

**CORRIGENDUM-VI,**

**&**

**CLARIFICATIONS-III**

**For**

**Tender No. AA: GAX:24: TAMS:101, dated 13-12-2024**

**Date of issuing Corrigendum-VI: 04-02-2025**

**Date of issuing Clarifications-III: 04-02-2025**

**References:**

- I. NIT\_87289**
- II. Tender ID: 2024\_BHEL\_781645\_1**

- a) Corrigendum - VI details are attached (01 page)**
- b) Clarifications -III details are attached (01 page)**

**Notes:**

- a) This corrigendum and Clarifications shall be treated as part of the tender enquiry; hence all the bidders are requested to enclose duly signed & stamped Corrigendum-VI and Clarifications - III along with Part-I bid.**
- b) Rest all terms & conditions and other clauses of NIT No. AA: GAX:24: TAMS:101, dated 13-12-2024 will remain same.**

**Thanking you,**

**For & on behalf of**

**Bharat Heavy Electricals Ltd.**

*Meena Thakran*  
*04/02/2025*

**(Meena Thakran)**

**Manager (HR-GAX & ISMG)**

**मीना ठाकरान / MEENA THAKRAN**  
**प्रबंधक / Manager**

**कॉर्पोरेट प्रशासन एवं आईएसएमजी / Corporate Admin. & ISMG**  
**भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited**  
**बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort**  
**नई दिल्ली- 110049 / New Delhi-110049**

S. NO	Clause/ Section No.	Section No.	Specification	Suggestion/ Query / Recommendation	Reply from BHEL
1	Service Level Agreement (SLA) for Hardware (Page 83):	Service Level Agreement (SLA) for Hardware (Page 83):		<p>The tender specifies minimum uptime of 99.9% for Critical components and 98% for the remaining components &amp; deployed manpower on monthly basis. Critical components include servers, software application &amp; face readers. Downtime will be calculated on minutes per month on 24 hours' basis.</p> <p>While we understand that this 99.9% SLA is applicable to the DC-DR segment, we would like to highlight that maintaining a 98% uptime for remaining components and deployed manpower would be challenging. 98% SLA translates to only 864 minutes in a month or 28.8 minutes on 24hrs scale, which is allowed as downtime and is utmost challenging for such a complex multi-state, multi-site network deployment comprising multiple products and solutions. Typically, hardware SLAs are calculated on an hourly basis (typically 48 Hrs for Class-A cities, 72 hrs for Class-B cities and 7 days for other towns), given the complexity of the thousands of components in each device. To meet a 98% SLA, it would require maintaining at least 10% backup of all hardware across locations, which would increase costs and pose logistical challenges, particularly with spare parts management. Ensuring 98% uptime for deployed Could you kindly confirm if the SLA requirement can be adjusted to align with industry standards?</p>	<p><u>The SLA requirement remains as such.</u></p> <p><u>May please note that the penalty for manpower requirement is based on no. of days. Please refer to Clause No 5.5(iv) (iii) under SECTION-V COMMERCIAL TERMS &amp; CONDITIONS</u></p>
2				<p>Engineer Requirements for 52 Locations:</p> <p>The tender specifies a requirement for 30 engineers to support both software and hardware needs, which translates to each engineer covering multiple sites. This is only possible if these sites are co-located and hardly any travel is needed or ideally 52 engineers should be requisitioned to cater for each site. Moreover the strict SLA timelines, which is to be measured on per day basis, will mandate posting of 3 engineers per site to cater to the 3 shifts of operations. No engineer will agree to work round the corner and is beyond the permissible limits as per the norms.</p> <p>Kindly clarify on the exact number of engineers to be deployed for the 52 sites and whether the number to be considered 3 times to cater for 3 shifts or BHEL will consider the SLA monitoring during one shift / main shift of the day and the engineer shall be responsible for ensuring the upkeep of the deployed equipment during that shift time only?</p>	<p>May please note that the mentioned manpower is the minimum manpower requirement.</p> <p>Further, as per Clause No 2.53.2(Variation in Individual Quantities of BOQ Item(s)) under Section II: The quantities given in the contract are tentative and may change to any extent (both in plus side and minus side). No compensation becomes payable in case the variation of the quantity of individual BOQ item(s) is within the limits of Plus (+) 30% of the quantity in the original price schedule in this regard. Thus, BHEL may seek deployment of the additional manpower to the extent mentioned in the above clause with no additional compensation.</p>
3				<p>Resident Engineer Requirements for DC-DR Locations:</p> <p>Shall we consider these Resident Engineers over and above the 3 nos Software Engineers mentioned for Delhi office and 30 hardware engineers for other sites as mentioned in the tender?</p> <p>The tender specifies that one resident engineer is required at each DC-DR location. However, considering that the SLA requires 99.9% uptime across all three shifts, we believe that at least three resident engineers per location would be necessary to provide round-the-clock support and also cater to any engineer falling sick. Could you please confirm whether this adjustment can be made? We appreciate your time in reviewing these points and look forward to your guidance on the above queries.</p>	<p>The resident engineer requirement is over and above the 3 nos Software Engineers mentioned for Delhi office and 30 hardware engineers for other sites as mentioned in the tender.</p> <p>The resident engineer at DC &amp; DR should preferably be stationed during the general shift of the location. The placement during the shift may change as per the requirement and the vendor has to maintain SLA at all times.</p>

Mahsukah  
04/02/2025

कॉर्पोरेट प्रशासन एवं आई.एस.एम.जी. / Corporate Admin. & ISMG  
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Supply, Installation, Commissioning & Maintenance of Biometric System for Access Control and Attendance Recording on lease basis for 5 years for PAN INDIA  
Tender Reference no. AA: GAX:24: TAMS: 101

With reference to above mentioned NIT, following CORRECTIONS herein are being made:

S. NO	Clause/ Section No.	Section No.	Specification	Suggestion/ Query / Recommendation	Reply from BHEL
1	Clause 4.5 (MANPOWER) under Section IV, SCOPE of Work :	Clause 4.5 (MANPOWER) under Section IV, SCOPE of Work :	All deployed manpower should be the direct employees of the contractor. BHEL reserves the right to interview the proposed manpower and if not found suitable, the candidature may be rejected by BHEL.	Manpower Allocation and Vendor Payroll: It is mentioned in the tender that all deployed manpower should be on the vendor's payroll. However, in the context of multi-vertical solutions, where the technology segments are distinct and specialized, it may not be feasible to strictly adhere to this requirement. There will be engineers who are hired from other companies who are specialized in required technology segments and the bidder cannot directly employ all of them. Instead, the bidder can hire the services of these engineers from suitable companies for the specific contract time period and share relevant documents from these companies. Could you kindly confirm if there is any flexibility in this regard? For example, would a agreement letter between the bidder and the company who would provide such qualified manpower or a similar arrangement be acceptable under the same tender?	<b>Revised Clause 4.5 (MANPOWER) under Section IV, SCOPE of Work:</b> Contractor shall deploy manpower as per the requirement and instructions by BHEL for complete operation of the system to the entire satisfaction of BHEL. BHEL reserves the right to interview the proposed manpower and if not found suitable, the candidature may be rejected by BHEL.

*Meena Thakran*  
04/02/2025

मीना ठाकरान / MEENA THAKRAN  
प्रबंधक / Manager

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