



Multi Carrier (Mauritius) Limited

Corner Malherbes & Clément Charoux Streets,
Malherbes, Curepipe, **Republic of Mauritius**
Telephone: (230) 670 8585 - Fax: (230) 674 6547
<http://www.multi-carrier.net> – email: mcml@multi-carrier.net

Request for Quotation (RFQ)

Date: 23rd July 2026

Dear Sir/Madam

Subject: Request for Quotation (RFQ) for the provision of Maintenance, Servicing, and repair of all air-conditioning units in operation at MCML

Procurement Reference: “QUO/26/Maintenance of Air Conditioners /09”

1.1. *Company Profile*

Multi Carrier (Mauritius) Limited (MCML), established in 2001, is a state owned enterprise and is the sole provider of terrestrial broadcasting services in the Republic of Mauritius which includes Rodrigues and outer islands. MCML broadcast terrestrial radio and television programs for the Mauritius Broadcasting Corporation (MBC) and private operators in the VHF and UHF broadcast bands. **MCML** currently operates three DVB-T Multiplexes, nine FM Stereo Radio channels and three AM Radio channels in the Republic of Mauritius and also provides backhaul and collocation facilities to telecom operators on its networks and transmission infrastructures. It operates under the aegis of the Prime Minister's Office and more information on the company is available on its website: <http://www.multi-carrier.govmu.org>

1.2. *Purpose and Scope*

Multi Carrier (Mauritius) Ltd, hereinafter referred to as MCML, is inviting Bids from reputed potential Air-conditioners Contractors to submit their proposals for the Maintenance, servicing, and repair of Air-conditioners for all the air-conditioning units (Indoor & Outdoor) in operation at its main transmitting station located at Malherbes and Relay Stations located on various parts the island of Mauritius as detailed in **Table 1** below:

1.3. Air conditioners and sites locations

Table 1

	Relay Station	A/C type	Power	Date in operation
1	Bel Air	Cooltech, 24000 BTU/hr	Single phase	13 November 2020
2	Motte Therese	Gree, 60000 BTU/hr	3-phase	10 June 2022
3	Motte Therese	Gree, 60000 BTU/hr	3-phase	10 June 2022
4	Corps de Garde	Midea, 24000 BTU/hr	Single phase	01 April 2021
5	Corps de Garde	Midea, 24000 BTU/hr	Single phase	01 April 2021
6	Coromandel	Gree, 24000 BTU/hr	Single phase	26 July 2022
7	Coromandel	Midea, 18000 BTU/hr	Single phase	18 October 2019
8	Baie du Cap	Gree, 12000 BTU/hr	Single phase	29 July 2022
9	Terre Rouge	Cooltech, 24000 BTU/hr	3-phase	21 December 2018
10	Terre Rouge	Cooltech, 24000 BTU/hr	3-phase	21 February 2019
11	Butte aux Papayes TX Hall	Gree, 36000 BTU/hr	3-phase	28 July 2022
12	Butte aux Papayes Link Room	Midea, 36000 BTU/hr	3-phase	14 December 2017
13	Citadelle	Gree, 36000 BTU/hr	Single phase	18 July 2022
14	Plaine Paul	Gree, 18000 BTU/hr	Single phase	02 August 2022
15	Jurancon (TV Hall)	Gree, 55000 BTU/hr	3-phase	03 August 2022
16	Jurancon (TV Hall)	Cooltech, 60000 BTU/hr	3-phase	18 March 2019
17	Jurancon (FM Room)	Cooltech, 60000 BTU/hr	3-phase	18 March 2019
18	Jurancon (FM Room)	Gree, 60000 BTU/hr	3-phase	03 April 2026
19	Jurancon (FM Room)	Gree, 60000 BTU/hr	3-phase	03 April 2026
20	Pointe Du Diable	Gree, 24000 BTU/hr	Single phase	04 August 2022
21	GRSE	Gree, 18000 BTU/hr	Single phase	27 July 2022
22	GRSE	Cooltech, 18000 BTU/hr	Single phase	14 February 2019
23	Pointe Jerome	Cooltech, 36000 BTU/hr	3-phase	05 March 2019
24	Signal Mountain (TV Hall)	Gree, 55000 BTU/hr	3-phase	21 July 2022
25	Signal Mountain (FM Hall)	Gree, 55000 BTU/hr	3-phase	21 July 2022
26	Le Morne (Main Hall)	Gree, 55000 BTU/hr	3-phase	25 July 2022
27	Le Morne (Main Hall)	Midea, 60000 BTU/hr	3-phase	21 December 2017
28	Le Morne (Container)	Midea, 24000 BTU/hr	Single phase	11 September 2023
29	Bigara	Midea, 36000 BTU/hr	3-phase	07 December 2023
30	Bigara	Midea, 36000 BTU/hr	3-phase	07 December 2023
31	Simonet	Midea, 24000 BTU/hr	Single phase	22 August 2023
32	Simonet	Gree, 24000 BTU/hr	Single phase	01 Aug 2022
33	Malherbe TX Hall	Cooltech, 60000 BTU/hr	3-phase	14 June 2019

34	Malherbe TX Hall	Cooltech, 60000 BTU/hr	3-phase	11 December 2018
35	Malherbe TX Hall	Cooltech, 60000 BTU/hr	3-phase	11 December 2018
36	Malherbe FM Hall	Midea, 36000 BTU/hr	3-phase	07 December 2023
37	Malherbe FM Hall	Cooltech, 36000 BTU/hr	3-phase	10 July 2015
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39	Malherbe Control Room	Fortress, 24000 BTU/hr	Single phase	19 September 19

1.4. Scope of Works

The Scope of Works consist of the following:

1.4.1. To perform two (2) professional maintenance services per year on all the air-conditioning units as listed in the table in the annex. The service shall be delivered during the following period of time,

- The 1st professional maintenance shall be completed within September and October.
- The 2nd professional maintenance shall be completed within March and April.

1.4.2. To attend to Call-outs and Emergency Calls-outs for appropriate corrective and immediate remedial actions or repairs as and when breakdowns are notified to the Contractor.

(i) CALL-OUTS

- Call-outs would include the following, but not limited to:
 - a) Water or gas leakage from A/C units
 - b) A/C units making noise.
- Call-Outs for fault notification to the Contractor on a normal workday (Monday to Friday) must be attended to within 24 hours of the call being logged.

(ii) EMERGENCY CALL -OUTS

- Emergency Call-Outs would include the following, but not limited to:
 - a) The A/C unit is not cooling.
 - b) The A/C unit is faulty.
- Emergency Call-Outs for fault notification to the Contractor will have to be attended within 8 hours of the call being logged. If a call is logged after 17:00 it must be attended to by 08:30 the following morning.
- The Contractor shall undertake to provide service on a 24/7 basis and 365 days to MCML as may be required during emergencies.

- The Contractor shall provide a list of main points of contact of their personnel, including emergency contact numbers, where such list shall always be updated.
- 1.4.3. Faulty parts that have failed or have been found to be damaged/worn out must be repaired or replaced by the Contractor. All such items mentioned shall be supplied by the Contractor. For this additional payment to be made, a quote, within a reasonable time and depending on the urgency, shall be submitted to MCML for approval unless prior authorisation has been obtained.
- 1.4.4. A complete service report/technical intervention sheets after every intervention (including a detailed description of diagnosed faults) or preventive and general maintenance carried out on each air-conditioning unit shall be handed to MCML after each service.
- 1.4.5. The Contractor shall arrange for the immediate availability of any spare parts required for prompt remedial actions.
- 1.4.6. After completion of any repairs and maintenance carried out, the Contractor shall forward to MCML within one week the original invoices with annexed supporting documents comprising the technical inspection report sheet mentioning all details of the intervention, and approval/ Purchase Order from MCML.
- 1.4.7. The preventive maintenance servicing on each air conditioning unit shall cover, but not be limited to, the following tasks:
- Refrigerant Check: Inspect for leaks and recharge if necessary.
 - Electrical Inspection: Tighten connections and inspect components for safety.
 - Motor/Moving Parts: Lubricate motors and check belts for wear.
 - Thermostat Calibration: Verify the accuracy of the control system.
 - Filters: Clean or replace air filters to maintain airflow and indoor air quality.
 - Indoor Unit: Clean the evaporator coil and ensure the evaporator fins are clean.
 - Condensate Drain: Inspect the drain line and P-trap for blockages; clear with a stiff wire or zip tie to prevent water damage.
 - Outdoor Unit: Clean the condenser coil with a water hose (avoid high pressure) to remove dirt and debris, preventing compressor overheating.
 - Coil Fins: Use a fin comb to straighten bent fins on the condenser unit to ensure proper airflow.

- Cleaning of the outdoor unit using the appropriate detergent and water pressure
- Treating rusty parts on outdoor units.

2. Instructions to Bidders

2.1. Profile of the right bidder

- 2.1.1. The Bidder shall also have the experience and financial capacity for the execution of projects of a nature and complexity comparable to the proposed project herewith requested in the Bidding Documents.
- 2.1.2. To be eligible and qualified to participate in this bid exercise, the Bidder:
- a) Should have the legal capacity to enter into a contract;
 - b) Should not be insolvent, in receivership, bankrupt, subject to legal proceedings for any of these circumstances or in the process of being wound up;
 - c) Should have experience in services of a similar nature, as far as possible, that have been carried out successfully in the **last three years**. **To provide** details of services underway or contractually committed, and names and addresses of clients who may be contacted for further information or confirmation.
 - d) Should be able to provide maintenance, servicing and repairs of all air-conditioner units as listed in the Table on Page 2 & 3 of this bidding document at any time of the day, including night if badly required, particularly during summer period in order to guarantee operation of transmitters within 45° C to avoid heat up, loss of radio and television transmission and even damage of electronics. Hence, the absolute necessity that the bidder is highly reliable, responsive for urgent interventions to ensure a continuous flow of RF transmission, the core activity of MCML.
 - e) Should have qualified human resources (minimum 3 years' experience and relevant certificate in HVAC Systems or equivalent), logistics support, tools, spares and equipment to complete works within the prescribed time period.

2.2. Documents evidencing bidders' eligibility and qualification

- 2.2.1. To show that it possesses the above-mentioned qualities, Bidders are required to submit, at the time of tendering in their Proposal, the following documents as evidence of their eligibility and qualification:
- a) Brief Company Profile;

- b) Certificate of Registration of the business valid at least for the current year;
- c) Signed Self-declaration Certificate of having the legal capacity to enter into a contract;
- d) Signed Self-declaration Certificate not to be insolvent, in receivership, bankrupt, subject to legal proceedings for any of these circumstances or in the process of being wound up at the time of submission of the Bid;
- e) Signed Self-declaration Certificate of having been in the business for the provision of services of a similar nature and of similar size as far as possible, in each of the **last three years**,
- f) List of references as proof of having executed at least three (3) contracts for similar works successfully during the past three (3) years. Company names, contact persons, and contact numbers should be listed on the documents. **MCML** reserves the right to contact the persons indicated in the documents for further information.
- g) Should provide a statement with relative factual evidence plus copy of documents to show Compliance with all the Clauses mentioned at **Paragraph 2.1.2 above**.
- h) Documentary evidence to establish Bidder's ability to provide the service with regard to their skills, efficiency, experience and reliability.

Note: Bidders may be disqualified if they have made misleading or false representations in the forms, statements and documents submitted as proof of the eligibility and qualification requirements and/or on record of poor performance such as, not properly completing contracts, inordinate delays in completion, financial failures, etc. Non submission of mandatory documents may also entail disqualification of the Bid.

2.3. Omissions/Errors

- 2.3.1. Bidders are advised to study the Bidding Documents very carefully before finalising their offer for submission. The onus is on the Bidder to ensure that a complete offer for the whole "Scope of Works" is submitted. The Purchaser may not entertain any request made after the bidding exercise has been closed or submission of additional quotes for items left out in the original submission on any grounds whatsoever. The Bidder shall be solely responsible for all omissions/errors in its Bid.

2.4. Correcting Errors

- 2.4.1. There shall be no erasing or overwriting and any mistake, which is corrected, shall be initialled by the Bidder.

2.5. Clarification of Bidding Documents

- 2.5.1. A prospective bidder, requiring any clarification on the Bidding Documents shall notify the Purchaser at the mailing address queries@multi-carrier.net at latest on **31st July 2026**. The Purchaser will respond to any request for clarification which it receives not later than the date mentioned above. 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 bidding documents. Enquiries by telephone shall not be entertained.
- 2.5.2. Any clarification issued by MCML in response to query raised by prospective bidders shall form an integral part of the bidding documents and it may subject to an amendment of relevant clauses of the bidding documents.
- 2.5.3. MCML reserves the right for rejection of bids if the bids are submitted without taking into account the amendments/clarifications.

2.6. Amendment of Bidding Documents

- 2.6.1. At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendments.
- 2.6.2. Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have obtained the Bidding documents from the Purchaser.
- 2.6.3. In order to afford prospective bidders a reasonable time to take the amendment/s into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids accordingly.

2.7. Period of Contract

- 2.7.1. The duration of the contract for the Maintenance, servicing, and repair of Air-conditioners for all the air-conditioning units (Indoor & Outdoor) will be for an initial period of **three years, which could be extended for another two years** depending on performance, renewable on a yearly basis subject to satisfactory performance.

2.8. Period of Validity of Bids

2.8.1. Bids must remain valid for a period of sixty **(60)** days after the bid submission deadline date prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

2.8.2. In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

2.9. Bid Format

2.9.1. The bidder is required to submit its **Proposals** in a **sealed** envelopes.

2.9.2. The **Proposals** shall contain the following documents:

- (i) All the documents evidencing the bidders' eligibility and qualification as requested in **Clause 2.2** above.
- (ii) Detailed Price Schedule as per **Annex 1**.

2.10. Sealing and Marking of Bids

2.10.1. The bidder must submit its Proposals a sealed envelopes clearly marked **“Procurement Reference: “QUO/26/Maintenance of Air Conditioners /09”** respectively and addressed to the ***Chief Executive Officer, Multi Carrier (Mauritius) Ltd, cnr Malherbes & Clement Charoux Streets, Curepipe.***

2.11. Deadline for Submission of Bids

2.11.1. Bids should be deposited in the Tender Box located at Multi Carrier (Mauritius) Ltd, cnr Malherbes and Clement Charoux Streets, Curepipe, **not later than 17th August 2026 at 15.00 hrs.** Delivery of the bid by fax, email or Post will not be accepted.

2.12. Late Bids

2.12.1. The Purchaser shall not consider any bid that arrives after the deadline for submission of bids as stipulated in **Clause 2.11** above. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late and rejected.

2.13. Clarification of Bids received

2.13.1. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder that is not in

response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing.

- 2.13.2. No change in the prices or substance of the bid shall be sought, offered, or permitted, except for the correction of arithmetic errors discovered by the Purchaser during the evaluation of the bids.
- 2.13.3. If a Bidder does not provide clarifications of its bid by the date and time set in the Purchaser's request for clarification, its bid may be rejected.

2.14. Site visit and Examination of the sites

- 2.14.1. A mandatory **site visit** for the survey and examination of the sites has been scheduled as follows:

Sn	Relay Station sites	Date & Time Schedule of site visit
1	Plaine Paul	3rd August 2026 as from 10.00 a.m
2	Jurancon	
3	Baie Du Cap	
4	Le Morne	
3	Malherbes	4th August 2026 as from 10.00 a.m
4	Bigara	
5	Mont Simonet	
6	Corps Des Gardes	
7	Bel Air	5th August 2026 as from 10.00 a.m
8	GRSE	
9	Pte Du Diable	
10	Pte Jerome	
11	Coromandel	6th August 2026 as from 10.00 a.m
12	Motte a Therese	
13	Signal Mt	7th August 2026 as from 10.00 a.m
14	Citadelle	
15	Terre Rouge	
16	Buttes aux Papayes	

- 2.14.2. Interested bidders are requested to confirm their participation in the scheduled site visit by calling MCML on telephone number 670 8585 by **31th July 2026** during office hours (**between 9am and 4 pm**).

- 2.14.3. All prospective bidders attending the site visit shall be required to conduct a complete survey to make themselves thoroughly acquainted with the extent of the Works required and obtain for themselves all information that may be necessary for the preparation of their Bid.
- 2.14.4. A pre-bid meeting shall be held after the survey during which prospective bidders shall be required to inform the Purchaser of any discrepancy/ies which they have identified during the survey with regard to the Scope of Works in the Bidding Documents. Bidders may also ask for clarifications with regard to the Bidding Documents during the pre-bid meeting.

2.15. Labour, Tools, Equipment and Transport

- 2.15.1. The successful bidder, after award of contract, shall arrange for all tools and equipment including labour required for implementation of the works throughout the period of the contract.
- 2.15.2. Given of the rocky and Mountainous site conditions of most MCML Relay stations, transport up to the foot of mountains and hills (Downhill) for respective sites will be to the account of the Contractor whereas MCML will provide transport facility from downhill to respective stations.

2.16. Purchaser's Right to accept any Bid, and to reject any or All Bids

- 2.16.1. 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 Contract award, without thereby incurring any liability to the affected Bidder(s).
- 2.16.2. MCML reserves the right to withdraw the Bidding Documents at any time and to choose not to select any of the Respondents, in its sole and absolute discretion.
- 2.16.3. MCML reserves the right:
- (i) Not to accept the lowest-priced bid;
 - (ii) To waive minor defects, non-conformity or technical requirements, informalities or irregularities in the bid which does not constitute a material deviation, if the interests of **MCML** so require.

2.17. Bid splitting

- 2.17.1. MCML reserves the right to award the whole contract to one bidder or to split it among various bidders.

2.18. Award Criteria

2.18.1. The Purchaser **shall** have no obligation to award a Contract to a Bidder, even though its bid happened to be complete and substantially responsive.

2.19. Contract Price

2.19.1. Bidders shall quote for the entire Scope of Works with a breakup of prices and taxes for individual items as per **Annex 1**.

2.19.2. Bidders must examine the Scope of Works and all addenda (if any) before submitting their Bids and shall become fully informed as to the extent, quality, type and character of operations involved in the Works. Prospective Bidders must attend the site visit to acquaint themselves with the site of the works and the exact amount of the Works within the Scope of Works of the Bidding Documents. The tenderer shall take entire responsibility in the interpretation of work scope and of the site conditions. No consideration or compensation will be given for any alleged misunderstanding of the nature and exact quantity of the work to be executed.

2.20. Notification of Award

2.20.1. Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its bid has been accepted. The Letter of Award shall specify the sum that the Purchaser will pay the Contractor ("the Contract Price") for the execution of the Contract.

2.20.2. Until a formal contract is prepared and executed, the Letter of Award shall constitute a binding contract.

2.21. Payment terms

Upon acceptance of an offer, a Purchase Order will be sent to the successful bidder and payment will be effected as follows:

(a) Preventive and General Maintenance.

- 100 % of the Preventive Maintenance charges within 30 days after successful completion of each Preventive Maintenance for each period and receipt of original invoice.
- 100 % of the General Maintenance charges within 30 days after successful completion of each General Maintenance for each period and receipt of original invoice.

(b) Call-Outs and Emergency Call -Outs

- 100 % of the Call-Outs and Emergency Call -Outs charges within 30 days for each intervention including successful performance and receipt of original invoice.

(c) Others

- 100 % of the cost within 30 days for spare parts/items/ replacement items by new ones/ refilling and top up of Gases in Air-Conditioners and other associated works and related items during each intervention including successful performance and receipt of original invoice.

2.22. Assignment

The Contractor shall not assign, in whole or in part, its obligations to any other party, to perform under the Contract, except with the Purchaser's prior written consent.

2.23. Subcontracts

The Contractor shall notify and seek the approval of the Purchaser in writing of all subcontracts to be awarded under this Contract if not already specified in the bid. Such notification, in his original bid or later, shall not relieve the Contractor from any liability or obligation under the Contract.

2.24. Termination for Default

The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the Contract in whole or part:

- (a) If the Contractor fails to execute the works as requested in this Bidding Documents within the period(s) specified in the order, or within any extension thereof granted by the Purchaser pursuant to **Clause 2.26**; or
- (b) If the Contractor fails to perform any other obligation(s) under the Contract, or
- (c) If the Contractor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.

“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process.

2.25. Resolution of Disputes

The Purchaser and the Contractor shall make every effort to resolve amicably by way of negotiations any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such negotiations both parties have been unable to resolve amicably any disagreement or dispute, either party may require that the matter be referred to arbitration.

2.26. Applicable Law

The language of the contract shall be English and the law governing the contract shall be the Laws of Mauritius.

Procurement Department

Multi Carrier (Mauritius) Limited
Corner Malherbes & Clément Charoux Streets
Malherbes, Curepipe
Republic of Mauritius
Tel: + 230 670 8585
Fax: + 230 674 6547

Price Schedule Form

	Relay Station	A/C type	Power	Date in operation	Cost of <u>Professional Maintenance</u> Service including labour and transport(Rs)
1	Bel Air	Cooltech, 24000 BTU/hr	Single phase	13 November 2020	
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***Note: To specify if cost is inclusive or exclusive of VAT**

Price Schedule Form

Item	Description	Amount (Rs)
1	Attending Breakdowns and call outs (including travelling, labour) as per Paragraph 1.4.2(i)	
2	Attending Breakdowns and Emergency call outs ((including travelling, labour) as per Paragraph 1.4.2(ii)	
3	Cost for Refiling of Gas	
4	Cost for Replacement of Modules	

***Note : To specify if cost is inclusive or exclusive of VAT**

Note:

- (i) I hereby confirm that the cost will be fixed during the duration of the contract and no adjustment shall be made to the contract sum in respect of rise or fall in the cost of labour, materials, taxes, exchange rate, transport, fuel, inflation etc.
- (ii) I also understand that MCML may split the contract between several Contractors and I have no objection to this clause.

Name of Contractor:

Company name:.....

Signature

Date:.....

(signature of person duly authorized to sign on behalf of the bidder)