 9: Term of Reference (TOR)

Background

Bhutan National Bank has incorporated the latest technologies which includes the VRV/VRF (variable refrigerant volume/flow) HVAC system for its heating and cooling purpose for both the Corporate office and Thimphu Branch office. Similar cooling refrigerant technologies are being incorporated for the dedicated PAC (Precision AC) located inside the Data Center at the corporate office building.

Given such advanced technologies, it is extremely imperative to have sound knowledge and skills in VRV/VRF HVAC system to keep it running at its optimum efficiency. And, to ensure that quality services are provided the following outlines the terms and conditions under which the firm shall provide seamless expected level of service to the Bank, enabling the Bank to provide high quality services and conduct its operations without any interruptions.

Objectives

The key objectives of this tender are as follows:

- a) Constant monitoring of the HVAC and PAC.
- b) The firm is able to identify and troubleshoot issues with proper diagnostic and clarity.
- c) Upkeep of the current HVAC and PAC system with gradual improvement of the entire system.
- d) The selected firm should have thorough understanding HVAC system (Daikin & Samsung), PAC system, and refrigerant circuit/flow.

Commencement Date

This AMC (Servicing Only) contract shall be effective for a period of two years from the date of issuance of the work order and may be extended based on the requirement.

Scope of Works

The maintenance contract shall cover the following scope of works:

Annual Maintenance Contract (AMC): Servicing Type Only

VRV Daikin

- a) Trouble-shooting & Resolving of any issues/errors.
- b) Purchase of essential Spare-Parts for Outdoor unit (if required)
- c) Carry out the servicing of IDUs and ODU's (quarterly)



- d) Relocation of individual MCBs from the current location to the adjacent wall as per the scope of work defined under spare parts.

VRF Samsung

- a) Trouble-shooting & Resolving of any issues/errors.
- b) Purchase of essential Spare-Parts for Outdoor unit (if required)
- c) Carry out the servicing of IDUs and ODUs (quarterly)
- d) Providing proper access-way as per the scope of work defined under spare parts.

PAC Data Center

- a) Trouble-shooting & Resolving of any issues/errors.
- b) Purchase of essential Spare-Parts for Outdoor unit (if required)
- c) Carry out the servicing of IDUs and ODUs (quarterly)

Stand/Hi-Wall AC

- a) Trouble-shooting & Resolving of any issues/errors.
- b) Purchase of essential Spare-Parts for Outdoor unit (if required) Carry out the servicing of IDUs and ODUs (quarterly).

The scope of work also includes ad hoc rectifications of detected faults as and when required.

Terms and Conditions

- a) The firm shall carry out the detailed servicing of the HVAC as prescribed under the AMC offer letter.
- b) The firm shall purchase the essential spare-parts as and required, and the rate submitted for spare parts will prevail for the same.
- c) The Firm shall ensure that routine maintenance works are carried out professionally using the right tools and consumables.
- d) The Firm shall also impart basic operating and maintenance skills for the data center equipment, to the Bank's personnel identified by the Facility Officer.
- e) The Firm shall be responsible for arranging, at its own cost, all local as well as expatriate experts, including technicians and engineers, required for carrying out the preventive works.
- f) The Bank reserves the right to either reduce the scope of work or terminate the AMC upon the recommendation of the dealing officer (Facility Officer, Electrical). And, the same will be informed through an official mail.
- g) Firm shall submit a Service Completion Report at the beginning of the next quarter i.e Report for the first quarter shall be submitted in the month of April and so on.



Fees and Terms of Payments

BNBL will release payment for the work based on its progress as given below.

SL #	Job description	Payment %	Remarks
1	On signing the agreement and upon submission of 10% performance security of the contract value	50%	Advance payment. The vendor should submit equivalent amount in Bank Guarantee
2	After successful completion of the works	50%	Final payment
	Total	100%	

Validity and Renewal

- a) This contract shall be valid for two years from the date of its signing.
- b) The Bank reserves the right to terminate the contract, if the services of the Firm are not found to be satisfactory, by giving an advanced written notice of one month.
- c) This contract may be renewed based on mutual understanding, with the bank giving an advanced written notice of one month to the Firm.



Section 10: Bidding Forms

Annexure I: Bid Submission Form

Date: [DD/MM/YYYY]

To: Bhutan National Bank Limited
Corporate Office
Thimphu

Dear Sir/Madam,

The undersigned, having read the tender document, hereby offers to execute and complete the work in accordance with the terms and conditions set out or specified in the document.

I/We agree to abide by this Proposal/Bid for a period of Ninety (90) calendar days from the date for Bid submission in the tender, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Proposal is accepted, we undertake to initiate the work specified in our Proposal within the time frame that shall be stipulated in the letter of intent to award contract and comply with all the provisions of the Contract.

I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your company/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full performance security deposit, absolutely.

Best regards

* Signature and seal of the Bidder:	
* Name:	
* Title:	
* Telephone:	
* Email:	

Footnote: /* Compulsory field



Annexure II: Bidder Identification Form

1. Firm (s) Information	
* Name and Address:	
Telephone/Mobile:	
Email address:	
*Legal Representative: Name/Surname/Position (if any)	
2. Proprietor (s) Details	
*Name:	
*CID Card No.	
Telephone/Mobile No.	
Email Address:	
3. Contact details of persons that BNB may contact for requests for clarification during Bid evaluation:	
* Name/Surname:	
* Telephone/Mobile:	
* Email address:	
Be advised that this person must be available during the evaluation of the bids.	
* Signature and stamp of the Bidder:	

Footnote: /* Compulsory field



Annexure-III: Vendor Competency and Understanding of the System

Note: The bidder shall conduct a site visit and complete the following requirements to assess the vendor’s competency and understanding of the existing system. Moreover, as per the requirements mentioned below, bidders are required to provide supporting documents for evaluation purposes.

S.NO	Details	Weightage	Findings****				
1	Technology	1					
2	Refrigerant Type	1					
4	System Type	1					
5	Outdoor Capacity (Individual Unit)	1					
6	Current Setting of Existing ODU		No of ODU	Ref. Circuit (1 or 2)			
	Basement Floor	2					
	Ground Floor	2					
	First Floor	2					
	Second Floor	2					
	Third Floor	2					
	Fourth Floor	2					
7	Details of ODU						
	Type of Compressor	1					
	Number of Compressor for single ODU	1					
	Number of PCBs for single ODU	1					
8	Field Setting (Outdoor Unit)		SEG1	SEG2	SEG3		
	Command to Check Master	3					
	Command to Check Slave 1	3					
	Command to Check Slave 2	3					
	Command to Check latest Error	3					
	Command to Check connected IDU	3					
	Command to Bypass Master	3					
	Command to Bypass Slave 1	3					
	Command to Bypass Slave 2	3					
9	Details of Indoor Units		No of IDU			Issues with IDUs	
			Ducted Type	Cassette Type	Wall mounted	Error Code	Location
	Basement Floor	3					



	Ground Floor	3				
	First Floor	3				
	Second Floor	3				
	Third Floor	3				
	Fourth Floor	3				
10	Major issues (mention if any)	3				

Schnieder PAC (Location: Data Center, Corporate Building)

S.NO	Details		Findings***
1	Make/Brand	1	
	Refrigerant Type	1	
	Capacity (Tonnage) of one unit	1	
	Number of compressors for one unit	1	
	No of PACs	1	
2	Compressor Details		
	Make/Brand	1	
	Model	1	
	Code	1	
	Compressor Technology/Category/Type	1	
	Capacity (KW)	1	
	Capacity (Tonnage)	1	
3	Electrical Power Supply & Details		
	Power Supply for the Compressor	1	
	Main Contactor-I (Model Number)	1	
	Main Contactor-II (Model Number)	1	
	Main Contactor (Coil Voltage)	1	
	Auxillary Contactor (Model Number)	1	
	Brand/Make (Contactor)	1	
4	Operation Details		
	Super Heat Set Point	1	
	Idle time for one unit	1	
	Major issues (mention if any)	3	

Samsung VRF System (Thimphu Branch)



S.NO	Details		Findings***			
1	Technology	1				
2	Refrigerant Type	1				
4	System Type	1				
5	Outdoor Unit Details					
6	Current Setting of Existing ODU					
	Total Number of ODU	1				
	Capacity of Individual ODU (HP)	3				
	Refrigerant Circuit (1 or 2)	1				
7	Details of ODU					
	Type of compressor	1				
	Number of Compressor for single ODU	1				
	Number of PCBs for single ODU	1				
9	Details of Indoor Units		No of IDU			Issues with IDUs
			Ducted Type	Cassette Type	Wall mounted	Error Code Location
	4th Floor (Banking)	2				
	5th Floor (Credit)	2				
10	Major issue (mention if any)	1				

Schnieder PAC (Location: UPS Room, Thimphu Branch)

S.NO	Details		Findings***			
1	Make/Brand	1				
	Refrigerant Type	1				
	Capacity (Tonnage) of one unit	1				
	Number of compressors for one unit	1				
	No of PACs	1				
2	Compressor Details					
	Make/Brand	1				
	Model	1				
	Compressor Technology/Category/Type	1				
	Capacity (KW)	1				
	Capacity (Tonnage)	1				
3	Electrical Power Supply & Details					
	Power Supply for the	1				



	Compressor		
	Main Contactor-I (Model Number)	1	
	Main Contactor-II (Model Number)	1	
	Main Contactor (Coil Voltage)	1	
	Auxillary Contactor (Model Number)	1	
	Brand/Make (Contactor)	1	
4	Operation Details		
	Super Heat Set Point	1	
	Major issues (mention if any)	1	
Knowledge & Skills Accreditation/Validation/Certification			
1	VRV (Commissioning & Troubleshooting) Certificate	25	<i>Attach Certificate</i>
2	Refrigerant Circuit Course Certificate	15	<i>Attach Certificate</i>
	Total Weightage	160	



Annexure-IV: Bill of Quantity (BOQ):

***(refer attachment)



Annexure V: Integrity Pact Statement (IPS)

1. General:

Whereas, the Chief Executive Officer, representing Bhutan National Bank Limited, hereinafter referred to as the “Employer” on one part, and (Name or Designation) representing M/s. (Name of firm), hereinafter referred to as the “Bidder” on the other part hereby execute this agreement as follows:

This agreement shall be a part of the standard bidding document, which shall be signed by both the parties at the time of purchase of bidding documents and submitted along with the tender document.

2. Objectives:

Whereas, the Employer and the Bidder agree to enter into this agreement, hereinafter referred to as IP, to avoid all forms of corruption or deceptive practice by following a system that is fair, transparent and free from any influence/unprejudiced dealings in the bidding process and contract administration, with a view to:

- 2.1 Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services; and
- 2.2 Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope:

The validity of this Tender shall cover the bidding process and contract administration period.

4. Commitments of the Employer:

The Employer commits itself to the following: -

- 4.1 The Employer hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process and contract administration.



- 4.2 The Employer further confirms that its officials shall not favor any prospective bidder in any form that could afford an undue advantage to that particular bidder in the bidding process and contract administration and will treat all Bidders alike.
- 4.3 Officials of the Employer, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office for any violation or attempted violation of clauses 4.1 and 4.2.
- 4.4 Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.
5. Commitments of Bidders
- The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following: -
- 5.1 The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- 5.2 The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- 5.3 If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.
6. Sanctions for Violation:
- The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.



6.1 The breach of the IP or commission of any offence (forgery, providing false information, misrepresentation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws, including Debarment Rules.

6.2 The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.

7. Monitoring and Administration:

7.1 The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.

7.2 The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

We hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this Integrity Pact at *(place)* _____ on *(date)* _____

Affix
Legal
Stamp

Affix
Legal
Stamp

EMPLOYER/BANK

BIDDER/REPRESENTATIVE

CID:

CID:

Witness:

Witness:

Name:

Name:

CID:

CID:



Annexure-VI: Letter of Intent to Award the Work

BNBL/PO-TENDER/TH-.../2024/

[Date]

[Bidder's Firm Name]

[Bidder's Address]

[City, State]

Subject: Letter of Intent to Award Contract for [Project/Tender Title]

Tender reference No.....

Sir/Madam,

We are pleased to inform you that your bid for the [Project/Tender name] has been selected, and we intend to award the contract to your firm. This letter serves as an official notice of our intent to award the contract to your firm, subject to the conditions outlined below.

Conditions of Award:

1. This Work Awarding Letter is issued on the condition that no formal complaints or objections are received from the unsuccessful bidders within the next seven (7) calendar days from the date of this letter. During this period, unsuccessful bidders may raise any concerns or objections regarding the bidding process.
2. If no valid complaints are received during this period, you are required to report to the Procurement Unit, Human Resource and Administration Department, Corporate Office, BNBL, Thimphu, within seven (7) calendar days after the end of the compliant period to complete the following formalities.
 - a) Sign the Bid Acceptance letter and Contract Agreement;
 - b) Submit a Performance Security deposit amounting to Nu. [in figures/words] (10% of the contract value) in the form of Demand Draft/Cash Warrant/Bank Guarantee, valid of [months/days], in favor of "Bhutan National Bank Limited".
3. You are encourage to begin preliminary preparations for the work. However, please refrain from commencing any work or incurring any related costs the formalities outlined in points 2. (a) & (b) are completed.



Important Notes:

1. If a complaint is received within the specified period, we will notify you promptly. We will then review and address the complaint before providing further instructions.
2. This letter does not constitute a binding agreement until the seven-day period has passed without any objections and the formalities outlined in points 2. (a) & (b) are completed.
3. Please arrange to collect the EMD deposited with us once the formalities outlined in points 2. (a) & (b) are completed.
4. Please note that if you do not complete the required formalities within the specified timeframe, your selection may be revoked, and the EMD may be forfeited in accordance with bidding terms and conditions.

We appreciate your patience and understanding throughout the process. We look forward to a successful partnership on this project. For any further clarifications, please feel free to contact us at [contact details].

Thanking you.

Yours Sincerely,

[Name of Authorized Official]

[Designation & Name of Department]

Cc:

- The Procurement In-charge/Officer, HRA Department, Corporate Office, BNBL, Thimphu:
for information and necessary compliance.

T



Annexure-VII: Letter for Unsuccessful bid

[Bidder's Firm Name]
[Bidder's Address]
[City, State]

Subject: Unsuccessful Bid for [Project/Tender Title]
Tender reference No.....

Sir/Madam,

We regret to inform you that your bid for [Project/Tender Name] has not been selected due to the following reasons:

1.
2.

We sincerely appreciate the effort and time you dedicated to preparing and submitting your bid. Please arrange to collect your EMD from our office after the signing of the contract and receipt of the performance security deposit from the successful bidder, or after fourteen (14) calendar days of the compliant period and completion of formalities by the successful bidder, whichever comes first or is more convenient.

If you have any concerns or wish to raise a complaint regarding the bid process, you are required to submit your concerns to the procurement unit within seven (7) calendar days from the date of this letter, as outlined in the bid document. If no formal complaint is received within this period, it will be considered that you have no objections, and we will proceed with awarding the contract to the successful bidder according to the bidding terms and conditions. We thank you for your participation and look forward to your participation in future bidding opportunities.

Thanking you.
Yours Sincerely,

[Name of Authorized Official]
[Designation & Name of
Department]

Cc:

- The Procurement In-charge/Officer, HRA Department, Corporate Office, BNBL, Thimphu: for information and necessary compliance.



Annexure VIII: Contract Agreement

[The successful Bidder shall fill in this form in accordance with the instructions indicated]

THIS CONTRACT AGREEMENT is made on the [insert number] day of [insert month], [insert year], BETWEEN

1. [Insert complete name of bank], having its registered head office at [insert address] (hereinafter called “the bank”),

And

2. [Insert name of successful bidder], holding certificate No. [Insert certificate number] (Hereinafter called “the successful bidder/Supplier”).

WHEREAS the BNBL invited Bids- Tender for [Insert brief description of work] and has accepted the Proposal by the successful bidder for the supply of [Insert details of work] at the sum of [insert contract price in words and figures], expressed in the contract [currency] quoted by the successful bidder (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the conditions of Contract referred to.
2. The following documents shall constitute the Contract between the BNBL and the successful bidder, and each shall be read and construed as an integral part of the Contract, viz.:
 - a) This Contract Agreement;
 - b) Tender terms & conditions;
 - c) The successful bidder’s Proposal and original Price Schedules;
 - d) The bank’s Notification of Award of Contract;
 - e) The form of Performance Security;
 - f) Negotiation of bids (if any).
3. The Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.



For and on behalf of the bank

For and on behalf of the bidder

(_____)
[Insert title & designation]

(_____)
[Insert title & designation]

Witnessed by: _____
[Insert identification of official witness]

Witnessed by: _____
[Insert identification of official witness]



BOQ (a): AMC (Serving Only) of HVAC (VRV/VRF System) & Refrigerant Components (PAC/Split System)

SI#	Particulars	Details	Qty	Units	Rate (BTN)	Amount (BTN)	Remarks
1	Daikin VRVIV (RXYQ20TRY6)	Complete/Thorough Servicing of outdoor & indoor unit	1	Job			Corporate Office Building
2	Samsung VRF	Complete/Thorough Servicing of outdoor & indoor unit	1	Job			Thimphu Branch (Olakha)
3	Scheinder PAC	Servicing of outdoor & indoor unit	4	Job			Data Center & Thimphu Branch UPS Room
4	Daikin Stand AC (Split)	Servicing of outdoor & indoor unit	3	Job			Data Center UPS room & Corp. Building UPS Room
5	Daikin Split AC	Servicing of outdoor & indoor unit	2	Job			Data Center CCTV storage room
6	Blue Star Split AC	Servicing of outdoor & indoor unit	1	Job			Corporate Building UPS Room
Total							

Note: Quotation for all required items is mandatory



BOQ (b): Cost for Spare Parts/Components

Sl#	Particulars	Details	Wiring Symbol	Qty	Units	Rate (BTN)	Amount (BTN)	Remarks
A. Spare Parts/Components (Daikin VRV IV Outdoor)								
1	Compressor System	Scroll Compressor (A)	M1C	1	EA			Identify the component & quote accordingly
		Scroll Compressor (B)	M2C	1	EA			Identify the component & quote accordingly
		Main Control PCB	A1P	1	EA			Identify the component & quote accordingly
		Noise Filter PCB	A2P	1	EA			Identify the component & quote accordingly
		Noise Filter PCB	A5P	1	EA			Identify the component & quote accordingly
		Inverter PCB	A3P	1	EA			Identify the component & quote accordingly
		Inverter PCB	A6P	1	EA			Identify the component & quote accordingly
		Fan Drive PCB	A4P	1	EA			Identify the component & quote accordingly
		Fan Drive PCB	A7P	1	EA			Identify the component & quote accordingly
		Over Voltage Protection PCB	A9P	1	EA			Identify the component & quote accordingly
3	Electrical & Power Components	Main Contactor	NA	1	EA			Identify the component & quote accordingly
		Compressor Magnetic Contactor	NA	1	EA			Identify the component & quote accordingly
		Outdoor Fan Motor	M1E/M2F	1	EA			Identify the component & quote accordingly
4	Motor	Fan Propeller	NA	1	EA			Identify the component & quote accordingly
		Fan Bearing	NA	1	EA			Identify the component & quote accordingly
		Outdoor Ambient	NA	1	EA			Identify the component & quote accordingly
		Outdoor Coil/Heat Exchanger Thermistor(s)	NA	1	EA			Identify the component & quote accordingly
		Discharge Pipe Thermistor(s)	NA	1	EA			Identify the component & quote accordingly
		Suction Pipe Thermistor	NA	1	EA			Identify the component & quote accordingly
5	Sensor (Thermistors & Pressor Sensors)	Oil Temperature Sensor	NA	1	EA			Identify the component & quote accordingly
		High Pressure Sensor	NA	1	EA			Identify the component & quote accordingly
		Lower Pressure Sensor	NA	1	EA			Identify the component & quote accordingly
		Discharge Pressure Transducer	NA	1	EA			Identify the component & quote accordingly
		Pressure Switch (Safety)	NA	1	EA			Identify the component & quote accordingly
		EEV coil/motor	NA	1	EA			Identify the component & quote accordingly
		Four-Way Reversing Valve Coil	NA	1	EA			Identify the component & quote accordingly
		Solenoid Valve Coils	NA	1	EA			Identify the component & quote accordingly
		Oil Return Solenoid	NA	1	EA			Identify the component & quote accordingly
		6	Refrigeration Circuit					



	Oil Separator	NA	1	EA			Identify the component & quote accordingly
	Filter Drier	NA	1	EA			Identify the component & quote accordingly
7	Remote Controller	BRC7M635F (Code)	NA	1	EA		Identify the component & quote accordingly
Total (A)							

B. Spare Parts/Components (Samsung VRF)

1	Compressor System	Inverter Scroll-I	NA	1	EA		Identify the component & quote accordingly
		Inverter Scroll-II	NA	1	EA		Identify the component & quote accordingly
		Main Control PCB	NA	1	EA		Identify the component & quote accordingly
		Inverter PCB-I	NA	1	EA		Identify the component & quote accordingly
		Inverter PCB-II	NA	1	EA		Identify the component & quote accordingly
		Fan Drive PCB-I	NA	1	EA		Identify the component & quote accordingly
		Fan Drive PCB-II	NA	1	EA		Identify the component & quote accordingly
		EMI Board	NA	1	EA		Identify the component & quote accordingly
		Outdoor Fan Motor	NA	1	EA		Identify the component & quote accordingly
		Fan Propeller	NA	1	EA		Identify the component & quote accordingly
3	Motor	Fan Bearing	NA	1	EA		Identify the component & quote accordingly
		Outdoor Ambient	NA	1	EA		Identify the component & quote accordingly
		Compressor Discharge Pipe	NA	1	EA		Identify the component & quote accordingly
		Thermistor(s)	NA	1	EA		Identify the component & quote accordingly
		Suction Pipe	NA	1	EA		Identify the component & quote accordingly
		Thermistor/Sensor	NA	1	EA		Identify the component & quote accordingly
		Heat Exchange (Coil) Sensor	NA	1	EA		Identify the component & quote accordingly
		High Pressure Sensor	NA	1	EA		Identify the component & quote accordingly
		Lower Pressure Sensor	NA	1	EA		Identify the component & quote accordingly
		High Pressure Switch (Safety)	NA	1	EA		Identify the component & quote accordingly
5	Refrigeration Circuit	EEV coil/motor	NA	1	EA		Identify the component & quote accordingly
		Four-Way Reversing Valve	NA	1	EA		Identify the component & quote accordingly
		Coil	NA	1	EA		Identify the component & quote accordingly
		Solenoid Valve Coils	NA	1	EA		Identify the component & quote accordingly
		Accumulator	NA	1	EA		Identify the component & quote accordingly
	Oil Separator	NA	1	EA		Identify the component & quote accordingly	
Total (B)							

C. Spare Parts (Schneider PAC)

1	Compressor	Scroll Compressor	NA	1	No		Identify the component & quote accordingly
2	Electrical & Power	Main Contactor	NA	1	No		Identify the component & quote accordingly



2	Components	Aux Contractor	NA	1	No			Identify the component & quote accordingly
		EEV coil/motor	NA	1	No			Identify the component & quote accordingly
		Solenoid Valve Coils	NA	1	No			Identify the component & quote accordingly
3	Refrigeration Circuit	Oil Separator	NA	1	No			Identify the component & quote accordingly
		Filter Drier	NA	1	No			Identify the component & quote accordingly
4	Manifold Gauge	Analog manifold gauge set for realtime monitoring	NA	4	No			Identify the component & quote accordingly
Total (C)								

D. Refrigerant Gas inclusive of charging, vaccuming, nitrogen pressure test

1	Refrigent Gas	Refrigerant Gas R410A/R407C/Similar Ref.Gas	NA	1	Kg			
Total (D)								

E. Relocation of individual power supply to the wall-mounted electrical panel (Daikin VRV ODU, Corporate Office)

1	Supply & installation of main panel board (Wooden Frame 2X2)		NA	1	EA			
2	Supply & installation of 4way DB Box with proper identification		NA	19	EA			
3	Supply & installation of 4way TPN (63A)		NA	19	EA			
4	Rerouting of main incomer to the 4way DB		NA	19	Job			
5	Supply and installation of incomer to the individual ODU from the DB		NA	19	Job			
6	Proper cable termination with cable lug and identification		NA	19	Job			
Total (E)								

F. Miscellaneous work for Samsung VRF (Thimphu Branch)

1	Supply & installation of robust access way into the ODU		NA	1	Job			Properly fabricated metal frame
2	Supply & installation of wire-mesh covering above the ODU		NA	1	Job			Wire-mesh size should be able to prevent debris like cigarette butts from falling through.
3	Supply & installation of 4way DB Box with proper identification		NA	3	EA			4way DB to be firmly installed on the wall
4	Supply & installation of 4way TPN (63A)		NA	3	EA			
5	Rerouting of main incomer to the 4way DB		NA	3	Job			
6	Supply and installation of incomer to the individual ODU from the DB		NA	3	Job			
7	Proper cable termination with cable lug and identification		NA	3	Job			
Total (F)								

Note: Quotation for all required items is mandatory

