



Bharat Heavy Electricals Limited

(A Government of India Undertaking)

BOILER AUXILIARIES PLANT

RANIPET – 632 406, INDIA

Phone No:04172-284623

FAX No.:04172-241201

E-mail: plramana@bhelrpt.co.in

MAINTENANCE & SERVICES DEPARTMENT

REGISTERED POST WITH ACK.DUE

NOTICE INVITING TENDER

Tender Notice No	BAP:M&S:TE:EL:12:023:DT:10.01.2013
Name of work	AMC FOR ALCATEL – EPABX SYSTEM
Type of tender	Open tender
Period of contract	Two years
Earnest Money Deposit (EMD) Amount	Not applicable
Last date & Time for Receipt of the Tender	01.02.2013 ,14.30 Hrs.
Date of Technical bid Opening	01.02.2013 after 14.30 Hrs
(Please obtain updated information from the website about the latest applicable dates & other changes if any in the tender contents)	
Date of Price Bid Opening	Bidders whose technical bids are found acceptable will be intimated separately about the status of their offers and the date of opening of Price Bid.
Place of submission of Tender	Tender Box placed in M&S Office, BHEL – BAP, Ranipet – 632 406
Address on the Sealed Tender Cover to be:	SENIOR MANAGER / M&S PLANNING & ES M & S DEPARTMENT BHARAT HEAVY ELECTRICALS LIMITED RANIPET – 632 406 VELLORE DISTRICT TAMIL NADU
Venue of the Tender Opening	M&S Conference hall
<ol style="list-style-type: none">1. The Tender documents can be down loaded from BHEL website (http://www.bhel.com/tender/list_tender.php) and Govt tender web site: http://tenders.gov.in/ and also in Central Public Procurement Portal (CPP) website: http://eprocure.gov.in/epublish/app2. Interested bidders may alternately collect hard copy of tender specification documents at free of cost from M&S Dept / BHEL / Ranipet on all working days (between 10.00 to 15.00 hrs) .3. BHEL reserves the right to accept or reject any or all tenders without assigning any reasons whatsoever.4. All corrigenda, addenda, amendments, clarifications etc. to tender specification will be hosted in the web pages (www.bhel.com > Tender notifications > view corrigendum) only and not in the news papers. Bidders shall keep themselves updated with all the such developments.5. BHEL reserves the right to reject any tender on the basis of unsatisfactory performance of the bidder in any on going job or any similar job in the past.	

ISSUING OFFICER

QUALIFICATION REQUIREMENTS (QR) :

Name of work: AMC For ALCATEL – EPABX System

Tender Notice No: BAP:M&S:TE:EL:12:023:DT:10.01.2013

S.No	Description	Details (To be filled by the Contractor)
1	Average annual financial turnover of the contractor during the last 3 years ending on 31st March 2012, should be at least 3.92 lakhs. and the bidder should submit audited balance sheet and Profit & Loss Account for the last three years (2009 – 10 , 2010-11 & 2011-12), duly certified by chartered accountant / auditor.	2009 – 10:
		2010 – 11:
		2011 – 12:
2	Contractors having experience of successfully completed similar works (ref. Note 1 below) during the last 7 years as on 31.12.2012 should be either of <u>the following three categories.</u>	
2. a	<p><u>Category no:1</u></p> <p>Three similar completed works each costing not less than the amount equal to Rs.5.23 Lakhs for two years period.</p>	Client : Name of work : Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
		Client: Name of work: Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
		Client: Name of work: Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
OR		

2.b	<u>Category no:2</u> Two similar completed works each costing not less than the amount equal to Rs.6.54 Lakhs for two years period .	Client: Name of work: Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
		Client: Name of work: Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
OR		
2.c	<u>Category no:3</u> One similar completed work costing not less than the amount equal to Rs.10.46 lakhs for two years period .	Client: Name of work: Value of Wok : Rs. Completion Certificate issued by : Date of completion of work:
Note 1 : 'Similar Works' mentioned in SI.No-2 above shall mean successfully executed Supply / Maintenance of telephone exchange EPABX System of 1000 lines or more.		
Tender bids not meeting any of the above pre-qualification criteria shall be rejected and shall not be considered for further evaluation of tender.		

Documents required for proof of QR:

The bidders should submit documents in support of possessing Qualifying requirements as under, duly certified and stamped by their authorized signatory:

- a. Copy of Balance sheet, Profit & Loss Account duly certified & audited by Chartered Accountant) and work orders along with BOQ and completion certificates in support of the qualifying criteria.
- b. Copy of authorization letter / power of attorney of the authorized signatory of the tender document (only in case of owner of the firm is different from authorized signatory).

Details to be filled by the Bidder

1a	Name of applicant	
1b	Full address	
1c	Nationality	
1d	email cell phone fax	
2	Whether the firm is individual firm or Sole proprietorship firm or partner ship firm or Hindu undivided Family or association of persons or Private Limited company or Public Limited company or any other please specify. (Notarized copy has to be enclosed)	
3	Whether the contractor has registered his workmen under employees State Insurance Act. If so, the Registration No./ Enrolment Number may be furnished. (Notarized copy has to be enclosed)	
4	PAN no and documentary proof (Notarized copy has to be enclosed)	
5	Registration under Tamil Nadu VAT ACT, TIN number . (Notarized copy has to be enclosed).	
6	The service tax heads under which the enlisting person registered with Excise Authorities and copy of service tax registration certificate has to be enclosed (Notarized copy)	
7	Whether the contractor has registered his workmen under Employees Provident Fund and Miscellaneous Provisions Act? (Notarized copy has to be enclosed).	

SCOPE OF WORK:

Comprehensive Annual Maintenance of ALCATEL make OMNIPCX ISDN EPABX SYSTEM installed at BHEL Ranipet as per the bill of materials below:

DESCRIPTION OF EXCHANGE:-

Location: BHEL, Ranipet

(BHEL Ranipet is located 120 Kms from Chennai in NH-4 Chennai-Bangalore highway.)

The ALCATEL OMNIPCX EPABX system (2000 lines) is supplied by M/s Telecommunication Consultants of India Ltd under Rental and Guarantee contract. The first 1000 lines was installed in the year 2005 and the remaining 1000 lines in 2008. The rental and guarantee period of the above exchange was expired by July-2012. Presently the exchange is in good working condition.

PARTS COVERED UNDER COMPREHENSIVE AMC:

S.No	Description	Quantity
1	ALCATEL OMNI PCX ISDN EPABX System equipped with:	
	ACT28 Cabinet	4
	EZ 32 cards	64
	EUA 32	02
	CPU6	02
	GPA2	01
	INTIP	01
	INTOF	12
	IO2N	01
	MMFSD	01
	NDDI	04
	NPRAE	02
	VPU5	01
2	ALCATEL 4035 Digital phones	44
3	DYNA FCBC 6X21400E – 54 Amps Float cum booster charger	01
4	EPABX related software like Telnet, Call billing software	

PARTS NOT COVERED UNDER COMPREHENSIVE AMC:

1. Exchange batteries
2. Mobile phones including batteries working as DECT phones
3. Exchange computer hardware and computer accessories like Printer
4. Fixed Cellular Terminal
5. Analogue push button telephones

TERMS AND CONDITIONS:

1. The comprehensive annual maintenance contract includes services, repairs and replacements (if necessary) to upkeep the 2000 lines ISDN EPABX system in good working condition.
2. Any number of breakdown calls have to be attended by the contractor during the tenure of the contract at free of cost. The contractor shall send his service personnel available at our works immediately on receipt of information from BHEL, but, however, not later than 24 Hrs. from the time of receipt of message. Conveyance expenditure if any for deputing the service personnel for attending the preventive or breakdown maintenance calls are in contractor scope.
3. Payment will be made once in three months against submission of Bill duly certified by the engineer in - charge. It may be noted that, BHEL will not pay any advance payment on any account.
4. The supplier should supply components required for rectification of faults in cards / modules during AMC period at no extra cost. All spare parts are to be covered under the AMC.
5. In case of delay in repair of faulty components/cards, standby components/cards of OEM make must be provided for uninterrupted operation and that can be replaced once the faulty system is put back into operation.
6. The contractor should have a good reputation in the field. The vendor should have a service center/office with in the reach of Ranipet/Vellore (i.e. at Chennai or Bangalore). and should provide timely support by deputing Service engineer to BHEL Ranipet..
7. The contractor shall at all times undertake to maintain complete confidentiality of all data, information, software, drawings & documents etc., belonging to BHEL Ranipet.
8. AMC does not cover Mobile phones including batteries working as dect phones, FCTs, PC, consumable items like Printer etc.
9. In case if BHEL Ranipet installs a new PC replacing the old one, the supplier shall reinstall the exchange software at free of cost.
10. In case of break down, the equipment has to be rectified within 48 hours of complaint. Any delay more than 48 hours or 2 working days will attract penalty on pro – rata basis on rental charges and will be recovered including holidays if it falls between the break down period
11. **Termination of the AMC Agreement:** If the performance of the service provider is found not satisfactory, BHEL will terminate the AMC contract with 15 days notice period.
12. For any disputes and all other purposes, courts at Ranipet (Vellore District, Tamil Nadu) only will have jurisdiction.
13. **Termination of contract:**

Either party can terminate this contract by giving 30 days notice to the other party. After the expiry of such notice period this contract shall be terminated and no party shall be liable for any claims/liabilities arising out of acts/deeds/transactions done by other Party after such termination. However, the Parties shall remain liable for all acts/deeds/transitions undertaken or done before the date of termination of this contract.

CERIFICATE OF NO DEVIATION

I / We of M/s

hereby certify that **there is no deviation** from the tender conditions either technical or commercial and I am /We are agreeing to all the terms and conditions mentioned in the Tender Specification.

Date:

Signature of the Bidder

(Telephone / Mobile No.)

IMPORTANT NOTE TO BIDDERS

Bidders are requested to submit their offers 'in a sealed cover' consisting of two inner sealed covers such as (1) Technical Bid cover & (2) Price Bid cover, all super scribing the name of the work, Tender Number, Due date etc.

- 1) Technical/Qualification bid cover shall contain duly filled in qualification bid document signed by the bidder in all the pages with documentary evidences for pre-qualification such as Balance sheet, P&L A/c, experience, value of work executed in the similar nature of work etc. Any bid without proper documentary evidence for pre-qualification shall not be considered for further evaluation.
- 2) The price bid cover shall contain price bid document (BHEL format only) duly filled in and signed by the bidder in all the pages. The bidder has to quote most competitive rates for all the items in the price bid. The completed technical bid and price bid shall reach the office of the undersigned on or before 01.02.2013 at 14.30 Hrs.
- 3) **The Qualification/ Technical bid will be opened on 01.02.2013 at 14.30 hrs onwards. In case of opening day falls on holiday or happened to be declared as a holiday the receipt and opening of the Tender shall automatically fall at the same timing on the next working day. Date and time of opening of the price bid shall be intimated to those bidders who have qualified in the technical bid. The bidders or their authorized agents can participate in the tender opening for which they shall bring authorization letter for attending tender opening.**
- 4) **Bidders are required to submit their price bid in the BHEL format only**
- 5) **Seeking clarification on Tender Specification :** Clarifications on tender specification if any may be sought by the bidders during the office hours only from the **Sr.Manager/M&S- phone no -04172-284623, mobile no: 9442509822 ..**
- 6) All the information as called for in the various clauses and annexure of tender specification should be furnished. The details so furnished should be complete in all respects and as per the formats prescribed in the Tender specification (Statutory requirement of Contract). The bidder may have to produce original documents for verification, if so decided by BHEL.
- 7) Offers received with any deviation or without relevant information are liable to be rejected.
- 8) Price bids received in any form other than prescribed in PRICE BID are liable to be rejected.
- 9) **The tender offer should be kept valid for 3 MONTHS from the date of Price bid opening** for acceptance by BHEL. No revision in price shall be entertained after opening of tenders and till expiry of the validity period.
- 10) Quoted rates shall be firm through out the contract period of TWO YEARS and extended contract period also and no cost escalation is allowed on any account.

SPECIAL TERMS AND CONDITIONS TO ENQUIRY

1. BHEL reserves the right to increase or decrease the tendered quantity.
2. Lowest prices received against BHEL tenders need not be the technically acceptable one, and in that case, BHEL reserves the right not to consider the same.
3. BHEL reserves the right to negotiate or refloat the tender opened, if L1 Price is not lowest acceptable price to them inter-alia other reasons.
4. BHEL reserves the right to negotiate the L1 rate.

Clarification if any can be obtained from the undersigned before submitting the offer.

Kindly acknowledge the receipt of the entire set of tender document.

Thanking you,

Yours faithfully,
For Bharat Heavy Electricals Limited,

Sr. Manager / M&S Planning & ES
M&S Department

SPECIAL INSTRUCTIONS TO BIDDRES

1. Sealed Tenders for the work mentioned in the Schedule are invited from Contractors experienced in works of similar kind and magnitude.
2. Tenders must be submitted **in sealed covers** and should be addressed to

**Senior Manager /M&S planning & ES,
M&S Department,
Bharat Heavy Electricals Limited,
RANIPET – 632 406.**

The Name, Address of the Bidder and the name of work shall be clearly mentioned on the cover.

3. Tenders will be received up to 14.30 hrs. on 01.02.2013 in the prescribed form and will be opened on 01.02.2013 at 14.30 hrs onwards at M&S Office Conference Hall in the presence of such of those Bidders or their agents who may choose to attend.
4. All entries in the tender documents should be in one ink. Over-writing and corrections should be avoided. The Bidders concerned should duly sign for all corrections and over-writings.
5. Bidder should sign and seal each and every page of the tender document including the drawings/annexure attached thereto before submitting the tender.
6. Conditional tenders and un witnessed tenders, tender containing absurd rates and amounts, tenders, which are incomplete or otherwise, considered defective and tenders not in accordance with the tender conditions laid down by the Accepting Officer are liable for rejection.
7. Tenders not submitted in the prescribed forms are liable for rejection.
8. In quoting the rates, the Bidders are advised to take into account all factors including any fluctuations in the market rates etc. No claim will be entertained on this account after acceptance of the tender or during the currency of the contract.
9. The rates quoted in the tender shall remain valid for a period of **THREE MONTHS** from the date of opening of the price bid.
10. In the event of tender being submitted by a firm, the tender must be signed separately and legibly by each partner or member of the firm or in their absence, by the person holding the Power of Attorney on behalf of the firm concerned. In the latter case, a copy of the Power of Attorney duly attested by a Gazette Officer must accompany the tender.
11. The Bharat Heavy Electricals Limited, reserves the right to reject any or all the tenders received or accept any tender or part thereof without assigning any reason there for. In case of acceptance of a part of tender, time for completion may also be reduced to the extent considered appropriate by the accepting authority.
12. Unit rates should be quoted in figures as well as in words with reference to each item and for all the items shown in the attached schedule. These rates shall be for the finished work at site.

13. Rates for each item of the tender schedules should be quoted in rupees and paise only. In case of any difference in the rates quoted in figures and in words, words will be taken as the tendered rate.

14. Rates quoted **SHALL INCLUDE ALL royalties, terminal taxes, octroi, duties, central and provincial excise tax, sales tax / VAT and other taxes levied under the State or Central Government Rules excluding applicable service tax for this work.** BHEL will reimburse the service tax to the contractor, subject to service tax invoice as per Law. While quoting, the bidder should take into account the implication of service tax.

15. The L1 will be decided based on the lowest cost to BHEL.

16. **The Bidder shall not include Service Tax in their quoted rates and to indicate applicable rate of service tax separately at the appropriate place on the price bid.** The contractor will have to submit the Service Tax Registration certificate to BHEL and claim the Service Tax from BHEL by submitting Tax invoice as per Rules & Regulations of Service Tax and the documentary evidence will have to be submitted along with the next bill. If for any reason, the contractor has to pay penalty, interest on service tax, the contractor has to bear such additional payment. BHEL will pay only the service tax at actual. **The Bharat Heavy Electricals Limited will not entertain any claim in this regard.**

17. If the bidder finds discrepancies or omissions in the tender documents or should be in doubt as to their meaning, he should at once address the authority inviting the tender for clarification. Every endeavor is made to avoid any error which can materially affect the basis of the tender but the successful Bidder shall take up on himself to provide for the risk of any error which may be subsequently discovered and shall make no subsequent claim on account thereof.

18. The L1 bidder will be identified through the process of summing up the unit rates quoted as per the schedule of works available in price bid including service tax.

19. If, in the price structure quoted for the required goods/ services/ works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity) the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.

20. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

21. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (19) and (20) above.

22. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and, if the bidder doesn't agree to the decision of the purchaser; the bid is liable to be ignored.

**(THIS PRICE BID IS TO BE SUBMITTED IN A SEPARATE COVER AND TO BE SUBMITTED
ALONG WITH THE TECHNICAL BID COVER)**

PRICE BID

Tender Notice No: BAP:M&S:TE:EL:12:023:DT:10.01.2013

Name of work: **AMC FOR ALCATEL – EPABX SYSTEM**

Period of contract: **Two Years**

S. No	Description	Unit	Quantity (a)	Rate per annum (b)	Amount for two years $2 * (a) * (b)$
01	Comprehensive Annual Maintenance Contract for ALCATEL Make OMNIPCX ISDN EPABX (2000 lines) available at BHEL Ranipet.	No	1		
02	Service Tax @ _____ %				
	Total Amount (01 + 02) in Rupees				

ACCEPTANCE FOR ELECTRONIC FUND TRANSFER / RTGS TRANSFER

01	NAME & ADDRESS OF THE SUPPLIER / VENDOR																					
02	VENDOR CODE (as in the work order)																					
03	Details of Bank Account:																					
A)	NAME & ADDRESS OF THE BANK (WITH PIN CODE)																					
B)	BANK TELEPHONE NUMBER (WITH CODE)																					
C)	BRANCH CODE																					
D)	MICR CODE	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
E)	ACCOUNT NUMBER	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
F)	TYPE OF ACCOUNT	CURRENT A/C / OD / CASH CREDIT																				
G)	VENDOR NAME AS PER BANK RECORDS																					
H)	BANK BRANCH RTGS IFSC CODE	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
I)	BANK BRANCH NEFT IFSC CODE	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
J)	VENDOR' S EMAIL ID (give two ids)																					
K)	NAME OF AUTHORISED SIGNATORY																					

CERTIFICATE

I / We hereby agree to receive the payments due from BHARAT HEAVY ELECTRICALS LIMITED, RANIPET by the National Electronic Funds Transfer and/or RTGS Transfer mode by credit to my / our above mentioned Bank Account. I / We also agree that payments made to the above mentioned Account is a valid discharge of the liability of Bharat Heavy Electricals Limited, RANIPET. I / We also agree to bear the applicable Bank Charges for the above mode of transfer.

AUTHORISED SIGNATORY OF VENDOR WITH SEAL

Banker's Certification

We confirm that we are enabled for receiving RTGS and NEFT credits and we further confirm that the _____ account _____ number _____ of _____ (name of account holder), the signature of the authorized signatory and the MICR and IFSC codes of our Branch mentioned above are correct.

PLACE:
DATE :

(Manager / Officer's)
Signature Under Bank stamp and Name Seal
With Membership No.