

**BHARAT HEAVY ELECTRICALS LIMITED
RAMACHANDRAPURAM :: HYDERABAD****CENTRAL LABS**

REF. NO. BHEL : HY AMC ENQ / MECH LAB /IT-30 ITM

DATE: 24.09.2013

Central labs of BHEL Hyderabad wishes to enter into AMC contract for a period of two years for servicing and calibration of its Impact Testing Machine located in 29 Bldg. (Central labs) with the following terms and conditions.

PART- A : SCOPE OF ACTIVITIES DURING AMC CONTRACT

Equipment Details : PENDULUM IMPACT TESTING MACHINE
Make & model : FIE, ICHALKARANJI, INDIA & IT-30
Asset No. : 29-1714
Period of contract : 2 years

| Sl.No. | Description of activities | No. of visit Required | Contractor's confirmation YES / NO | Clarification, if any |
|--------|--|--|---------------------------------------|-----------------------|
| 1. | Preventive maintenance service including the following -- General checking of the instrument including mechanical alignment/ leakages/ electrical parameters (like power consumption, etc.) | TWO PER YEAR (Four visits during AMC contract period) | | |
| 2. | Emergency breakdown service (free of cost) | ONE PER YEAR (Two visits during AMC contract period) | | |
| 3. | Calibration of the equipment under LRS witness and Certification (arranging LRS representative will be in the scope of BHEL Hyderabad) Calibration shall be carried out using instruments like proving rings duly calibrated and traceability to NPL standards. | ONE PER YEAR (Two visits during AMC contract period) | | |

PART- B GENERAL TERMS AND CONDITIONS APPLICABLE FOR ANNUAL MAINTENANCE CONTRACT (AMC)

| Sl.No | Description of the activity | Contractor's confirmation YES / NO | Clarification, if any |
|-------|--|---------------------------------------|-----------------------|
| 1. | The duration of the AMC will be counted from the date of acceptance of LOI / Service order by the contractor. | | |
| 2. | The visits shall be made periodically (preferably with equal intervals) with in the contract period. However, BHEL reserves the right to call the service engineer as per the requirement. | | |
| 3. | Each "Service visit" shall be for minimum one working day. However, in case of any emergency the visit may be extended for the second day also, without any extra charges to BHEL. | | |
| 4. | All the general maintenance & repair work required for the equipment shall be carried out in the BHEL lab itself. | | |
| 5. | The spares required during the servicing of the equipment shall be supplied by the contractor (on chargeable basis). Installation of the spare part and subsequent working of the equipment will be in the scope of the contractor only. No extra service visit will be considered for the same. | | |
| 6. | The hardware systems like PC, printer, UPS etc. required for the satisfactory performance of equipment will not be covered under the scope of this AMC. However, any up-gradation / re-installation of the software required for the operation of the equipment shall be carried out free of cost by the contractor during the AMC period. | | |
| 7. | Safety of the equipment during servicing is the sole responsibility of the contractor. | | |
| 8. | Payment will be released after each preventive maintenance visit on submission of Invoice along with the service report for satisfactory completion of work. Part payment will be released after the completion of each AMC visit on pro rata basis. | | |
| 9. | For the purpose of payment, the service visit will be considered as completed only if the equipment is working satisfactorily after such visit. | | |
| 10. | Penalty: If the contractor fails to visit BHEL for servicing of the equipment within a week from the date of call from BHEL through e-mail, a penalty of ½% per week for the period of delay for that service visit will be levied. | | |
| 11. | The AMC cost includes all costs towards TA, DA, etc. for rendering service. No extra payment will be considered towards the same. | | |
| 12. | The contractor shall follow the scope of the activities during AMC period specified in PART A of this contract. | | |

Contractors shall submit the quotation on their letter head confirming the above requirements of BHEL Hyderabad.

On behalf of BHEL Hyderabad
 Manoj Kumar
 Engineer/ ME & Labs