

**Enquiry Letter****Tender Enquiry No.: BHEL/FSIP/MM-WCC/24-25/W-16****Date: 01.10.2024**

BHEL FSIP invites tender enquiry through Single Tender mode in two part bid system (Part-I: Techno-commercial Bid; Part II: Price Bid) for following work.

<b>Description of work</b>	Service contract for providing 32 Mbps MPLS link from M/s Powergrid Teleservices Limited(Powertel) (erstwhile Powergrid) for One year in BHEL FSIP Jagdishpur.
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<b>Quantum and scope of work</b>	As per STC
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<b>Tender Document Cost:</b>	<b>NIL</b>
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<b>EMD</b>	<b>NA</b>
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<b>Security Deposit</b>	<b>NA</b>
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<b>Due date and Time for bid submission up to</b>	11 October 2024 (02:00 PM)
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<b>Due Date and Time for Opening of Techno-Commercial Bid</b>	11 October 2024 (02:30 PM)
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<b>Mode of Tender Submission</b>	<b>Through Email at following email IDs</b>
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**Procedure of offer submission: -**

Bidders have to submit both parts i.e Techno commercial offer (Part-1) and Price bid (Part-2) through email at aforementioned email id before due date and due time.

<b>Email ID for <u>Techno commercial Bid (Part-I)</u> and documents submission</b>	<b>tenderip@bhel.in</b>
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<b>Email ID for <u>Price Bid (Part-II)</u> submission</b>	<b>pricebidip@bhel.in</b>
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In case part-1 is found without part-2 offer, such offers shall be rejected even if qualified techno commercially.

Technical Bid (Part-I) will be opened on due date by two BHEL FSIP representatives having partial password. If Bidder qualifies in Part-I, the Price Bid (Part-II) will be opened similarly by two BHEL FSIP representatives on due date & time.

<b>Mode of Part II bid evaluation</b>	<b>Through Price Bid Opening.</b>
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<b>Prices</b>	Prices shall remain firm.
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<b>PQR</b>	Not applicable.
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<b>Enquiry</b>	Financial bid (Part-II) of a bidder shall be opened/considered subject to the following: i) Techno commercial compliance to the tender NIT (Bid).
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<b>Evaluation</b>	The evaluation shall be done on the overall basis i.e Total cost to BHEL FSIP.
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<b>Issue of WO</b>	The work order shall be released by BHEL FSIP.
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<b>Late submission</b>	Late submission of offers (Part 1/ Part 2) shall be rejected.
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<b>Enclosures to Tender Enquiry:</b>	<b>Section-I: Special Terms and Conditions.</b>
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## Section -I

### Special Terms and conditions

#### 1. Scope of work

- Providing MPLS links from M/s PowerGrid Teleservices Limited at the following location of BHEL as per details given below:

S.No	Name of Location	Bandwidth (in Mbps)	Link Start Date	Link End Date	Consignee Details
1	FSIP, Jagdishpur	32	22.10.2024	21.10.2025	Madan Sharma, Manager, DTG, FSIP, UP-227817

- Maintenance, management of the links by PowerGrid Teleservices Ltd during the period of validity of the above link.

#### 2. Requirement

BHEL FSIP is having MPLS links from PowerGrid Teleservices Limited. The current link is expiring on 21.10.2024. A separate process has been initiated for finalizing organization wide Framework Agreement (FA) for MPLS requirement in BHEL by our Corporate Digital Transformation group. The link is required at the said location in the interim period after the expiry of the same. A minimum commitment for one quarter of the MPLS services shall be ensured.

***BHEL shall have the provision to short close the link within a week's time notice on delivery of new link as per the new Framework Agreement.***

However, the services shall continue till the delivery of link as per the new Framework Agreement (FA) or the "Link End Date", whichever is earlier.

#### 3. SLA (Service Level Agreement)

PowerGrid Teleservices Limited has to maintain an uptime of 99.5% for the link during the validity period.

#### 4. Computation of Availability

Availability of service shall be assessed by the following formula:

$$Uptime = 100 \times \left(1 - \frac{\text{total outage in minutes}}{\text{maximum available time in minutes}}\right)$$

Maximum Available Time = No. of days in Quarter \* 24 \* 60 – (Scheduled Maintenance Time + BHEL introduced Outage + Downtime Due to Force Majeure)

**Note:** Scheduled Maintenance Time should not be more than one hour per month per link and BHEL should be informed at least 48 hours in advance and subsequent approval / acceptance should be taken from BHEL.

## 5. Penalty for SLA Non-Conformance:

Network Availability (SLA Compliance) will be calculated at the end of each quarter and penalties for non-compliance will be deducted from the quarterly rental charges. The penalty will be calculated as per the following formula:

$$\text{Penalty} = F \times (R \times D)$$

Where, F = Multiplication Factor as per table given below.

R = Rental Charges Per Minute  
(i.e. Quarterly Rental Charges / Total number of minutes in the Quarter)

D = Downtime in Minutes.

**Note:** Total penalty for the link for a quarter due to SLA non-conformance shall be limited to quarterly rental of the link.

S.No.	Uptime %	Multiplication Factor (F)
1	$\geq 99.50$	0.00
2	$<99.50 \text{ \& } \geq 96$	1.00
3	$< 96.00$	2.00

## 6. Other Terms & Conditions:

- Payment will be made in quarterly arrears on the basis of actual days of utilization of the links/service within 45 days of submission of invoices accompanied by relevant documents & SLA reports.
- For any SLA non-conformance, deduction will be done from quarterly payments.
- All Terms & Conditions of LOA No: BHEL/NR/SCT/MPLS-RC/1138 dated 26/04/2019.

## 7. Price Bid:

Location Name	BW (in Mbps)	Qtly Charges in INR (w/o GST)
BHEL FSIP	32	
Total Charges Z		

Note:

- a) The above charges are in INR and exclusive of GST.
- b) The evaluation will be done based on 'Z'.
- c) GST percentage CGST/SGST/IGST \_\_\_% / \_\_\_% / \_\_\_%

**Seal & Signature of the Company**