

Project Engineering
Management

BHARAT HEAVY ELECTRICALS LTD.
(A Govt. Of India Undertaking)
PURCHASE ENQUIRY



REF :	PE-LPE/219
REF. DATE	18/12/2015
DUE DATE	11/01/2016

To,
Open Tender

Dear Madam/Sir,

**Subject: 2 YEARS AMC FOR IT HARDWARE WITH ONSITE SUPPORT FOR
BHEL-PEM NOIDA**

Quotations are Invited in sealed cover with Enquiry No., Enquiry Date, Quotation Due Date & Time, Name/ Address of the Organisation submitting the offer legibly super- scribed on it, for the above- mentioned item so as to reach the Tender Room before 2:00 P.M. on or before the above mentioned Due Date.

SCOPE:

As mentioned in technical specifications PE888S-1502, Rev 01

PAYMENT TERMS

Quarterly payment, after adjusting penalties/deductions as laid down in technical specifications PE888S-1502, Rev 01 [after the completion of quarter].

Please quote the total F.O.R. destination BHEL /PEM, NOIDA inclusive of all taxes, freight, handling packaging, charges, transit insurance etc and shall remain firm without any variation till completion of the contract.


BID SUBMISSION:

In 2 parts [1. Techno commercial Bid, 2. Price Bid]

Taxes and duties will be payable on actual basis as applicable at the time of billing.
Due date of submission of bids: 11-01-2016 [2:00 PM], EMD AMOUNT : 1 LAKH

Thanking You,

Yours faithfully,
For and on behalf of BHEL


Manoj Kumar
BHEL PEM, Noida

Please reply to:
Power Project Engineering Institute
HRD & ESI Complex, Plot No 25, Sector 16 A

Phone:
Fax No:

Regd. Office:
BHEL House
Siri Fort



SUBMISSION OF OFFER

Dated:18-12-2015

From:

M/s -----

To

SDGM (IT)/ Dy. Manager-CMM/ Sr. Engineer (IT)

**Bharat Heavy Electricals Limited
Power Sector- Project Engineering Management
PPEI Building, HRDI & ESI Complex
Plot No. 25. Sector-16A
NOIDA – 201301, Uttar Pradesh.**

Subject: -Tender in response to your invitation for “procurement of 2 years AMC for hardware (IT equipment) procured on lease with onsite manpower support for BHEL-PEM, Noida”

Dear Sir,

We hereby submit our techno commercial offer (two bid system) in full compliance with the terms and conditions of the tender enquiry. Therefore, we offer you the most competitive rate for these services. Earnest Money Deposit in the form of DD/Pay order payable to Bharat Heavy Electricals Ltd. for an amount of ₹ 1,00,000/- (One Lakh Only) is enclosed. Our offer shall remain valid for acceptance for a period of 6 months from due date .

Very Truly Yours,

(Signature of Tenderer with Rubber Stamp)

Full Name: -----

Designation: -----



TENDER DOCUMENT

FOR

“procurement of 2 years AMC for hardware (IT equipment) procured on lease with onsite manpower support for BHEL-PEM, Noida”

Tender Ref. No. : PE-LPE/219

Dated : 18-12-2015

Last Submission date of tender enquiry: - 11-01-2016

Due date for opening of bid on : - 11-01-2016

Contact Persons:

For Technical

1. Mr. Rajiv Hajela, SDGM (IT)
E-mail: rhajela@bhelpem.co.in

Telephone: 0120-436-8836
Mob: 9650194196

2 Mr. Ravi Kant Sr Engineer (IT)
E-mail: ravikant@bhelpem.co.in

Telephone: 0120-436-8776
Mob: 9650222122

For Commercial

1. Mr. Manoj Kumar, Dy. Manager (CMM)
E-mail: manojkumar@bhelpem.co.in

Telephone: 0120-436-8700

Address: Bharat Heavy Electricals Ltd.
Project Engineering Management
PPEI Building, HRDI & ESI Complex
Plot No. 25, Sector 16A
NOIDA – 201 301. Uttar Pradesh (INDIA).

Last date of Submission: 11-01-2016

Subject: -Tender in response to your invitation for “procurement of 2 years AMC for hardware (IT equipment) procured on lease with onsite manpower support for BHEL-PEM, Noida”

Dear Sirs,

We are pleased to invite your tenders, in sealed covers for the subject service. Instructions to bidders & the terms & conditions of the tender are mentioned below:-

Seal and Signature of Bidder



INSTRUCTIONS TO BIDDERS

1.0 INTRODUCTION

M/s **Bharat Heavy Electricals Limited** (A Govt. of India Undertaking) incorporated under the Companies Act 1956 acting through its **Projects Engineering Management Division (PEM)**, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301 (hereinafter referred to as “**Purchaser**”, which expression shall include its successors and assigns), invites offers for the requirements as detailed in the Enquiry letter and other tender documents.

2.0 TENDERER TO INFORM HIMSELF FULLY

- 2.1 The tenderer shall closely peruse all the clauses, specifications and drawings etc., indicated in the tender documents, before quoting. Should the tenderer have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the drawings or the tender documents issued are incomplete or shall require clarifications on any of the technical aspect, scope of work etc. he shall at once contact the official inviting the tenders, for clarifications, before submission of the tender.
- 2.2 Tenderers are advised to study all the tender documents carefully. Any submission of tender by the tenderer shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. The specifications and terms and conditions shall be deemed to have been accepted unless otherwise specifically commented upon by the tenderer in his offer. Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.

3.0 PROCEDURE FOR SUBMISSION & OPENING OF TENDERS

- 3.1 Tenders shall be accepted by the official inviting the tenders, in **two parts** as described below on or before the due date indicated in the Enquiry letter, by 02:00PM.

PART-I: TECHNO-COMMERCIAL BID

Containing Technical offer, Commercial Terms & Conditions, Technical Specification and Un-priced Copy of the Price Bid. The un-priced copy of the Price bid shall be the same as the Price bid but without the Prices, with all the quoted Prices/discounts/values being replaced with the word ‘QUOTED’ or ‘Q’.



Bidder should sign and stamp each page of all the documents enclosed with the enquiry as a token of acceptance of BHEL's terms and conditions.

PART-II: PRICE BID

Containing **PRICES** only (to be furnished in the enclosed Price format only). Prices shall be quoted in Indian Rupees only.

Price Bid should not contain any technical details and/or Commercial Terms & Conditions. Any technical details and/or Commercial Terms & Conditions, if found in this part shall be ignored as the same are supposed to be contained in PART-I only so that the same can be evaluated before opening of Price Bid(s).

3.2 MARKING ON ENVELOPE

Part-I and Part-II offers shall be submitted in two separate sealed envelopes with bidder's distinctive SEAL and each envelope super-scribed with the following:

PART-I:

1. TENDER ENQUIRY NO. AND ITEM DESCRIPTION
2. DUE DATE OF OPENING
3. "TECHNO-COMMERCIAL BID".

PART II:

1. TENDER ENQUIRY NO AND ITEM DESCRIPTION
2. DUE DATE OF OPENING
3. "PRICE BID".

Un-sealed envelopes or envelopes not super-scribed as above may not be accepted/considered.

3.3 BID SUBMISSION

3.3.1 The tenders shall be addressed to the official inviting Tender(s) by name and designation and sent at the following address:

Tender Box
Bharat Heavy Electricals Ltd.
Project Engineering Management
PPEI Building, HRDI & ESI Complex
Plot No. 25, Sector 16A
NOIDA – 201 301. Uttar Pradesh (INDIA).
Kind Attn.: **1. Mr. Rajiv Hajela, SDGM (IT) +91 120- 436-8836, Mob No 9650194196**
2. Mr. Ravi Kant, Sr. Engineer (IT) +91 120-436-8776 Mob no 9650222122



- 3.3.2** Tenders can also be delivered in person to the official inviting the Tenders.
- 3.3.3** Tenders submitted by post shall be sent by "**REGISTERED POST ACKNOWLEDGEMENT DUE**" and shall be posted with due allowance for any postal delay. The tenders received after the **Due Date** and **Time** of opening are liable to be rejected.
- 3.4 BID OPENING**
- 3.4.1** The offers may be opened on the due date and time as specified in the Enquiry Letter, in the presence of those tenderers who wish to attend.
- 3.4.2** Not more than two representatives will be permitted to be present for the tender opening.
- 4.0 Late tenders are liable to be rejected.**
- 5.0 Incomplete offers are liable to be rejected.**
- 6.0 VALIDITY OF OFFER**
- Offer shall be kept valid for **six months** from the due date, for Purchaser's acceptance.
- 7.0** No correspondence shall be entertained from the tenderers after the opening of Price bid(s).
- 8.0** Unsolicited tenders shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process.
- 9.0** Purchaser reserves the right to negotiate the tender, if the quoted rates/terms are found in the unacceptable range or unreasonable.
- 10.0 LANGUAGE & CORRECTIONS**
- 10.1** The tenderer shall quote the rates in English/Hindi language and international numerals only. The metric system of units shall be used, for the purpose of tender.
- 10.2** **All entries in the tender shall either be typed or written legibly in ink. Erasement and over-writings are not permitted and may render such tenders liable for rejection. However, all cancellations, corrections and insertions shall be duly attested by the tenderer.**



- 11.0** Standard pre-printed conditions of the tenderer attached to the offer will not be accepted and only those mentioned in the body of his offer will be considered.
- 12.0** Taxes and duties payable should be indicated separately, otherwise it will be presumed that the prices quoted are inclusive of all taxes, duty, octroi etc., if any and the Purchaser in such cases shall not pay any tax, duty, octroi etc.
- 13.0** Manufacturer's name, trade Mark or Patent No., if any, should be specified.
- 14.0** **The acceptance of tender will rest with the purchaser and does not bind him to accept the lowest or any other tender and reserves to itself full rights for the following without assigning any reasons, whatsoever:**
- a) to reject any or all the tenders.
 - b) to split up the work amongst two or more tenderers.
 - c) to award the work in part.

15.0 **DELIVERY/COMPLETION PERIOD**

From 21-02-2016 or from the date of placement of the LOI/PO, whichever is later.

16.0 **SALES CONDITIONS**

With tenderer's acceptance of the terms and conditions, it will be deemed that he has waived and confirmed as cancelled any of his general sales conditions attached with the offer.

17.0 **TENDER EVALUATION**

Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.

17.1 **PRICE DISCREPANCY**

Totals/Gross Total of Prices should be indicated both in words as well as in figures.

If there is a discrepancy between unit price, total price quoted in words and figures, the Arithmetical errors will be rectified on the following basis.

- (a) 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.



- (b) 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
- (c) 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 of (a) and (b) above.
- (d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date upto which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

17.1.2 Though, higher warranty/configuration/rating will be acceptable, than what is required as per tender specifications, no weightage or preference will be given for the same.

17.1.3 Tenders will be evaluated taking into consideration all available financial advantages, including taxation/depreciation benefits, if any. Service tax paid by the seller/contractor to the Govt. Authorities directly shall be reimbursed at actual only (subject to against requisite documentary evidence).

18.0 BANNED FIRMS

The offers of the bidders who are on the banned list as also offer of the bidder who engage the service of banned firms, shall be rejected. The list of banned firms can be found on website www.bhel.com.

19.0 CHANGE OF PRICE BIDS

The bidder to note that in case there is no change in technical specification or commercial terms, the bidder is not allowed to change his price bid within validity of his period.

20.0 EARNEST MONEY DEPOSIT (EMD)

The bidder shall have to furnish a refundable Earnest Money Deposit (EMD) of Rs.1,00,000/- along with the bid in the form of a Demand Draft payable to "Bharat Heavy Electricals Ltd." and payable at New Delhi. The bid shall be rejected without the EMD. The deposit shall not carry any interest.



EMD by the Tenderer will be forfeited as per Tender Documents if:

- i) After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.
- ii) The Tenderer does not commence the work within the period as per LOI/ Contract. In case the LOI/ contract is silent in this regard then 15 days after award of contract.

EMD given by all unsuccessful tenderers shall be refunded normally within 15 days of acceptance of award of work by the successful tenderer. **Bidder to provide cancelled cheque or EFT details (in the format attached with the tender documents).**

21.0 SECURITY DEPOSIT

The vendor shall have to submit security deposit to BHEL-PEM in the form of a Demand Draft payable to “Bharat Heavy Electricals Ltd.” payable at New Delhi or a Bank Guarantee (in the format to be provided by BHEL) valid for the duration of the contract.

The rate of Security Deposit shall be as follows:

1. Up to 10 lakhs: **10%** of the contract value (including the element of taxes and duties)
2. Above 10 lakhs: **1 lakh + 7.5 %** of the amount exceeding Rs.10 lakhs. (Including the element of taxes and duties).
3. Above Rs.50 lakhs: Rs.4 lakhs + 5% of the amount exceeding Rs.50 lakhs.

(EMD of the successful bidder can be converted and adjusted against the security deposit. The deposit shall be refunded after the expiry of the contract. The security deposit shall not carry any interest). Security deposit shall be liable to forfeited in case of breach/non-fulfillment of liabilities in contract by vendor.



COMMERCIAL TERMS AND CONDITIONS

- 1.0 GENERAL:** The words incorporating singular shall include plural and vice-versa, in the words importing masculine gender shall include feminine and vice-versa and the words importing persons shall include bodies; corporate, limited liability companies, partnership and other legal entities.
- 2.0 BANK CHARGES:** Unless otherwise specified, the Bank charges, if any, shall be to the account of Seller/Contractor.
- 3.0 PRICES:** Prices are net F.O.R. destination inclusive of freight, handling, packing charges, transit insurance etc. and shall remain FIRM without any variation till completion of the contract.
- 4.0 QUALITY:** All Systems/goods/services supplied/rendered shall be brand new and conform to the contract technical specifications and/or be strictly in accordance with approved samples/drawings. Where there is no specifications, sample or drawings, Systems/goods/services shall be of the best quality.
- 5.0 CHANGE OF ORDER:** No changes to this order/contract are permitted unless authorised in writing and signed by competent authority of this office.
- 6.0 PACKING AND MARKING:** Seller/Contractor shall arrange for sound packing and marking the goods to avoid any loss or damage during transit.
- 7.0 LOCATION & CONSIGNEE:** Complete Systems/goods/services will be consigned to DH (PEM – IT), PPEI Building, HRDI&ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301, who will co-ordinate all activities.
- 8.0 Payment terms:** Quarterly payment after the completion of quarter after adjusting penalties/deductions as laid down in technical specification, ref no PE888S-1502, Rev 01.
- 9.0 MODE OF PAYMENT** : Payment will be made by way of Electronic Fund Transfer.
- 10.0 INTEREST:** No interest, whatsoever, shall be payable by the purchaser on any amount due to the Seller/Contractor by the purchaser.



11.0 PROJECT COMPLETION/DELIVERY

From 21-02-2016 or from the date of placement of the LOI/PO, whichever is later.

12.0 INDEMNITY:

Seller/Contractor shall fully indemnify and keep indemnified the Purchaser against all claims, viz.

- a) Which may be made in respect of the use of System/Item(s)/services supplied/rendered by the Seller/Contractor, for infringement of any rights protected by patent, registration of designs or trademarks.
- b) any other claims of whatsoever nature arising during the course and out of the execution of this Order/Contract

In the event of any such claims being made against the purchaser, Purchaser will inform the Seller/Contractor who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.

13.0 CONFIDENTIALITY : Seller/Contractor shall, at all times, undertake to maintain complete confidentiality of all data, information, software, drawings & documents, etc. belonging to the purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalised during the course of execution of the order/contract.

14.0 LIQUIDATED DAMAGES: The parties hereto agree that timely delivery is the essence of the order/contract. If the Seller/Contractor fails to start the AMC services & Manpower support in time period stipulated in the order/contract or within any extension of time granted by the purchaser, purchaser shall be under no obligation to accept the services. However, if accepted, liquidated Damages at the rate of half percent per week of delay or part thereof shall be levied on the value of services delayed limited to ten percent of the total order/contract value excluding elements of taxes and duties, without prejudice to any other relief or compensation due to the purchaser under any other condition of the order/contract.

15.0 FORCE MAJEURE : Seller/Contractor shall not be responsible for delay in delivery resulting from acts/events beyond his control provided notice of the happening of any such act/event is given by the Seller/Contractor to the purchaser within 15 days from the date of its occurrence. Such acts/events shall include but not be limited to acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations superimposed after the date of order/contract.



17.0 TERMINATION OF THE ORDER/CONTRACT

The purchaser reserves the right to terminate the order/contract, either wholly or in part, in case he is obliged to do so on account of any decline, diminution, curtailment or stoppage of his business and in that event, the Seller/Contractor shall have no claim for compensation against the purchaser on account of such cancellation.

18.0 RISK PURCHASE BHEL reserves the right to terminate the contract and purchase AMC services/ Manpower support from elsewhere at the risk and cost of the Vendor, either the whole or part of the System/Equipment / Services which the Vendor has failed to deliver/ despatch/provide within the stipulated delivery period or if the same were not available, the best and the nearest available substitute thereof. The Vendor would be liable to compensate BHEL for any loss which BHEL may sustain by reason of such risk purchase, in addition to Liquidated Damages at the rate mentioned above.

19.0 PATENTS & TRADEMARKS : Seller/Contractor shall at all times indemnify the Purchaser against all claims which may be made in respect of the Systems/goods/Software supplied by the Seller/Contractor, for infringement of any right protected by patent, registration of designs or trademarks and legality of usage of Software. In the event of any such claims being made against the Purchaser, Purchaser will inform the Seller/Contractor who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.

20.0 SUB-CONTRACTING: Order/contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the purchaser.

21.0 SETTLEMENT OF DISPUTES

21.1 Except as otherwise specifically provided in the Order/Contract, all disputes concerning questions of the facts arising under the Order/Contract, shall be decided by the purchaser, subject to written appeal by the Seller/Contractor to the purchaser, whose decision shall be final to the parties hereto.

21.2 Any disputes or differences shall be to the extent possible settled amicably between the parties hereto, failing which the disputed issues shall be settled through arbitration.

21.3 However, the Seller/Contractor shall continue to perform the Order/Contract, pending settlement of dispute(s).



22.0 ARBITRATION

In the event of any dispute or difference arising out of the execution of the order/contract or the respective rights and liabilities of the parties, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the arbitration of the person appointed by the competent authority of the Purchaser.

Subject as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration shall be NCR Region, India.

23.0 LAWS GOVERNING THE CONTRACT: The Order/Contract shall be executed and governed by the laws of India and the courts of India alone shall have jurisdiction in respect of any matter arising under or in connection with the Order/Contract.

24.0 JURISDICTION OF COURT: The jurisdiction to decide any disputes in the Contract shall be at New Delhi under any circumstances.

25.0 SUBMISSION OF INVOICE : All Invoices shall be submitted along with specified documents **in triplicate** to IT Department, BHEL-PEM, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301.

26.0 ACCEPTANCE: Letter of Seller/Contractor's acceptance of the LOI/Order/Contract shall be sent to IT DEPARTMENT, BHEL-PEM, PPEI BUILDING, HRDI & ESI COMPLEX, PLOT NO. 25, SECTOR 16A, NOIDA – 201 301, within ten days from the date of LOI/Order/Contract. Purchaser shall reserve the right to cancel the LOI/Order/Contract in case the letter of acceptance is not received within ten days. Purchaser will not be responsible for any postal delays.

27.0 RECOVERY OF OUTSTANDING AMOUNT: In the event of any amount of money being outstanding at any point in time against the Seller/Contractor, due to excess payment or any other reason, whatsoever, in the present order/contract or any other order/contract, the outstanding amount shall be recovered from the payments due to the Seller/Contractor or at any other appropriate time and manner/mode as deemed fit by the Purchaser at its sole discretion.



Check List for bidder

S. N.	Required Document	If Submitted then Tick (√)
1	Customers POs/ WOs copies	
2	completion certificate for above POs/ WOs	
3	Complete tender in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.	
4	Copy of sale tax registration / service tax registration.	
5	Copy of PAN card.	
6	EMD (DD/Pay Order) amount of Rs.1,00,000	
7	EFT DETAILS OR CANCELLED CHEQUE	
8	No Deviation certificate	
9	Declaration Certificate	
10	Un price Bid [quoted with "Q"]	



EXECUTED ORDER DETAILS

P.O./W.O. No. & Date (copy(s) to be enclosed	
Completion certificate by the customers for above POs/WOs	
Name of the company/customer(s)(where similar similar services provided)	
Complete postal address of the customer	
Year of AMC services provided to customer	
Name and designation of the contact person of the customer	
Phone, FAX No. and Email address of the contact person of the customer	
Certificate from the customer regarding satisfactory performance of the device	

Signature with Seal



FINANCIAL PQR

The average annual financial turnover during the last 3 years ending the 31/03/2015 should be at least Rs.9,30,000.

EMD DETAILS

EMD AMOUNT	Cheque/DD No.	Bank	Dated
Rs.1,00,000/-			



Details of Party

S. N.	Description	Details
1	Name of the Party	
2	Address of the party	
3	Contact Person's Name	1) 2)
4	Cell No. of Contact Person	1) 2)
5	Land Line No./mobile no	1) 2)
6	FAX No.	
7	E-mail ID of the Party	1) 2)
8	PAN No.	



BIDDER'S COMPANY LETTER HEAD

No Deviation Certificate
(To be submitted along with Part-1 Bid)

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted is confirming to all the terms and conditions mentioned in the tender document. We hereby undertake and confirm that we have understood the scope of services properly and shall carry out the job as mentioned in this tender.

Or

We hereby accept all terms and conditions of the above tender except the following:

- 1.
- 2.
- 3.
- 4.



BIDDER'S COMPANY LETTER HEAD

DECLARATION CERTIFICATE

I / We do hereby declare that there is no case with the Police/Court/Regulatory authorities against the proprietor/firm/partner. Also I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department/Public Sector Undertaking/ Autonomous Body/Financial institution/Court. We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication. I / We have enclosed the following documents with the tender document in technical bid. :-

1. Complete tender in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.
2. Copy of PAN card.
3. EMD Money.
4. Customers POs/ WOs copies and completion certificate



EFT DETAILS

Name of the party

Name of the Bank

Address Of the Bank

Party's A/c no

Type of A/c

IFSC CODE

Vendor's E-MAIL ADDRESS

Authorised Signatory

Seal

THE ABOVE DETAILS ARE TO BE SUBMITTED IN ORIGINAL, ON THE COMPANY'S LETTERHEAD DULY ATTESTED BY YOUR BANKERS

Seal and Signature of Bidder

Detail of Hardware for which AMC is required

S.No.	Item	Specification, make and model	Quantity	AMC required from	AMC required upto
1	Notebook-General (Higher RAM)	DELL Latitude E5400	60	21/02/2016	20/02/2018
2	PC (Higher RAM)	HCL Infiniti Pro BL 1300	125	21/02/2016	20/02/2018
3	Graphics Workstation - P4	DELL Precision T3400	75	21/02/2016	20/02/2018
4	Graphics Workstation - Xeon (Higher RAM)	DELL Precision T5400	10	21/02/2016	20/02/2018
5	Laserjet Printer - A4 Color Low End	HP CLJ CP 2025DN	6	21/02/2016	20/02/2018
6	Laserjet Printer - A3 Color	HP CLJ 5550DN	1	21/02/2016	20/02/2018
7	Scanner - A3 Color High End	Fujitsu fi 6770	4	21/02/2016	20/02/2018
8	Server 2-way (Type -II) (Higher RAM)	HP Proliant DL380	7	21/02/2016	20/02/2018
9	Layer 3 switch (Type-I)	Cisco 3580- 24TS-E	4	21/02/2016	20/02/2018
10	Router - Type I	Cisco 3825	2	21/02/2016	20/02/2018
11	Ultrium Autoloader	HP Storage Works 1/8 G2 Tape Auto Loader	1	21/02/2016	20/02/2018

RK
RAVI KANT
(Sr. Engineer-IT)

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BHARAT HEAVY ELECTRICALS LIMITED



**SCOPE & TECHNICAL SPECIFICATIONS
FOR**

**“AMC of IT Equipment and onsite
manpower support for BHEL-PEM, Noida”**

SPECIFICATION NUMBER: PE888S-1502 REV.01

**PROJECT ENGINEERING MANAGEMENT DIVISION
PPEI BUILDING, HRDI & ESI COMPLEX
PLOT NO. 25, SECTOR 16A
NOIDA – 201 301 (U.P.)**

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(RAVI KANT)
Sr. Engineer - IT

**SCOPE & TECHNICAL SPECIFICATIONS FOR “AMC of IT Equipment
and onsite manpower support for BHEL-PEM, Noida”
SPECIFICATION NUMBER : PE888S-1502 REV. 01**

1.0 SCOPE

The scope of vendor includes:-

- a) Providing comprehensive maintenance services for the servers, PCs, Notebooks, Autoloaders, printers, switches, routers and scanners, as specified in clause 5 for a period of **two years**. Maintenance service shall cover services, repairs and replacements necessary to keep the equipment in good working order on reasonable use of the equipment. Periodic maintenance, wherever required, should be carried out to keep the equipment in good working conditions.
- b) Posting of one qualified resident engineer at BHEL-PEM.
- c) Maintenance of sufficient spares at BHEL-PEM.
- d) Running the equipment at the uptime of 98% per month.

2.0 SUPPORT

2.1 On-Site Engineer:

- a) The vendor shall post one qualified, trained and certified engineer from 21/02/2016 till the expiry of contract with proven experience of at least 4 years on maintenance of IT items. The resident engineer posted shall be at least a 3 years diploma holder in electronics/computers/hardware and shall have sufficient experience to provide support for, desktop, servers, Autoloaders, printers and switches. Onsite engineer should be Microsoft certified server engineer.
- b) The bio data of personnel that would be deployed onsite shall be submitted to BHEL for review and acceptance. This shall be done even when any changes will be made in the deployment. In case the performance of any of the deployed personnel is not found to be satisfactory by BHEL, replacement shall be provided by the vendor within 3 weeks.
- c) Onsite engineer should be deployed for atleast 6 months. One month prior notice should be given before changing onsite engineer. In case of changing, a new support engineer shall be made available atleast 10 days prior to changing the existing support engineer. Full knowledge transfer shall be done by the existing support engineer to the new support engineer during the 10 days.

- d) The engineer shall be dedicatedly available at PEM normally from 8.30 AM to 6.00 PM on BHEL working days (Sunday and second and last Saturdays are holidays). Pro-rata deduction shall be made for deficit in onsite engineer's availability.
- e) The engineers shall also provide software (drivers etc) and diagnostic support for IT items (like desktops etc.) other than those for which AMC is being sought.
- f) Call logging (managing Fault Tickets), call escalation, tracking and closure shall be the responsibility of the engineers.
- g) The engineer is also required to coordinate with facility management team for all technical work and liable to work on holidays and Saturday/Sunday (if services are required under emergency) also. No additional amount for working on holidays or late sitting shall be paid.
- h) The scope of responsibility of the engineers, apart from Hardware maintenance, repair, and replacement of faulty parts shall include but is not limited to the clause number 2.2, 2.3 and 2.4.

2.2 Desktop and Notebook Support Services

- a) Install / Support / maintain / Troubleshoot various system hardware.
- b) Problem diagnosis, rectification and maintenance of desktop and notebook to ensure the availability. Maintenance services shall consist of corrective (breakdown) maintenance of the computer systems on-site and will include hardware (including all parts thereof), operating system and Virus Cleaning etc. Hardware maintenance will also include supply and replacement of defective parts by the contractor. In case any item is to be taken to vendor's premises for rectification then the to and fro movement of equipment shall be arranged by vendor at no extra cost.
- c) Installation, reconfiguration, reinstallation and upgrade of Windows operating environment as well as standard office productivity suites like Microsoft Office using software provided by BHEL.
- d) Service will also cover loading, rectifying problems, reloading etc. of Operating systems and User software like MS Office, Anti-virus, Adobe acrobat, Intranet / Internet browsing etc., in use in BHEL or as required by user and provided by BHEL.
- e) Service for installing add-ons & upgrades to the equipment as and when ordered separately.
- f) In case of any machine getting shifted from one user to other, the data transfer, dismantling and assembling of machine will be done under service.

- g) To configure the printer and resolving all printing problems of users.
- h) To troubleshoot the network related issues of desktop/server.

2.3 Printer and scanner support Services

- a) Printer configuration and installation / upgrade of printer drivers, FAX server, Adobe Print Driver on user PC.
- b) Management of Printer software and hardware maintenance of printers.
- c) Scanner configuration and installation / upgrade of printer drivers.
- d) Management of scanner software and hardware maintenance of scanners

2.4 Autoloader support services

- a) Ensuring Autoloaders are working properly.
- b) Repairing or replacing autoloader if problem arises.
- c) Cleaning drives

2.5 Server Management

- a) Ensuring proper connectivity of Servers with Network and user systems.
- b) Resolving configuration errors, server crashes and software corruption.
- c) Backup and restore process of server data in case of system format / transfer or any other activity requiring backup.
- d) Schedule the backup job as per backup policy given by BHEL.
- e) Installation, reconfiguration, reinstallation and upgrade of Server Operating Systems Linux / Windows 2008 etc. Software shall be provided by BHEL.
- f) Support after office hours and on holidays, whenever required and as per scope.

2.6 Desktop Management

- a) Ensuring that Network switches are properly working and servers are connected to network. Network switches which are under AMC are to be replaced or repaired as per SLA.
- b) Installation and configuration of the e-mail client software Microsoft Outlook / Outlook Express / Netscape Messenger etc.
- c) Configuration of connectivity between client desktop and POP3 servers as well as set up of local mail databases and their synchronization / replication with servers.

- d) Problems like LAN not working, users LAN node not working will be attended by service engineer. Replacement of IO point of LAN is not covered under the scope of service.
- e) Making of LAN cables for Networking, equipment for this shall be provided by BHEL. Service Engineer must have knowledge to make cable.
- f) Any other related activity which may not be covered here, but is essential for operation of user services and does not have any financial or resource obligation on part of vendor.
- g) Support after office hours and on holidays, whenever required and as per scope

2.7 Switch and Router support services

- a) Preventive maintenance
- b) Basic configuration
- c) Repairing or replacing parts if problem arises.
- d) Troubleshooting connection problems.

3.0 Availability of Spares:

The following items shall be made available as spares as per the items list at BHEL-PEM, Noida location.

S.No.	Name of Item	Spare quantities to be maintained
1	Server HDD 300 GB	1
2	Motherboard (2 way server)	1
3	RAM (2 GB)	4
4	LED Monitors	2
5	PC HDDs	4
6	Power Supplies	2
7	Keyboards	5
8	Mouse	5
9	PC motherboard	2

4.0 Stand-by Equipment

- a) In case, the equipment failure cannot be rectified through repair / replacement of defective parts, bidder will provide a stand-by equipment to minimize work disruption on account of hardware failure.
- b) If standby is provided for the equipment, then the original equipment should be repaired and reconfigured within 15 days. If the equipment is not

getting repaired for prolonged period, BHEL reserves the right to get it repaired from an outside party at the risk and cost of bidder.

5.0 Detail of Hardware for which AMC is required

S.No.	Item	Specification, make and model	Quantity	AMC required from	AMC required upto
1	Notebook- General (Higher RAM)	Make & Model: DELL Latitude E5400 Processor: Intel Core2 Duo 2.4 GHz, 1066 MHz FSB Memory: 2x1GB 667 MHz DDR2 SDRAM expandable to 4 GB HDD: 160 GB STA Screen: 14.1" XGA or higher color TFT display	60	21/02/2016	20/02/2018
2	PC (Higher RAM)	Make & Model: HCL Infiniti Pro BL 1300 Processor: Intel Core2 Duo, 2.53 GHz, 3MB L2 Cache 1066 MHz FSB RAM: 2x2GB Dual Channel DDR2 SDRAM @667 MHz or above expandable to 8GB HDD: 160 GB SATA 7200 rpm with Pre Failure Alert Monitor: 17" TFT Monitor (OEM make) Keyboard: Minimum 104 keys (Same make as PC) Mouse: 2/3 button optical scroll mouse	125	21/02/2016	20/02/2018
3	Graphics Workstation - P4	Make & Model: DELL Precision T3400	75	21/02/2016	20/02/2018

		<p>Processor: Intel Core2 Duo, 2.66 GHz, 6MB L2 Cache, 1333 MHz FSB</p> <p>RAM: 8GB Dual Channel DDR2 ECC @667 MHz expandable to 16GB with 4 DIMMs</p> <p>HDD: 160 GB, 7200 rpm SATA drive with Integrated SATA controller</p> <p>Monitor: 22" TFT (OEM make) with mon. resolution of 1280*1024</p> <p>Keyboard: Minimum 104 keys with additional shortcut keys</p> <p>Mouse: 2/3 button optical scroll mouse</p>			
4	Graphics Workstation - Xeon (Higher RAM)	<p>Make & Model: DELL Precision T5400</p> <p>Processor: Quad Core Intel Xeon, 2.83 GHz, 12MB L2 Cache, 1333 MHz FSB</p> <p>RAM: 8GB Dual Channel DDR2 FBDIMMs @667 MHz expandable to 32GB</p> <p>HDD: 2 x 146 GB SAS HDD 15K rpm with SAS RAID controller</p> <p>Monitor: 22" TFT (OEM make) with mon. resolution of 1280*1024</p> <p>Keyboard: Minimum 104 keys with additional shortcut keys</p> <p>Mouse: 2/3 button optical scroll mouse</p>	10	21/02/2016	20/02/2018
5	Laserjet Printer - A4 Color Low End	<p>Make & Model: HP CLJ CP 2025DN</p> <p>Print Speed: 20ppm (A4, normal)</p> <p>Print Resolution: 600 x 600 dpi or higher</p> <p>RAM: 128 MB or higher</p>	6	21/02/2016	20/02/2018

6	Laserjet Printer - A3 Color	Make & Model: HP CLJ 5550DN Print Speed: 25ppm (A4, normal) & 12ppm (A3, normal) or higher Print Resolution: 600 x 600 dpi or higher RAM: 128 MB or higher	1	21/02/2016	20/02/2018
7	Scanner - A3 Color High End	Make & Model: Fujitsu fi 6770 ADF Capacity: 200 pages or higher Optical resolution: 600 dpi or higher Output Resolution: 600 dpi or higher (color, grayscale, binary) Scanning Speed at 200 DPI (Color, Portrait): 40 ppm (80 ipm in duplex) or higher Scanning Speed at 200 DPI (B&W, Portrait): 50 ppm (100 ipm in duplex) or higher	4	21/02/2016	20/02/2018
8	Server 2-way (Type -II) (Higher RAM)	Make & Model: HP Proliant DL380 Processor: Quad Core Intel Xeon 3.0 GHz or higher No. of Processors: Two RAM: 16GB DDR2 ECC @667 MHz SDRAM expandable to 32GB HDD: 6 x 146 GB or higher SFF hot Pluggable SAS 10K rpm	7	21/02/2016	20/02/2018
9	Layer 3 switch (Type-I)	Make & Model: Cisco 3580-24TS-E Forwarding Bandwidth: 30 Gbps or More Throughput: 35 Mpps or more for 64 bytes packets	4	21/02/2016	20/02/2018
10	Router – Type I	Make & Model: Cisco 3825 Memory Required: 256 MB DRAM or higher Flash Memory Required: 64 MB or higher	2	21/02/2016	20/02/2018

11	Ultrium Autoloader	Make & Model: HP Storage Works 1/8 G2 Tape Auto Loader (Generation 4)	1	21/02/2016	20/02/2018
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6.0 Downtime Calculations

Vendor shall be responsible for running the equipment at the uptime of 98% per month. The deduction for downtime shall be calculated for the uptime below 98% of each equipment.

Service window for equipment is as follows:

S.No.	Item	Service window
1	Servers, Switches, routers and Autoloaders	24 X 7
2	Desktop, notebook, printers and scanners	8.5 hours per working day

The downtime will be calculated on hourly basis per month on 24 hours x 7 days basis for Servers, Switches, routers and Autoloaders. The downtime calculation shall be based on 8.5 hours per working day for Desktop, notebook, printers and scanners.

The deduction for downtime shall be as follows

S.No	Downtime	Deduction factor (D)
1	0 to 2 %	Zero
2	2 to 5 %	1.00
3	Beyond 5 % without standby	AMC Charges + Rs.1000 per day Note: Total deduction shall be limited to maximum monthly AMC charges of all the items put together as per contract for that month.
4	On site Engineers Absence	Rs.1000 per absence per engineer

Working calculation for deduction

Let downtime in a month = A hours

Downtime percentage

A) Servers, Switches, routers and Autoloaders = $A \times 100 / (24 \times 30) = B$

B) Desktop, notebook, printers and scanners = $A \times 100 / (8.5 \times 30) = B$

Deduction factor according to the table above = D

Monthly Maintenance charge = quarterly maintenance charge / 3

= M Rupees

Amount of deduction

= $M \times B \times D / 100$ Rupees

If the services of the vendor are not found satisfactory then after giving sufficient notice (3 notices), BHEL reserves the right to terminate the contract and forfeiture of the Bank Guarantee / Security Deposit.

TECHNICAL PQR

Bidder should fulfil the following qualification criteria. Bids from any bidder not meeting these qualification criteria shall not be considered for final evaluation.

- The bidder should have at least one technical support office in Delhi / NCR. Bidder needs to submit proof for the same.
- The bidder must have successfully executed at least one order of AMC of IT equipment such as PC, Servers, printer. Laptop etc during last 7 years, value of which must be at least 25 lakhs. Completion certificate and PO copies along with the full address, telephone numbers and fax numbers of the customers including value is to be submitted as proof.

Or

The bidder must have successfully executed at least two orders of AMC of IT equipment such as PC, Servers printer. Laptop etc during last 7 years, value of which must be at least 15.5 lakhs. Completion certificate and PO copies along with the full address, telephone numbers and fax numbers of the customers including value is to be submitted as proof.

Or

The bidder must have successfully executed at least three orders of AMC of IT equipment such as PC, Servers printer. Laptop etc during last 7 years, value of which must be at least 12.5 lakhs. Completion certificate and PO copies along with the full address, telephone numbers and fax numbers of the customers including value is to be submitted as proof.

- Also bidder should furnish the list of customers where similar work has been carried out in last three years or is in progress.

[Signature]
(RAVI KANT)
-IT

PRICE FORMAT

S.No.	Item with specs	Model Number/ specification	Total Quantity	Unit Quarterly AMC cost	Unit quarterly VAT (Mention rate and percentage of item value on which it will be applicable)	Unit quarterly Service tax (Mention rate and percentage of item value on which it will be applicable)	Total unit quarterly charge including taxes	Total quarterly AMC cost (inclusive of taxes)	Total maintenance charge for two years	
			A	B	C	D	E=B+C+D	F=A*E	G=F*8	
1	Notebook-General (Higher RAM)	DELL Latitude E5400	60							
2	PC (Higher RAM)	HCL Infinit Pro BL 1300	125							
3	Graphics Workstation - P4	DELL Precision T3400	75							
4	Graphics Workstation - Xeon (Higher RAM)	DELL Precision T5400	10							
5	Laserjet Printer - A4 Color Low End	HP CLJ CP 2025DN	6							
6	Laserjet Printer - A3 Color	HP CLJ 5550DN	1							
7	Scanner - A3 Color High End	Fujitsu fi 6770	4							
8	Server 2-way (Type -I) (Higher RAM)	HP Proliant DL380	7							
9	Layer 3 switch (Type-I)	Cisco 3560-24TS-E	4							
10	Router - Type I	Cisco 3825	2							
11	Ultrium Autoloader	HP Storage Works 1/8 G2 Tape Auto Loader	1							
			TOTAL							

Note: Evaluation will be done on total price
Payment Terms:

1. Quarterly payment after the completion of quarter after adjusting any penalties / deductions as laid down in technical specification.
2. Payment of taxes and duties, if quoted by vendor separately in its bid shall be paid as per Govt. guidelines prevalent at the time of billing.