



ISO 9001, ISO 14001,
OHSAS 18001 & SA 8000
certified company
SubContract Deptt.

Bharat Heavy Electricals Limited
(A Govt. Of India Undertaking)
Power Sector – Northern Region,
Plot No. 25 , Sector - 16A ,
Distt. Gautam Budh Nagar, Noida – 201 301 (India)
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CORRIGENDUM – 01 Dated 16/10/2020

Sub: Tender for the work of “Conducting Customer Satisfaction Survey and computation of Customer Satisfaction Index for BHEL Manufacturing Units, Industry Sector, PS-Regions & Engineering Centres”.

TENDER NO. BHEL/NR/SCT/QUALITY/CSS/1208

The Corrigendum contains following amendment and shall be a part of the above tender.

- 1)** Clause No. 1.0 & 3.0 of TCC has been modified as under;

REF. NO.	DESCRIPTION OF CLAUSE (Existing)	DESCRIPTION OF CLAUSE (Modified)
Clause No. 1.0 of TCC	BHEL shall utilize the services for a period of One Year from the date of award of contract. The survey will approximately cover 577 customer respondents at 129 locations in 27 States/UTs across the country (A tentative list of BHEL Sites/Offices, Customer Headquarters and other locations is given as Annexure – II. The final list is to be decided during the pre-survey workshop).	BHEL shall utilize the services for a period in which entire work under the scope of this tender shall be completed by the contractor, starting from the date of award of contract. The survey will approximately cover 600 customer respondents at 129 locations in 27 States/UTs across the country (Partial list of BHEL Sites/ Offices, Customer Headquarters and other locations is given as Annexure – II. The final list is to be decided during the pre-survey workshop).
Clause No. 3.0 of TCC	<u>MANPOWER REQUIREMENT</u> The bidder shall have at least 20 number of experienced (minimum 2 years) qualified surveyors on their rolls/ contract who have conducted identical Customer Satisfaction/ Perception Surveys with reputed organizations like the ones mentioned in the Qualifying and Eligibility criteria. The bidder shall provide the list of such qualified surveyors along with their offer.	<u>MANPOWER REQUIREMENT</u> The bidder shall deploy only experienced (minimum 2 years) and qualified surveyors who are on their own roll or directly engaged by them on contract and who have conducted identical Customer Satisfaction/ Perception Surveys with reputed organizations like the ones mentioned in the Qualifying and Eligibility criteria. The bidder shall provide the list of such qualified surveyors along with their credentials as and when demanded by BHEL.

- 2)** The due date of bid submission is hereby extended from 16/10/2020 (15:00 Hrs) to 23/10/2020 (15:00 Hrs) Indian Standard Time. Bids shall now be opened on 23/10/2020 at 15:30 Hrs (Indian Standard Time).
- 3)** All other terms and conditions against this NIT shall remain unchanged.

AGM/SCP