



Bharat Heavy Electricals Limited

(A Govt. Of India Undertaking)

Power Sector, Eastern Region

BHEL BHAWAN, PLOT NO. DJ-9/1 , SECOTR II ,
SALT LAKE CITY , KOLKATA ,WEST BENGAL, INDIA

Phone : 033-23216130-31,033-23216130 FAX : 033-23211960

Sub	TENDER CHANGE NOTICE (TCN-02 DTD. 02/12/2015)
Job	“COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT CONTRACT OF IT EQUIPMENT & SERVICES OF BHEL: PSER FOR A PERIOD OF TWO (2) YEARS”.
Ref	a) E-Tender No. PSER: PUR: MSX: 154(VII):086(ENQ:15:PP:0015:PUR:114) Date: 23-11-2015 b) TENDER CHANGE NOTICE (TCN-01 DTD. 24/11/2015). c) Pre Bid Discussion (PBD) dtd. 30/11/2015.

1) [With reference to above, following clarifications, relevant to tender, may please be noted and complied with while submitting the offer.](#)

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
1	The paragraph/portion of Annexure-I of Volume-IF (TCC) in Page 03 of 20.	The vendor has to provide OEM warranty for the entire period for the RF devices as mentioned in Annexure-II. The scope of AMC of RF devices also includes repair, maintenance and trouble shooting of the same at any location of the scope of this	Type of Warranty support is required by BHEL. Whether, BHEL want back to back support form OEM?	The vendor has to provide back to back OEM support for the entire period for the RF devices as mentioned in Annexure-II. The scope of AMC of RF devices also includes repair, maintenance and trouble shooting of the same at any location of the scope of this contract.
2	The paragraph/portion of Annexure-I of Volume-IF (TCC) in Page 06 of 20.	Minimum Everyday Timing of all support personnel from the vendor shall be tentatively from 8:30 AM to 8:30 PM. However, support personnel may have to stay beyond the above timings or may have to come early from time to time. Further, if required, additional manpower may be posted in case of exigencies and remote support may be given in case to case basis for uninterrupted FM services as per the same terms and conditions of the contract on 24 x 7 basis.	May please review and re-confirm the timing of support personnel.	The support timing is tentatively 8:30 AM to 8:30 PM. Minimum Everyday timing for support engineers: At least One (1) Support Personnel : 8:30 AM to 5:30 PM At least Four (4) Support Personnel : 9:00 AM to 6:00 PM At least One (1) Support Personnel : 11:30 AM to 8:30 PM However, support personnel may have to stay beyond the above timings or may have to come early from time to time. Further, if required, additional manpower may be posted in case of exigencies and remote support may be given in case to case basis for uninterrupted FM services as per the same terms and conditions of the contract on 24 x 7 basis.

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Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
3	List of Consumables which are to be excluded from AMC : Annexure-IX of Vol-IF (TCC)	List of Consumables which are to be excluded from AMC as per Annexure-IX of Vol-IF (TCC)	Whether Fuser assembly for Printer (Sl. no. 6) and LCD Panel for Plasma Monitor (Sl. no. 8) are included in List of Consumables which are to be excluded from AMC as per Annexure-IX of Vol-IF (TCC).	Revised Annexure-IX of Vol-IF (TCC) i.e Annexure-IX (Version-01) of Vol-IF (TCC) will be applicable and the same shall supersede the earlier Annexure-IX of Vol-IF (TCC). Revised Annexure-IX (Version-01) of Vol-IF (TCC) is enclosed.

- 2) Due date of submission of offer against the subject tender is **extended from 03/12/2015 (15:00 hrs. IST) to 07/12/2015 (15:00 hrs. IST). Techno-commercial bid shall be opened on 07/12/2015 (16:00 hrs. IST).**
- 3) 'No deviation certificate' is attached. Bidder to submit their offer along with stamped & signed copy of this TCN & 'No deviation certificate' as per attached format only.
- 4) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD.

SR. MANAGER (PURCHASE)

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

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LIST OF CONSUMABLES WHICH ARE TO BE EXCLUDED FROM AMC

**ANNEXURE- IX
(VERSION-01)**

SL. NO.	EQUIPMENT	LIST OF CONSUMABLES
1	BACKUP DEVICE	BACK UP MEDIA LIKE TAPE , CARTRIDGE etc.
2	LAPTOP	BATTERY
4	PROJECTOR	LAMP
5	SCANNER	LAMP, PLASTIC PARTS
6	PRINTER & MULTIFUNCTION DEVICE	CARTRIDGE, FUSER ASSEMBLY, PLASTIC PARTS, TEFLON, SCANNER LAMP
7	PLOTTER	PLASTIC PARTS, CARTRIDGE, PRINT HEAD CARTRIDGE
8	PLASMA MONITOR	PICTURE TUBE, LCD PANEL

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

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

To,
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	“COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT CONTRACT OF IT EQUIPMENT & SERVICES OF BHEL: PSER FOR A PERIOD OF TWO (2) YEARS”.	
Ref	1.0	E-Tender no. PSER: PUR: MSX: 154(VII):086(ENQ:15:PP:0015:PUR:114) Date: 23-11-2015
	2.0	TENDER CHANGE NOTICE (TCN-01 DTD. 24/11/2015).
	3.0	TENDER CHANGE NOTICE (TCN-02 DTD. 02/12/2015).
	4.0	All other pertinent issues till date.

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/newspapers and in case of 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 *and confirm our acceptance to **reverse auctioning process*** and we hereby convey our unqualified acceptance to all terms and conditions as stipulated in the tender and NIT.

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 strictly in accordance with tender instructions.

Thanking you,

Yours faithfully,

(Signature, date & seal of authorized representative of the bidder)