



RD:DP:MPX:F-04

ENQUIRY

Ref: 071480131

Date 26-04-2014

Enquiry for **AMC of Desktops & Peripherals**

Enquiry No:071480131 Enquiry Date : 26-04-2014 Due Date: 17-05-2014 Indicative Delivery Date : 01-07-2014

Sl.No	Item Description	Unit	Qty
1	Pentium IV CPU based System with 512MB RAM ,40GB HD, 15" Monitor,CDROM Drive	NO	35
2	1GB RAM in lieu of 512MB RAM with respect to Sl.No.1	NO	17
3	80GB Hard disk in lieu of 40GB with respect to Sl.No.1	NO	11
4	160GB Hard disk in lieu of 40GB with respect to Sl.No.1	NO	12
5	Additional 512MB RAM	NO	4
6	Additional 1GB RAM	NO	1
7	Additional 160 GB HardDisk	NO	6
8	80 COL Matrix Printer TVSE/Epson Make	NO	3
9	132 COL Dot Matrix Printer TVSE/Epson Make	NO	3
10	Laser Printer - HP 10XX/11XX/12XX	NO	15
11	A4 size Deskjet Printer- HP 6XX/7XX/8XX/9XX/33XX/36XX/37XX/38XX/39XX/41XX/42XX/51XX/52XX	NO	88
12	A3 size Deskjet Printer - HP 10XX/11XX/12XX	NO	4
13	Dell Precision W/S 360, 4GB RAM, 17" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB)	NO	6
14	Dell Precision W/S 360, 4GB RAM, 19" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB)	NO	3
15	Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB)	NO	1
16	Dell Precision W/S 360, 4GB RAM, 17" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB)	NO	1
17	Dell Precision W/S 360, 2GB RAM, 17" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB)	NO	1
18	Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB)	NO	7

19	Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 2X40GBHD, NVidia FX1000 AGP(128MB)	NO	1
20	Dell Precision W/S 360, 1GB RAM, 19" TFT Monitor, 2x40GBHD, NVidia FX1000 AGP(128MB)	NO	4
21	Dell Precision W/S 360, 1GB RAM, 19" TFT Monitor, 2x40GBHD, NVidia FX1000 AGP(128MB)	NO	1
22	HP W/S XW-4100, 1GB RAM, 15" TFT Monitor, 160GB HD, NVidia 8X AGP (64MB)	NO	15
23	Acer Pentium IV with 512MB RAM, 15" CRT Monitor, 40GB HD	NO	7
24	Dell Pentium IV Desktop System with 512MB RAM, 19" CRT Monitor, 40GB HD	NO	1
25	IBM Think Center W/S with 1GB RAM, 17" TFT Monitor, 80GB SATA HD	NO	7
26	IBM Think Center W/S with 512MB RAM, 17" TFT Monitor, 80GB HD	NO	1
27	HP Compaq DC7600 with 3.2Ghz CPU, 1GB , 80SATA,17TFT,DVDR	NO	257
28	HP Compaq DC7600 with 3.2Ghz CPU, 4GB , 80SATA,17TFT,DVDR	NO	2
29	HP Compaq DC7800 with core 2 duo processor 2.6GHz,4GB RAM 80GB HDD 17 TFT	NO	10
30	HP Compaq DC7800 with core 2 duo processor 2.6GHz,1GB RAM 80GB HDD 17 TFT	NO	90
31	HP Laserjet 3005 printer	NO	25

Please submit your quotation for the above material in sealed cover superscribed with enquiry no, enquiry date and due date subject to our enclosed terms and conditions. The quotations shall reach us on or before the due date by 12 noon. The tenders can also be dropped in the tender box kept at the security gate,BHEL R&D. In case you are not in position to submit the offer,please send reply suitably specifying the reasons.

Sl.No	Description	Document Ref.
01	Enquiry, General Terms & Conditions, Commercial Terms & Conditions etc.	Volume - 1
02	Technical specifications, Scope of Supply etc.	Volume - 2

N Venkateswara Rao
Administrative Officer
nvrao@bhelrnd.co.in



ENQUIRY & QUALIFYING CRITERIA

Volume - 1
Enquiry No
071480131

AMC of Desktops & Peripherals

1	Tendor inviting officer / Authority, Designation and Address	<p>Aditonal General Manager(MM) BHEL R & D, Vikas Nagar (Near Balanagar), Hyderabad -500093</p>
2	Item Description - Qty	<p>1) Pentium IV CPU based System with 512MB RAM ,40GB HD, 15" Monitor,CDROM Drive - 35 NO</p> <p>2) 1GB RAM in lieu of 512MB RAM with respect to Sl.No.1 - 17 NO</p> <p>3) 80GB Hard disk in lieu of 40GB with respect to Sl.No.1 - 11 NO</p> <p>4) 160GB Hard disk in lieu of 40GB with respect to Sl.No.1 - 12 NO</p> <p>5) Additional 512MB RAM - 4 NO</p> <p>6) Additional 1GB RAM - 1 NO</p> <p>7) Additional 160 GB HardDisk - 6 NO</p> <p>8) 80 COL Matrix Printer TVSE/Epson Make - 3 NO</p> <p>9) 132 COL Dot Matrix Printer TVSE/Epson Make - 3 NO</p> <p>10) Laser Printer - HP 10XX/11XX/12XX - 15 NO</p> <p>11) A4 size Deskjet Printer- HP 6XX/7XX/8XX/9XX/33XX/36XX/37XX/38XX/39XX/41XX/42XX/51XX/52XX - 88 NO</p> <p>12) A3 size Deskjet Printer - HP 10XX/11XX/12XX - 4 NO</p> <p>13) Dell Precision W/S 360, 4GB RAM, 17" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB) - 6 NO</p> <p>14) Dell Precision W/S 360, 4GB RAM, 19" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB) - 3 NO</p> <p>15) Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 500GBHD, NVidia FX1000 AGP(128MB) - 1 NO</p> <p>16) Dell Precision W/S 360, 4GB RAM, 17" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB) - 1 NO</p> <p>17) Dell Precision W/S 360, 2GB RAM, 17" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB) - 1 NO</p> <p>18) Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 2X80GBHD, NVidia FX1000 AGP(128MB) - 7 NO</p> <p>19) Dell Precision W/S 370, 2GB RAM, 19" TFT Monitor, 2X40GBHD, NVidia FX1000 AGP(128MB) - 1 NO</p> <p>20) Dell Precision W/S 360, 1GB RAM, 19" TFT Monitor, 2x40GBHD, NVidia FX1000 AGP(128MB) - 4 NO</p>

	<p>21) Dell Precision W/S 360, 1GB RAM, 19" TFT Monitor, 2x40GBHD, NVidia FX1000 AGP(128MB) - 1 NO</p> <p>22) HP W/S XW-4100, 1GB RAM, 15" TFT Monitor, 160GB HD, NVidia 8X AGP(64MB) - 15 NO</p> <p>23) Acer Pentium IV with 512MB RAM, 15" CRT Monitor, 40GB HD - 7 NO</p> <p>24) Dell Pentium IV Desktop System with 512MB RAM, 19" CRT Monitor, 40GB HD - 1 NO</p> <p>25) IBM Think Center W/S with 1GB RAM, 17" TFT Monitor, 80GB SATA HD - 7 NO</p> <p>26) IBM Think Center W/S with 512MB RAM, 17" TFT Monitor, 80GB HD - 1 NO</p> <p>27) HP Compaq DC7600 with 3.2Ghz CPU, 1GB , 80SATA,17TFT,DVDR - 257 NO</p> <p>28) HP Compaq DC7600 with 3.2Ghz CPU, 4GB , 80SATA,17TFT,DVDR - 2 NO</p> <p>29) HP Compaq DC7800 with core 2 duo processor 2.6GHz,4GB RAM 80GB HDD 17 TFT - 10 NO</p> <p>30) HP Compaq DC7800 with core 2 duo processor 2.6GHz,1GB RAM 80GB HDD 17 TFT - 90 NO</p> <p>31) HP Laserjet 3005 printer - 25 NO</p>
3	<p>Enquiry Reference no.</p> <p>071480131</p>
4	<p>Indicative Delivery Date</p> <p>01-07-2014</p>
5	<p>Due date, Time and place for submission of tender</p> <p>17-05-2014 upto 12 noon. Sealed Quotations shall be addressed to AGM(MM), BHEL R & D Division, Vikas Nagar (Near Balanagar), Hyderabad AP,India Pin - 500 093 Quotations can also be deposited in the Tender box located at Security Gate of BHEL R & D BHEL shall not be responsible for any postal/courier delay.</p>
6	<p>Place, Date and time of Tech.Bid opening</p> <p>Tender Opening Cell (Sangam) BHEL R & D Office. 17-05-2014, 2 PM</p>
	<p>Please submit your offer in one common sealed cover containing two parts in separate sealed covers as detailed below.</p> <ol style="list-style-type: none"> 1. First cover shall contain: <ol style="list-style-type: none"> a. Technical & Commercial bid b. Filled in Commercial Compliance Statement (mandatory) c. Copy of price-bid with price(s) cells blank (un-priced price bid) 2. Second cover shall contain price bid. Price bid containing price quotes ,installation and /or commissioning charges shall be spelt out clearly taking into account total charges rather than quoting vaguely such as charges per man-day

7 Mode of Submission of Tender	<p>or charges per engineer per day etc.</p> <p>If the price bid was found later to be different from the unpriced price bid format in any way, the offer will be rejected summarily. The rates shall be quoted both in figures and in words.</p> <p>The offers can also be submitted through e-mail and have to be sent in PDF format to e-mail id: 'eoffers@bhelrnd.co.in' only. Copies should not be marked to anyone. If the copies are marked to anyone other than to eoffers, their offer will not be considered.</p> <p>The e-mail offers should have two attachments. One attachment shall contain a) Technical & Commercial bid b) Filled in Commercial Compliance Statement (mandatory) and c) Copy of price-bid with price(s) cells blank (un-priced price bid).</p> <p>The second attachment shall contain price bid.</p> <p>The subject of the e-mail should contain Enquiry No, Enquiry Date and Due date.</p>
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GENERAL TERMS & CONDITIONS (GTC)

Volume - 1
Enquiry No
071480131

AMC of Desktops & Peripherals

SL.No.	Clause	BHEL REQUIREMENT
1	General	<p>a. All offers must include name of the contact person, phone no/mobile no, Fax no, email-id. Unsigned offers are liable for rejection.</p> <p>b. We, BHEL R&D, is registered with Department of Scientific and Industrial Research (DSIR) for the purpose of availing Customs Duty exemption in terms of Government Notification no.24/2007-Customs dated 01-Mar-2007 & Central Excise Duty Exemption in terms of Government Notification No. 16/2007-Central Excise dated 01-Mar-2007 as amended from time to time. Hence suppliers are requested to submit their bids clearly stating applicable taxes/duties. All foreign quotes will be evaluated with custom duty @ 5.15% for cost comparison.</p> <p>c. Taxes & Duties quoted will be taken for cost evaluation & order placement and no change will be entertained later except in the case of changes made by the government. In case any Taxes/ Duties exempted, a self declaration for the same may be attached to the offer. Changes in taxes and duties because of the changes in turn over etc will be to supplier's account.</p> <p>d. Where ever vendor registration form and EFT details have been submitted earlier, the same need not be submitted again unless there is a change.</p> <p>e. BHEL R&D do not issue 'C' form .</p> <p>f. L1 status shall be decided on Cost to BHEL Basis.</p>
2	Late Tenders	Tenders received after due date/time(12:00hrs) will not be considered
3	Discrepancy in words and figures	<p>(a) If, in the price structure quoted for the required goods/ Services/ works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.</p> <p>(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>(c). If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject of (a) and (b) above.</p> <p>(d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date upto which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.</p>
4	Two Part bid clarifications	In the case of Two-part bid, the vendor should furnish technical and commercial clarifications, if any, within stipulated time mentioned, failing which, it will be construed that the vendor is

		not interested in the tender and BHEL shall not consider the offer for further evaluation.
5	Price Impacts	In the event of any bidder, after finalizing the technical specifications and scope of supply, opting to revise their original bid, they have to submit the Price-Impact only. The Original price bid along with Price-Impact bid shall be opened during price bid opening. Unsolicited price impacts will not be considered.
6	Price bid evaluation	All offers in price bid opening or reverse auction shall be evaluated in Indian currency based on unit price, packing & forwarding, taxes/duties, freight charges if any, exchange rate>Loading due to non-acceptance of our standard commercial terms will be evaluated as per the LOADING FACTORS form as enclosed along with the enquiry.The exchange rate declared by State Bank of India under TT Selling rate on the technical bid open date shall be adopted for evaluating foreign currency bids.
7	Withdrawal	In case the supplier withdraws their offer before placement of order, BHEL reserves the right not to send next enquiry(ies). In case the supplier withdraws the quotation after its acceptance by BHEL or fails to supply the goods as per the terms and conditions of contract, or at any time repudiated the contract wholly or in part,BHEL shall be at liberty to cancel the Purchase Order and to recover from the supplier the extra cost and other loss,incidentals due to the breach of contract on the part of the supplier through risk purchase.
8	Risk Purchase	In case of default/late delivery,BHEL reserves the right to make alternate arrangement for procurement at suppliers risk and cost.
9	Banned List	The offers of the bidders who are in the banned list and the offers of the bidders who engage the services of the banned firms, shall be rejected.The list of banned firms is available on BHEL website www.bhel.com.
10	Over All L1	Order will be placed on overall L1 basis. Vendors should quote for all items, otherwise the offer will be rejected.
11	Security Deposit	Successful bidder shall submit a security deposit at the time of release of order and the amount will not carry any interest. The amount of security deposit will be as below: - Upto Rs 10 Lakhs : 10%. - Above Rs 10 Lakhs and upto Rs 50 Lakhs : Rs 1 Lakhs + 7.5% of amount exceeding Rs 10 Lakhs. - Above Rs 50 Lakhs: Rs 4 Lakhs + 5% of amount exceeding Rs 50 Lakhs.
12	Additional Information	Suppliers are requested to visit our web site regularly for any updates and additional information, "All corrigenda, addenda, amendments, time extensions clarifications, etc. to the tender will be hosted on BHEL website only". The corrigendum will not be published in news paper.
13	EMD	Submission of earnest money deposite (EMD) along with offer is required. EMD is to be deposited in cash (as permissible under IT act, or by pay-order/Demand Draft drawn in favour of BHEL R&D,Vikasnagar,Hyderabad 500 093. EMD amount will be returned to all unsuccessful bidders after placement of order. EMD amount shall not carry any interest. EMD amount is Rs. 40000

14	Destination	Indian Vendors: Destination shall be Stores,BHEL R&D,Hyderabad. Foreign Vendors: 1) BHEL R.O.D Office, Mumbai, India for sea consignments and 2) BHEL R&D, Hyderabad, India for air consignments.
15	Arbitration	Subject to the jurisdiction of Hyderabad/Secunderabad,Andhra Pradesh,India in respect of any suit or other legal proceedings relating this contract.
16	Inspection	On receipt, the goods shall be subjected to inspection and our decision regarding the acceptability of the goods shall be final and binding on the suppliers.

Signature of the bidder with Seal & Date



COMMERCIAL TERMS & CONDITIONS (CTC)

Volume - 1
Enquiry No
071480131

AMC of Desktops & Peripherals

SL.No.	Clause	BHEL REQUIREMENT	SUPPLIERS ACCEPTANCE / REMARKS
1	AMC	<p>This enquiry is for annual maintenance contract.</p> <p>A) Terms of Delivery : Free delivery (Online/Web download/CD/Any other Media)</p> <p>B) Please quote payment terms as "Quarterly/Half yearly/Yearly basis. Payment will be made after completion of each period.</p>	
2	Validity of Offer	90 days from date of techno-commercial bid opening.	
3	Price basis	<p>The prices shall be firm for entire period of contract.</p> <p>The suppliers shall indicate packing and forwarding charges,if any, separately.</p> <p>All foreign suppliers shall quote the lowest prices on 'FOB-Nearest International Airport' basis. An amount of 3% on basic value towards freight and insurance will be added for cost comparison.</p> <p>All Indian suppliers shall quote the lowest prices on 'free delivery at BHEL R&D Stores or F.O.R destination' basis only.</p>	
4	Rate Contract	<p>In case the goods enquired are on Rate Contract basis with any other unit of BHEL, such fact should be clearly indicated in the quotation giving full particulars of Rate Contract number, validity and price and also your willingness to comply with order if placed against such Rate Contract. A copy of Rate contract signed by the supplier should be sent with the quotation.</p>	
5	LD Clause	<p>Failure to supply the goods and/or carryout the services within the stipulated delivery date will attract a penalty of 0.5% per week or part thereof for the value of the undelivered portion of the purchase order subject to a maximum of 10% of the total order value.In case of non acceptance to this LD Clause, 10% of basic material cost will be</p>	

		loaded on the quoted prices while cost comparison.(Please refer the enclosed 'Loading Factors' sheet).	
6	Taxes and duties	All Indian suppliers shall clearly mention current sales tax/VAT,Excise duty and Service Tax etc, if any,payable in addition to the quoted price and indicate applicable rates/percentage,item-wise clearly.The vendors should mention applicable Registration Number(s) specifically in their quotation.The suppliers are requested to submit their bids clearly stating applicable taxes and duties.The quoted taxes/duties will be taken for cost evaluation and order placement and no change will be entertained later except in the case of changes made by the government. In case of Service Tax, proof of payment of service tax is required to be submitted for reimbursement of the same.	

Note : All the clauses of the above format should be filled and submitted with the Techno Commercial Bid (Part-1). The filled in BHEL Commercial terms & Conditions format submitted with technical bid, responding to all the clauses duly signed with seal **only shall be considered**. Any other Commercial terms & conditions of bidders entered else where in their offer shall not be considered and are liable for rejection.

Signature of the bidder with Seal & Date



ITEM SPECIFICATIONS

Volume - 2
Enquiry NO
071480131

AMC of Desktops & Peripherals

SL.No.	Item		
G	General Specifications		
sl no	Descriptions	BHEL Specifications	Vendor Specifications/ Deviations
1	General	<p>BHEL R&D has approximately 650 numbers of desktop computers, workstations (about 50% are MNC makes & remaining Non-MNC makes) and attached peripherals. It is proposed to negotiate a rate contract for different types of desktop systems , workstations and peripherals, with a 3rd party service provider for preventive / break-down maintenance for hardware. The service also includes software support like re-installation / updating of operating system and loading software like MS Office, Autocad, Anti- Virus etc & Network support on client systems. The softwares will be provided by BHEL.</p>	
2	A. Location of Systems	<p>All systems are located within BHEL R&D complex at Balanagar and Coal R&D site at Moulali. Each Service provider is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost. The Service provider is expected to visit and examine the sites of BHEL offices and its surroundings</p>	

		and obtain all information that may be necessary for preparing the bid and execution of the contract at their own interest and cost.conditions and factors, which would have any effect on the performance of the contract and / or the cost.	
3	B. Availability of Services	Services of service provider shall be available on all Working days (Monday to Saturday) and during office hours (800Hrs to 1630Hrs) of BHEL R&D.	
4	C.Number of Systems and Peripherals, duration of service	The quantities in the list provided is approximate and number of actual systems requiring 3rd part AMC services may vary from time to time upto 20%. AMC charges shall be applicable on pro-rata basis. The duration of contract shall be two years. How ever BHEL R&D reserves right to terminate the service contract in case of unsatisfactory service or reduce the period of AMC with a notice of one month. The vendor cannot subcontract to any other party/vendor.	
5	D.Qualification criteria - The service provider shall satisfy following qualification criteria. Support documents are required in support of every claim. Bids without support documents shall not be considered for further processing.		
	Work Experience	The service provider should have provided support for at least two organizations with 200 or more desktops at	

		single location in the financial years 2012-13 & 2013-2014.	
	Organization soundness	The service provider shall be an established organization of more than 5 years of experience in the area of 3rd party AMC for computer systems and peripherals. The service provider shall be an established organization of more than 5 years of experience in the area of 3rd party AMC for computer systems and peripherals. The service provider must be ISO 9001 certified. Must be providing PF and ESI facilities to its employees. The service provider shall have a full fledged test and repair center at Hyderabad.	
6	Service Provider's Duties and Responsibilities		
	1.Availability and Operability of designated desktop computer systems for end users	Ensuring the availability and operability of designated desktop computer systems for end users with uptime of more than 95%.	
	2.Re-installation/updating patches of pre-loaded system software	includes Operating System, Network configuration on clients, Microsoft office, Anti-Virus etc to be provided by BHEL R&D.	
	3.Scope of Hardware Maintenance	The service provider shall maintain hardware of Intel Pentium- IV CPU based desktop computers along with attached peripherals like desk-jet / dot matrix / laser-jet printers ensuring the continuous availability and operability to the end user.	
		The service provider	

4. Break Down Maintenance	shall provide breakdown maintenance for all systems, components, peripherals with in 2 hours of complaint logging by end user. The complaint shall be resolved within 2 working days to the satisfaction of BHEL R&D. Break-down maintenance will include service and spares. However keyboards, mouse, network interface cards are provided by BHEL R&D.	
5. Complaint Resolution	If a complaint is not resolved within 2 working days, stand by system /component shall be provided. In case the replacement is not provided, BHEL R&D may arrange and provide required components / systems as stand by and charge expenses to the service provider	
6. No. of Service Engineers	The service provider shall provide one qualified and experienced service engineer for every 100 systems maintained or a part thereof. The service provider shall nominate one service engineer as site in-charge for providing single point contact.	
7. Preventive Maintenance	The serviced provider shall provide preventive maintenance once every quarter including cleaning, alignment, configuration check etc. External cleaning of systems and peripherals shall be carried out once in a year.	
8. Installation of	The service provider shall install ink / toner / ribbon cartridges to be	

	Ink/toner/ribbon cartridges	provided by BHEL R&D as and when required. The service engineer must render the service of replacing.	
	9.Components/Peripherals for Replacement	The service provider shall identify frequently required components /peripherals for repair and replacement and maintain local store within BHEL R&D with these items to enable repair / replacement without loss of time and increased uptime. If the component/peripheral under AMC could not be repaired, the vendor has to offer an equivalent or higher version of the component / peripheral.	
	10.Antecedents of the engineers	The vendor is fully responsible for all the activities of the engineer posted at BHEL R&D. The vendor has to do the Police verification check of the antecedents of the engineers posted at BHEL and an undertaking to that effect must be submitted by the vendor to BHEL before posting the engineers at the time of taking over the AMC. The same to be followed in case of replacement of the engineers.	
7.	F.Reports for measurement of effectiveness of services		
	1.Weekly Report	The service provider shall provide a weekly report regarding details of service calls received / attended / pending / unattended.	
	2.Monthly Report	The service provider shall provide a monthly report on category wise	

		service calls and recurring complaints	
8.	G.Intellectual Property and Confidential Information Issues		
	a. Non Disclosure Agreement	The service provider shall enter into a non-disclosure agreement with BHEL R&D for contents of all media removed for repair / replacement	
9.	H.Documents required along with offer (offers without supportive documents are liable for rejection)		
	1.Approach paper	The service provider shall provide an approach paper specifying how AMC shall be organized in BHEL R&D and requirements specified above will be met in the event of bagging the order.	
	2. Deviations in the Contract	The AMC contract is for all systems, components, peripherals as a singlepackage. In case the service provider, is unable to offer service to some systems / peripherals, detailed reasons for exclusion of the same shall beprovided along with offer. However BHEL R&D reserves right to reject such offers. The service provider shall also note that in the event of bagging the contract, the same can not be transferred to any other agency.	
	3. Detailed Action Plan	Service provider shall provide detailed action plan for maintenance, repair,stand-by, replacement and preventive maintenance of all	

		systems,components, peripherals as a part of the offer.	
	4. Policy for Maintenance	Service provider shall indicate policy for maintenance of all systems,components, peripherals as a part of the offer	
	5.Policy for Repair/replacement	Service provider shall indicate policy for repair / replacement of broken plastic parts as a part of the offer	
	6. Clausewise Compliance	Service provider shall furnish clause wise compliance to BHEL Technical specifications in the format attached hereto. Service provider shall agree to all clauses of BHEL Technical Specifications / functional requirements. However, deviation / exception / assumption, if any should be stated in "deviations / exclusions schedule". Where the service provider is not complying or taking any assumption as per BHEL Technical Specifications, it should be clearly brought out in the proposal. If there is no comment in the compliance statement against any items, it will be presumed that the service provider is complying with BHEL technical specification. The clause wise compliance statement should be complete representation of the technical bid.	
	7.Address of Test and Repair Centre	Whether vendor Full fledged test and repair center at Hyderabad. (please furnish below the address)	
		The service provider should have provided	

	8. Previous Experience	support for at least two organizations with 250 or more desktops at single location in each of the fin years 2012-13& 2013-14. (Please mention the year, organizations, no of machines and value of contract, contact person name and phone no)	
	9. Audited Financial Reports of last 5 years	The service provider shall be an established organization of more than 4 years of experience in the area of 3rd party AMC for computer systems and peripherals. (Please enclose the audited financial reports for last 4 years)	
	10. Antecedents of Engineers Posted at Site	Proof of police verification of all the engineers posted at BHEL have to be submitted at the time of taking over the AMC. If any engineer is replaced , the proof of police verification check of the antecedents of the substitute needs to be submitted. The same to be followed during the course of contract.	
10	Security Requirements	Since BHEL is an ISMS certified company,all the maintenance engineers posted at BHEL are required to adhere to our ISMS policies and guidelines regarding the confidentiality,Integrity and avialability of all the assets and information handled by them during the course of the entire contract.	

* Vendors are advised to write specifications in detail and not to write like 'Complied/ Yes / No ' etc. in specifications.

Signature of the bidder with Seal & Date

LOADING FACTORS



NOTE : IN CASE OF DEVIATION TO BHEL TENDER SPECIFIED TERMS, LOADING FACTOR INDICATED IN FOLLOWING TABLE WILL BE APPLIED TO QUOTED PRICE WHILE EVALUATING THE LOWEST QUOTE

A. FOR INDIGENOUS PURCHASES					
SLNO	SCOPE	COMMERCIAL TERMS	BHEL STANDARD TERM	AS OFFERED	LOADING FACTOR FOR NON COMPLIANCE TO BHEL STANDARD TERMS
A.1	SUPPLY OF EQUIPMENT	PAYMENT TERMS	100% PAYMENT, WITH IN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF MATERIAL AT BHEL R& D	SAME	NIL
				PAYMENT AGAINST PROFORMA INVOICE / DESPATCH DOCUMENTS	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON THE TOTAL PO VALUE FOR ONE MONTH
				FULL ADVANCE PAYMENT WITH BANK GUARANTEE	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON THE TOTAL PO VALUE FOR THE DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH
				PART ADVANCE (X%) PAYMENT WITH BANK GUARANTEE AND BALANCE PAYMENT WITH IN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF THE MATERIAL	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH
				PART ADVANCE (X%) PAYMENT WITH BANK GUARANTEE AND BALANCE PAYMENT ON RECEIPT AND ACCEPTANCE OF MATERIAL	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON BALANCE AMOUNT FOR ONE MONTH
A.2	SUPPLY OF EQUIPMENT INCLUDING ERECTION AND COMMISSIONING (E&C)	PAYMENT TERMS	90% PAYMENT, WITH IN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF MATERIAL AND BALANCE 10% WITH IN 30 DAYS OF COMPLETION OF E&C.	SAME	NIL
				100% PAYMENT WITH IN 30 DAYS AFTER COMPLETION OF SUPPLIES AND E&C	NIL
				90% PAYMENT AGAINST PROFORMA INVOICE/ DESPATCH DOCUMENT AND BALANCE 10% WITH IN 30 DAYS AFTER COMPLETION OF E&C.	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON 90% OF THE VALUE OF PO FOR ONE MONTH
				90% PAYMENT AGAINST PROFORMA / DESPATCH DOCUMENT AND BALANCE 10% AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON TOTAL VALUE OF THE PO FOR ONE MONTH
				90% ADVANCE PAYMENT WITH BANK GUARANTEE AND BALANCE 10% PAYMENT WITH IN 30 DAYS AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON 90% OF THE PO VALUE FOR DELIVERY PERIOD (ROUNDED OFF TO THE NEAREST MONTH) + 1 MONTH
				PART ADVANCE (X%) PAYMENT WITH BANK GUARANTEE AND (90 -X) % PAYMENT ON RECEIPT AND ACCEPTANCE OF THE MATERIAL AND 10% PAYMENT WITH IN 30 DAYS AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (ROUNDED OFF TO THE NEAREST MONTH)+ 1 MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON BALANCE (90-X)% AMOUNT FOR ONE MONTH
PART ADVANCE (X%) PAYMENT WITH BANK GUARANTEE AND BALANCE (90 - X) % PAYMENT AFTER RECEIPT AND ACCEPTANCE OF THE MATERIAL AND 10% PAYMENT AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (ROUNDED OFF TO THE NEAREST MONTH)+ 1 MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+ 6%) ON BALANCE AMOUNT (100-X)% FOR ONE MONTH				

B. FOR FOREIGN PURCHASES (IMPORTED)					
SLNO	SCOPE	COMMERCIAL TERMS	BHEL STANDARD TERM	AS OFFERED	LOADING FACTOR FOR NON COMPLIANCE TO BHEL STANDARD TERMS
B.1	SUPPLY OF EQUIPMENT	PAYMENT TERMS	100% PAYMENT BY WIRE TRANSFER WITHIN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF MATERIAL AT BHEL R&D. (DESPATCH DOCUMENTS WILL BE SENT TO BHEL R&D DIRECTLY ALONG WITH BANK DETAILS)	SAME	NIL
				SIGHT DRAFT ON PRESENTATION OF DESPATCH DOCUMENTS VIZ INVOICE, AWB ETC TO OUR BANKERS	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE BASIC VALUE FOR ONE MONTH PLUS PAYMENT RELATED BANK CHARGES INCURRED BY BHEL
				LC PAYMENT AGAINST DESPATCH DOCUMENTS	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE BASIC VALUE FOR ONE MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
				FULL ADVANCE PAYMENT BY WIRE TRANSFER /LC WITH BANK GUARANTEE	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE BASIC VALUE FOR DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
				PART ADVANCE (X%) PAYMENT BY WIRE TRNSFER/LC WITH BANK GUARANTEE AND BALANCE PAYMENT WITH IN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF THE MATERIAL	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
PART ADVANCE (X%) PAYMENT BY WIRE TRNSFER/LC WITH BANK GUARANTEE AND BALANCE PAYMENT ON RECEIPT AND ACCEPTANCE OF MATERIAL	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD (Rounded off to nearest month) + 1 MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON BALANCE AMOUNT FOR ONE MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL				
B. FOR FOREIGN PURCHASES (IMPORTED)					
SLNO	SCOPE	COMMERCIAL TERMS	BHEL STANDARD TERM	AS OFFERED	LOADING FACTOR FOR NON COMPLIANCE TO BHEL STANDARD TERMS
B.2	SUPPLY OF EQUIPMENT INCLUDING ERECTION AND COMMISSIONING (E&C)	PAYMENT TERMS	90% PAYMENT BY WIRE TRANSFER WITH IN 30 DAYS FROM THE DATE OF RECEIPT AND ACCEPTANCE OF THE MATERIAL AND BALANCE 10% WITH IN 30 DAYS AFTER COMPLETION OF E&C	SAME	NIL
				SIGHT DRAFT ON RESENTATION OF DESPATCH DOCUMENTS VIZ INVOICE, AWB ETC TO OUR BANKERS	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) FOR ONE MONTH PLUS PAYMENT RELATED BANK CHARGES INCURRED BY BHEL
				90 PAYMENT BY WIRE TRANSFER /LC AGAINST DESPATCH DOCUMENTS BALANCE 10% WITH IN 30 DAYS AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON 90% OF BASIC VALUE FOR ONE MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
				90% PAYMENT BY WIRE TRANSFER /LC AGAINST DESPATCH DOCUMENTS. BALANCE 10% AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE BASIC VALUE FOR ONE MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
				90% OF BASIC VALUE AS ADVANCE PAYMENT BY WIRE TRANSFER /LC WITH BANK GUARANTEE AND BALANCE 10% WITH IN 30 DAYS AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON 90% OF THE BASIC VALUE FOR DELIVERY PERIOD (Rounded off to nearest month) + ONE MONTH PLUS LC RELATED BANK CHARGES INCURRED BY BHEL
				PART ADVANCE (X%) PAYMENT BY WIRE TRANSFER /LC WITH BANK GUARANTEE AND BALANCE (90-X)% PAYMENT BY WIRE TRANSFER /LC AFTER RECEIPT AND ACCEPTANCE OF THE MATERIAL AND 10% PAYMENT WITH IN 30 DAYS AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD(Rounded off to the nearest month) + ONE MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON BALANCE (90-X)% FOR ONE MONTH
PART ADVANCE (X%) PAYMENT BY WIRE TRANSFER /LC WITH BANK GUARANTEE AND BALANCE (90-X)% PAYMENT BY WIRE TRANSFER /LC AFTER RECEIPT AND ACCEPTANCE OF THE MATERIAL AND 10% PAYMENT AFTER COMPLETION OF E&C	LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON THE PART ADVANCE AMOUNT (X%) FOR THE DELIVERY PERIOD(Rounded off to the nearest month) + ONE MONTH AND LOADING @ (SBI BASE RATE ON TENDER OPENING DATE+6%) ON BALANCE AMOUNT (100-X)% FOR ONE MONTH				

C. PENALTY FOR DELAYED DELIVERY (COMMON FOR INDIGENOUS AND IMPORTS)				
SLNO	COMMERCIAL TERMS	BHEL STANDARD TERM	AS OFFERED	LOADING FACTOR FOR NON COMPLIANCE TO BHEL STANDARD TERMS
C	LD CLAUSE	IN THE EVENT OF DELAY IN AGREED CONTRACTUAL DELIVERY, PENALTY OF 0.5% (HALF PERCENT) PER WEEK BUT LIMITED TO A MAX OF 10% OF TOTAL ORDER VALUE WILL BE APPLICABLE	AGREED	NIL
			IF NOT AGREED	LOADING @ 10% OF THE BASIC MATERIAL COST
			IF AGREED FOR X%	LOADING @ (10-X)% OF THE BASIC MATERIAL COST
D. GUARANTEE/WARRANTY PERIOD (COMMON FOR INDIGENOUS AND IMPORTS)				
SLNO	COMMERCIAL TERMS	BHEL STANDARD TERM	AS OFFERED	LOADING FACTOR FOR NON COMPLIANCE TO BHEL STANDARD TERMS
D	GUARANTEE/WARRANTY PERIOD	STIPULATED OR REQUIRED GUARANTEE/ WARRANTY PERIOD(X)	AGREED	NIL
		MINIMUM ACCEPTABLE GUARANTEE / WARRANTY PERIOD(Y)	NOT AGREED FOR STIPULATED BUT AGREED FOR MINIMUM GUARANTEE/WARRANTY	LOADING @ 10 % OF THE ORDER VALUE PER ANNUM FOR THE REDUCED GUARANTEE PERIOD (X-Y)

Terms & Conditions of Reverse Auction



Against this enquiry for the subject item/ system with detailed scope of supply as per enquiry specifications, BHEL may resort to “REVERSE AUCTION PROCEDURE” i.e., ON LINE BIDDING (THROUGH A SERVICE PROVIDER). The philosophy followed for reverse auction shall be English Reverse (No ties).

1. For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.
2. Those bidders who have given their acceptance for Reverse Auction (quoted against this tender enquiry) will have to necessarily submit „online sealed bid? in the Reverse Auction. Non-submission of „online sealed bid? by the bidder for any of the eligible items for which techno-commercially qualified, will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.
3. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line bidding on internet.
4. In case of reverse auction, BHEL will inform the bidders the details of Service Provider to enable them to contact & get trained.
5. Business rules like event date, time, bid decrement, extension etc. also will be communicated through service provider for compliance.
6. Bidders have to fax the Compliance form (annexure IV) before start of Reverse auction. Without this, the bidder will not be eligible to participate in the event.
7. In line with the NIT terms, BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at “Total Cost to BHEL” like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.
8. Reverse auction will be conducted on scheduled date & time.
9. At the end of Reverse Auction event, the lowest bidder value will be known on auction portal.
10. The lowest bidder has to fax/e-mail the duly signed and filled-in prescribed format for price breakup including that of line items, if required, (Annexure VII) as provided on case-to-case basis to Service provider within two working days of Auction without fail.
11. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL?s standard practice.
12. Bidders shall be required to read the “Terms and Conditions” section of the auctions site of Service provider, using the Login IDs and passwords given to them by the service provider before reverse auction event. Bidders should acquaint themselves of the „Business Rules of Reverse Auction?, which will be communicated before the Reverse Auction.
13. If the Bidder or any of his representatives are found to be involved in Price manipulation/ cartel formation of any kind, directly or indirectly by communicating with other bidders, action as per extant BHEL guidelines, shall be initiated by BHEL and the results of the RA scrapped/ aborted.
14. The Bidder shall not divulge either his Bids or any other exclusive details of BHEL to any other party.
15. In case BHEL decides to go for reverse auction, the H1 bidder (whose quote is highest in online sealed bid) may not be allowed to participate in further RA process.

AUTHORISATION LETTER FOR E-PAYMENT/ NEFT / RTGS
(PLEASE FILL UP THE FORM COMPLETELY IN CAPITAL LETTERS ON YOUR COMPANY LETTERHEAD ONLY)

Vendor Code (to be filled by BHEL)	
------------------------------------	--

Type of Request (Tick one)	NEW	CHANGE
1 Company Name		
2 Address		
3 City with PIN Code		
4 State		
5 PAN Number		
6 TIN/ VAT No.		
7 CST No.		
8 Service Tax No.		
9 Name of Contact Person		
10 Mobile number		
11 Ph. no. with STD Code		
12 Fax No. with STD Code		
13 Email ID		
14 Website (URL)		

BANK DETAILS FOR EFT / RTGS

1	Bank Name	
2	Branch	
3	Branch Code	
4	Branch Address	
5	Branch Phone No	
6	Account No.	
7	Account Type: SB/ Current/ other (Specify)	
8	MICR Code	
9	IFSC Code	

I, as an authorized representative / owner of the above named company, hereby state as under:

1. Enclosed here with a cancelled cheque in support of our company's bank details.
2. Authorize BHEL R&D Hyderabad, to electronically make payments to the designated bank account with bank charges, if any, to our account.
3. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold BHEL / transferring Bank responsible.
4. I hereby certify that the particulars given above are true, complete and correct.
5. This authority remains in full force until BHEL receives and acknowledge written notification requesting change or cancellation.

Date :
Company
Seal

Authorised Signatory
Designation :



Bharat Heavy Electricals Limited

Corp.
R&D
DIVISION
VIKAS
NAGAR,

HYDERABAD- 500 093 (INDIA)

RD:MPX:F-13

Ph: 040 - 23772704, Fax: 040 - 23770698, email: mpx@bhelrnd.co.in

VENDOR REGISTRATION FORM

(Indigenous supplier)

[FORM TO BE SUBMITTED* BY THE BIDDER ALONG WITH TECHNICAL-BID]

Before filling, please refer to instructions on page-4

1.0 VENDOR PROFILE:

1.1 Name and address of the vendor:

Phone Nos.:

Fax No.:

Email: 1.

2.

1.2 Local representative name & address in Hyderabad/Secundrabad :

Phone Nos.:

Fax No.:

Email:

Contact Person:

Mobile No:

2.0 TYPE OF ORGANISATION:

PROPRIETORSHIP	Company:	Sister Concern (mention vendor registration number of main organization)

Partnership	CORPORATION	Small Scale Industry	ANY OTHER (Please specify)

In case of SSI unit, copy of registration to be enclosed. It is requested that MSME registration certificate to be enclosed

3.0 ANNUAL TURN OVER:

#	Year	Turn-Over, Rs.
1	Current Year(budgeted)	
2	Previous year (200 - 0)	
3	Prior Year (200 - 0)	

4.0 NAME AND ADDRESS OF THE BANKER:

- 4.1 Bank Name
- 4.2 Branch name
- 4.3 Account number
- 4.4 Account Type
- 4.5 MICR Code:
- 4.6 IFSC Code(RTGS/NEFT):
- 4.7 Bank Phone number(s),

Blank cheque, duly cancelled, to be enclosed.

Please note that all payments shall be made through Electronic clearance services to your above account against the orders executed, if any.

5.0 REGISTRATION PARTICULARS(relevant copies to be enclosed)

- 5.1 IT Permanent Account No.(PAN):
- 5.2 State Sales Tax/VAT Registration No:
- 5.3 Central Sales Tax Registration No:
- 5.4 ED Registration No:
- 5.5 Service Tax Registration No:
- 5.6 PF Account No:
- 5.7 Labour Licence No:
- 5.8 ESI Account No:

6.0 CONTACT PERSON: S/Sri:

Designation:

Phone / Mobile No:

7.0 TOTAL NUMBER OF EMPLOYEES:

Graduates (Engr/Scientists/Mgmt/Fin.)	Consultants	Workers		
		Sup./Skilled	Semiskilled	Unskilled

8.0 LIST OF PRODUCTS/ SERVICES OFFERED:

#	Products/ Services	Capacity
1		

2		
3		
4		
5		
6		

9.0 REFERENCE LIST :

(Only recognized public and private sector companies, attach if printed copy available)

#	Customer	Volume / Year
1		
2		
3		
4		
5		
6		
7		

10.0 INFRASTRUCTURE / FACILITIES:

#	Facility (with specifications)	Age/ Year procured
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

11.0 REGISTRATION WITH OTHER BHEL UNIT/UNITS:

#	Unit	Registration No	Year
1			
2			
3			
4			

12.0 ANY OTHER INFORMATION :**DECLARATION:**

The information furnished above is true and authentic.

(CEO / PROPRIETOR)**SEAL:****DATE:**

Note:

1. Registered bidders, having BHEL (R&D) registration no. or have submitted this format for registration, need not furnish this information again.

2. The competent authority reserves the right to accept or reject the registration.
 3. Vendors approved for registration will be informed by mail / email, as convenient. A separate communication will be sent in case of non-registration also, citing reasons thereof.
 4. BHEL reserves the right to take penal action as deemed fit if any of the information provided by the vendor(s) is found to be incorrect.
 5. AGM, Head (MM) may be contacted for clarification/additional information on registration.
-

Instructions

1. Fill all items. Please mention "N.A." for items/ clauses not applicable.
2. Use A4 sheets for this document and the enclosures. Use of additional sheets is permitted if space provided is not adequate.
3. Attach copies of latest documents in respect of items 5.0 (Registration no.s)
4. Photographs of registered office and the chief executive/proprietor shall be furnished.



Bharat Heavy Electricals Limited

Corp. R&D DIVISION

VIKAS NAGAR,

HYDERABAD- 500 093 (INDIA)

RD:MPX:F-14

SUPPLIER REGISTRATION FORM

(FOREIGN SUPPLIER)

ALL COLUMNS SHOULD BE PROPERLY FILLED IN THE SPACE PROVIDED FOR. WHEREVER IT IS NOT APPLICABLE PLEASE WRITE "NOT APPLICABLE". INCOMPLETE OR INCORRECT FORMS MAY NOT BE CONSIDERED.

1.0 GENERAL INFORMATION:

1.1 NAME OF COMPANY

1.2 DETAILS OF HEAD OFFICE:

ADDRESS :
 TELEPHONE :
 FAX :
 EMAIL :
 WEB SITE :

1.3 DETAILS OF FACTORY/WORKS:

ADDRESS :
 TELEPHONE :
 FAX :
 EMAIL :
 WEB SITE :

1.4 DETAILS OF MARKETING AGENT

ADDRESS :
 TELEPHONE :
 FAX :
 EMAIL :
 WEB SITE :

1.5 CHIEF EXECUTIVE

1.6 CONTACT PERSON(S)

FOR PRODUCT OFFERED

NAME(S) :
 OFFICIAL :
 CPACITY :
 ADDRESS :
 TELEPHONE :

FAX :
EMAIL :

1.7 YEAR OF ESTABLISHMENT

1.8 PRODUCTION CAPACITY PER ANNUM

1.9 PARTICULARS OF PRODUCT INCLUDING
SPECIFICATION AND RANGE OFFERED
FOR REGISTRTION
(Attach brouchers and catalogues)

1.10 NAME(S) OF BANKERS

1.11 BANKER'S CERTIFICATE

1.12 PORT OF LOADING

1.13 NEAREST AIRPORT

1.14 NAME OF THE INDIAN AGENT, IF ANY
WITH AUTHORIZATION LETTER

2.0 FINANCIAL INFORMATION:

2.1 TOTAL CAPACITY

2.2 ANNUAL TURN OVER FOR LAST 3 YEARS

2.3 WHEHER CREDIT LICENSE ACCEPTABLE YES/NO

3.0 QUALITY MANAGEMENT SYSTEMS

ENCLOSED FORMAT PART-B

3.1 EXPERIENCE LIST FOR SAME/ SIMILAR ITEMS
TO BE ENCLOSED

4.0 FUTURE EXPANSION PLANS:

(Give details)

5.0 LIST OF ENCLOSURES:

(Including brouchers, catalogues, technical literature etc)

6.0 ANY OTHER INFORMATION:

SIGNATURE OF SUPPIER (Authorized signatory)

NAME :
DESIGNATION :
DATE :

OFFICIAL SEAL

Note:

1. BHEL Reserves the right to take penal action as deemed fit if any of the information provided by the vendor is found to be incorrect.
2. Please attach separate sheets, if space found is inadequate



Bharat Heavy Electricals Limited

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VIKAS NAGAR,

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GUIDE LINES REGARDING DEALINGS WITH INDIAN AGENTS OF FOREIGN SUPPLIERS

- i. BHEL shall deal directly with foreign vendors, wherever required, for procurement of goods. However, if the foreign principal desires to avail of the services of an Indian agent, then the foreign principal should ensure compliance to regulatory guidelines - which require mandatory submission of an Agency Agreement.
- ii. It shall be incumbent on the Indian agent and the foreign principal to adhere to the relevant guidelines of Government of India, issued from time to time.
- iii. The Agency Agreement should specify the precise relationship between the foreign OEM / foreign principal and their Indian agent and their mutual interest in the business. All services to be rendered by agent/ associate, whether of general nature or in relation to the particular contract, must be clearly stated by the foreign supplier/ Indian agent. Any payment, which the agent or associate receives in India or abroad from the OEM, whether as commission or as a general retainer fee should be brought on record in the Agreement and be made explicit in order to ensure compliance to laws of the country.
- iv. Any agency commission to be paid by BHEL to the Indian agent shall be in Indian currency only.
- v. Whenever Indian agents are representing on behalf of their principals the relevant authorisation letter and agreement copy to be enclosed along with Technical bid to consider the offer.