



Procurement of AMC for STAAD.Pro software for BHEL-PEM, Noida

Ref No. : PE-LPE/165

Date: 12-06-2014

CORRIGENDA/ADDENDA -02

TENDER ENQUIRY NO. : PE-LPE/165, dated 19-05-14

Sub: - **Due date extension and Revised Scope [Rev 02] of the Vendor (PE-LPE/165)**

The due date extension for the tender "procurement of AMC for STAAD.Pro software for BHEL-PEM , Noida" is extended till **27-JUNE-2014, 2:00PM.**

Apart from the above, the **Scope of the Vendor** for Tender enquiry Ref: PE-LPE/165 for "Procurement of AMC for STAAD.Pro software for BHEL-PEM, Noida" has also been revised - as enclosed (**Annexure-2A, Rev 02**).

With Regards
For & on behalf of BHEL

Manoj Kumar
(Manoj Kumar)
Dy. Manager - IT



ANNEXURE – 2A [Rev02]

1.0 SCOPE

The AMC of 3 years for the 30 licenses of STAAD. Pro software shall start from the date of successful installation of network based licenses of this software.

The vendor shall supply and install Network based STAAD.pro software licenses so that the STAAD.Pro licenses can be accessed by any 30 nos. of users from the Server.

The vendor to provide all major and minor upgrades, updates, patches and bug fixes released within the contract period free of any extra charges for STAAD Pro software licenses:

Scope shall also include technical support on STAAD.Pro s/w whenever required by BHEL through telephone, fax, E-mail and Web Ex support/visits by vendor's technical personnel to BHEL office free of any extra charges.

SLA for technical support shall be as follows:

S. No.	Support Type	Response Time
1	Telephonic Support	2 Hours
2	Email Support	6 Hours
3	Web EX support	8 Hours

If the vendor fails to meet the above SLA, penalty shall be calculated as follows:

Total Delay (In Hours) above the response time in responding = A Hours
Total Days above the response time in responding = B= A/8 Days

Penalty @Rs. 4000/- per day (8 Hour) (limited to total PO value) shall be levied on the bidder.

2.0 PATENTS & TRADEMARKS

Contractor shall at all times indemnify BHEL against all claims which may be made in respect of the software/services etc. provided by the contractor, for infringement of any right protected by patent, registration of designs or trade marks, legality of usage of Software etc. In the event of any such claims being made against BHEL, BHEL will inform the Contractor who shall at his own cost either settle any such dispute or conduct any litigation that may arise thereof.

3.0 PERPETUAL LICENSING: License provided by bidder shall be perpetual.
