



BHARAT HEAVY ELECTRICALS LIMITED  
भारत हवी इलेक्ट्रिकल लिमिटेड  
CORPORATE SYSTEMS & INFORMATION TECHNOLOGY  
कॉर्पोरेट प्रणाली एवं सूचना प्रौद्योगिकी

**Clarifications – Maintenance Contract of IT items**

Ref. No. : AA:CS&IT:MC/Clarifications

Date: 09<sup>th</sup> Nov 2015

Dear Sir / Madam,

An open tender enquiry vide NIT\_24995 dated 30<sup>th</sup> Oct 2015 was floated for the maintenance of IT items for 2 years. The same was published on www.bhel.com.

In respect of the above, queries were received within specified period from different vendors. The clarifications against the queries are enclosed herewith.

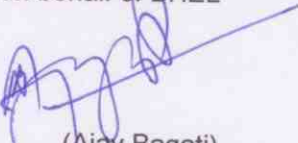
Please ensure that your response complete in all respects in requisite format with necessary enclosures is submitted on or before the due date & time i.e., **20.11.2015 at 1500 hrs.**

All other terms and conditions will be remain unchanged.

Bids shall be addressed to:

Sr. Mgr. (CS&IT)  
Bharat Heavy Electricals Limited,  
CS&IT-Hall, 2nd Floor, HRD & ESI Complex,  
Plot no. 25, Sector-16a, Noida (UP) – 201301.

With regards  
For and on behalf of BHEL

  
(Ajay Bagati)  
Sr. Mgr. (CS&IT)



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**Clarifications**

(Tender Enquiry ref. no. AA:CS&IT: Maintenance-Contract Dated: 30th Oct, 2015)

S. No.	Page No. of the RFP	Section No. / Clause No.	Section Name / Item Name	Clarifications
1	7	Clause 5.1	On-Site Engineers	<p>The bidder shall deploy only one engineer during holidays and weekends (2nd &amp; last Saturdays &amp; Sundays) at each location.</p> <ul style="list-style-type: none"> <li>• Location 1: Corporate Office, Delhi (BHEL House, Siri Fort)</li> <li>• Resident Engineer: 2 nos.</li> <li>• Support: CS&amp;IT / Corporate Office users and assets</li> <li>• Location 2: Corporate Office, Advant Building, Sector-142, Noida</li> <li>• Resident Engineer: 2 nos.</li> <li>• Support: CS&amp;IT / Corporate Office users and assets</li> <li>• Location 3: PMG, Advant Building, Sector-142, Noida</li> <li>• Resident Engineer: 1 no.</li> <li>• Support: PMG users and assets</li> </ul>
2	7	Clause 5.2	Scope of Work	<p>The bidder shall support in the installation and configuration of webcam supplied by BHEL.</p> <p>The bidder shall support in scheduling of conferences through VC equipments deployed in BHEL.</p> <p>BHEL has both manual and online systems. Access to these systems will be provided on need basis.</p> <p>The software and licenses shall be provided by BHEL for installation.</p>
3	18	Clause 6.20	Taxes	Any change in applicable / taxes imposed by the govt. subsequent to the date of order shall be borne by BHEL.
4	23	Annexure - I	List of Items for FMS	Annexure – I is a complete list of items (warranty items and Annexure – II AMC items) for which FMS support is required.



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				POE switch refers to "Power Over Ethernet" switch.
5	24	Annexure - II	List of Items for AMC	The make and model of Graphics Workstation – Xeon is Dell Precision T5400. The serial nos. of networking items will be provided to the successful bidder. The batteries of UPS are not covered under AMC.

*[Handwritten signature]*