

"Rate Contract for Annual Maintenance Contract of Servers, Network Equipment, Computers and Peripherals" for BHEL					Annexure-I
Query on Pre-bid clarification for TENDER NO. BHEL/NR/SCT/IT-PSTS/ AMC/ 948					
Sr. No.	Page No.	Clause No.	Description in the tender (tender Ref)	Query	BHEL CLARIFICATION
1	23	4. Details of work:	The contractor will provide Maintenance Services (Preventive & Corrective Maintenance Services) initially for one year and extendable by one more year if required by BHEL and at the same rates and terms and conditions and shall be subject to satisfactory services by the vendor. The details of computers and peripherals are as per Annexure-I of BOQ cum rate schedule of tender specification Part – II (Price Bid) and at the locations mentioned against each item.	Extention of the contract in the second year at the same rate will not be possible as assets grow older year by year and their AMC costs increases accordingly. Request to amend this and make two separate Price Bid for two Different Years.	May quote accordingly. No amendment possible.
2	30	Annexure - 1		Ageing/date of Purchase of all the items will be required for the Costing.	The Purchase of Sl. No.4 items (PC-10 Nos) at 3rd Floor, Kribhco Bhawan, Noida may be taken as last qtr. Of 2006 and for others it may be takes as 3rd qtr of 2008.
3	8	18.0	Validity of the offer shall be for six months from the latest due date of offer submission (including extension, if any) unless specified otherwise	It is requested to reduce the validity period to 90 days from the last date of submission	No amendment possible
4	23	2	Location : As per this clause total 2 location	As per PART-II Annexure -1 hardware allocation has been given in three location. Request to clarify on the same	In KRIBHCO, there are two deptts/floors, but engr will be one only for this location.
5	26	12	Rs. 500/- per day flat shall be deducted from the quarterly bill if any call logging engineers remains absent.	It is requested to consider a penalty of Rs.200/- per day if any call logging engineer remains absent	No amendment possible
6	26	14	BHEL reserves the right to increase or decrease the quantities of different items of annexure I. The enhancement of quantity of items shall be at the same rates.	Increase or decrease of quantities in the requirement and subsequent PO should be restricted to 5% of the total requirement as given in the tender.	No amendment possible
7	26	16	BHEL reserves the right to addition / deletion of items based on unit rates and terminates this Maintenance contract at any time by informing the contractor of their intention to do so without assigning any reason by one month written notice. In such case no payment will be given for the balance period of Maintenance Contract including the period of services.	It would be recommended to issue 90 day notice prior to termination . In such cases of termination by, payments for all expenses committed and incurred by the Trimax till the last date of service shall be released to the service provider.	No amendment possible
8	General Conditions of Contract - Pg 3	11.a).ii	EMD is to be paid in cash (as permissible under Income Tax Act), Pay order or Demand Draft in favour of „Bharat Heavy Electricals Limited" and payable at Regional HQ issuing the tender.	It is requested to consider BG as a form of EMD	No amendment possible.

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9	General Conditions of Contract - Pg 7	19.n)	Additional Security Deposit =30 % of (A-B) will be calculated as below: A = 80% of BHEL estimate B = The final offered price of successful bidder through RA (In case of RA) OR Sealed paper price bid of successful bidder (in case of paper bid)	It is requested to kindly remove this clause of additional security deposit	No amendment possible
10	26	17	Payment will be released quarterly on prorata basis upon rendering of satisfactory services. The Contractor is required to submit with the bills for quarterly charges for verification of the bills and release of payment. The payment would be released within 7 days for the commercially and technically clear bills.	What are the parameters of satisfactory service ? What are the documentation required for clearance of the bills commercially and technically as well . Kindly provide the details on the same	uptime of the items will be the parameter. Only the bill verified by BHEL engr is required.
11	PART- II - PRICE BID Page No 3	PART- II - PRICE BID Clause No.5	The above rate quoted shall be firm against this tender throughout the contract period including the extended period if any and no price variation provisions are applicable. In case more no. of models are quoted, the lowest rate amongst the technically accepted models shall be considered.	At the time of extension of contract price should be revised as per mutual discussion and agreed terms	No amendment possible.
12	3	PART- II - PRICE BID Clause No.5	Single Lump Sum Rate "A" in Rupees	What is means of "A" ?	"A" means Lumpsum price for total work
13	4	PART- II - PRICE BID format	Annexure-1, List of Servers, PCs & Peripherals for AMC	Under column of " Applicable rate per qty : some formula has been given . Kindly explain the factor used in this formula and objective of the same	The party has to quote under the Column of Single Lumpsum Rate "A" only. The applicable rates/qty would be automatically calculated as per given formula.
14	4	PART- II - PRICE BID	Annexure-1, List of Servers, PCs & Peripherals for AMC	What is aging details of items mentioned in Annexure -1. Kindly provide aging details of all items including battery of UPS	No information on batteries ageing are available.
14	4	PART- II - PRICE BID	Annexure-1, List of Servers, PCs & Peripherals for AMC	What is aging details of items mentioned in Annexure -1. Kindly provide aging details of all items including battery of UPS	Already indicated above.