



भारत हेवी इलेक्ट्रिकल्स लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT HEAVY ELECTRICALS LIMITED

(A Govt. of India Undertaking)

TCN - 01

Ref: PSER:SCT:MIS-Q 1388:12:TCN-01

Date: 21-08-2012

Sub	Tender change notice (TCN) 01.	
Job	Selection of Agency for conducting Customer Satisfaction Survey & Computation of Customer Satisfaction Index for BHEL Power Sector.	
Ref	1.0	Tender no PSER:SCT:MIS-Q1388:12
	2.0	BHEL's NIT, vide reference no PSER:SCT:MIS-Q1388:2913, dated 07-08-2012.
	3.0	All other pertinent issues till date.

With reference to above, following points/ documents, relevant to tender, may please be noted and complied with while submitting offer.

- 1.0 Clarifications to bidder's queries as per attached Annexure-A, along with relevant enclosures.
- 2.0 Revised 'No deviation certificate' as per enclosed Annexure-2. Bidder shall submit no deviation certificate as per enclosed format only.
- 3.0 All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD

ENGR (SCT)

Encl

- 1.0 As above.

पावर सेक्टर पूर्वी क्षेत्र (मुख्यालय)

POWER SECTOR EASTERN REGION, DJ-9/1, SECTOR-II, SALT LAKE CITY, KOLKATA - 700 091

फैक्स/Fax : (033) 23211960

फोन/Phone : बोर्ड/EPABX : 23211691, 23211798, 23211796

FORMAT FOR NO DEVIATION CERTIFICATE
(To be submitted in the bidder's letter head)

BHARAT HEAVY ELECTRICALS LIMITED,
Power Sector - Eastern Region,
Plot no 9/1, DJ Block, Sector – II, Salt Lake City,
Kolkata – 700 091

Sub	No Deviation Certificate.	
Job	Selection of Agency for conducting Customer Satisfaction Survey & Computation of Customer Satisfaction Index for BHEL Power Sector.	
Ref	1.0	Tender no PSER:SCT:MIS-Q1388:12
	2.0	BHEL's NIT, vide reference no: PSER:SCT:MIS-Q1388:2913 Date: 07-08-2012
	3.0	BHEL's TCN-01, vide reference no: PSER:SCT:MIS-Q 1388:12:TCN-01, Date: 21-08-2012.
	4.0	Other references (if any).

Dear Sirs,

With reference to above, this is to confirm that as per tender conditions, we have visited site before submission of our offer and noted the job content & site conditions etc. We also confirm that we have not changed/ modified the tender documents as appeared in the website/ issued by you and in case of such observance at any stage, it shall be treated as null and void.

We hereby confirm that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT. We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification, integrity pact (if applicable) and acceptance to reverse auctioning process.

In the event of observance of any deviation in any part of our offer at a later date whether implicit or explicit, the deviations shall stand null & void.

We confirm to have submitted offer in accordance with tender instructions and as per aforesaid references.

Thanking you,

Yours faithfully,

(Signature, date & seal of authorised
representative of the contractor)

पावर सेक्टर पूर्वी क्षेत्र (मुख्यालय)

POWER SECTOR EASTERN REGION DJ-9/1, SECTOR-II, SALLAKE CITY, KOLKATA - 700 091

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ANNEXURE-A TO TCN-01

TENDER NO. PSER:SCT:MIS-Q1388:12

JOB

Selection of Agency for conducting Customer Satisfaction Survey & Computation of Customer Satisfaction Index for BHEL Power Sector.

SI No	Reference clause of tender document	Existing Provision	Bidder's query	BHEL's clarification
1	Technical conditions - point no. 2.0	Survey - Finalization of questionnaire after discussing with BHEL Power sector taking into account the feedback received during pilot survey	Kindly Clarify the location of meeting to finalize the questionnaire and kick off meeting	The pre-survey workshop(s) will be held at PSER HQ, Kolkata office.
2	Technical conditions - point 2.3.5 - feedback presentation	Feedback presentation to management of BHEL Power Sector (ER,WR,NR,SR,PEM) through workshop(s) and facilitation for action planning by providing all back up data and required clarifications and suggestions during the workshop	Kindly inform location of feedback presentation and no. of action workshops and locations of action planning workshops	Feedback presentation and Action Planning Workshop(s) to be conducted at individual regions' (ER, WR, NR, SR) Head quarters and PEM.
3	Technical conditions - point no. 4.0	Bidders shall confirm that they have adequate resources to conduct this survey for all division of power sector simultaneously, including report submission with in period of 6 weeks after finalization of questionnaire	Kindly clarify	Technical Conditions of Contract (Volume IF) Clause 4.0 shall be read as below: "Bidders shall confirm that they have adequate resources to conduct this survey for all division of power sector simultaneously, including report submission with in period of 8 weeks after finalization of questionnaire"