

भारत हेवी इलेक्ट्रिकल लिमिटेड
Bharat Heavy Electricals Limited



कॉर्पोरेट डिजिटल ट्रांसफॉर्मेशन

Corporate Digital Transformation

CDT Hall, 2nd Floor, HRD & ESI Complex, Plot No. 25,
Sector 16A, NOIDA, U.P.-201301

Request for Proposal

FOR

Purchase of AMC of SAP HRMS software for the calendar year 2026 to 2027

at

BHEL Sadan, Noida – 201301

प्रतीक/संख्या/...
वर्ष/...
प्लॉट नंबर/...
प्लॉट नंबर/...



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BHARAT HEAVY ELECTRICALS LIMITED

Corporate Digital Transformation

Ref. No. : AA:CDT:SAP/25-26

Date: 11.03.2026

Dear Sir / Madam,

Subject: Purchase of AMC of SAP HRMS software by M/s SAP for the calendar year 2026 to 2027 at BHEL Corporate Office, Noida.

Bid through email (cdt-tender@bhel.in) is invited for "Purchase of AMC (Enterprise Support) of SAP HRMS software licenses from M/s SAP India for the calendar year 2026 & 2027" as per the terms and conditions of RFP and signed EULA agreement.

Any corrigendum / notifications issued by BHEL, related to this tender, shall be available / hosted on www.bhel.com/cdt-tender@bhel.in. Hence bidder is expected to keep visiting www.bhel.com for any corrigendum / notification in their own interest.

The bidders are expected to examine all instructions, formats, terms, specifications, conditions and all other information in the bidding documents. Failure to furnish all information asked for or to submit a bid not substantially responsive to the bidding documents may result in rejection of the bid as decided by the BHEL. BHEL's decision shall be final and binding.

Please ensure that your response complete in all respect in requisite format with necessary enclosures is sent via email(cdt-tender@bhel.in) on or before the due date & time i.e., **23.03.2026 at 1500 hrs.**

Thanking you,
Yours faithfully,
For and on behalf of BHEL

Pradeep
11-03-2026

प्रदीप कुमार / PRADEEP KUMAR

वरिष्ठ अभियन्ता / Senior Engineer
कॉर्पोरेट डिजिटल ट्रांसफॉर्मेशन / CORPORATE DIGITAL TRANSFORMATION
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Ltd.
बी.एच.ई.एल. सदन, प्लॉट नं. 25, सेक्टर-16ए नोएडा-201301 (उ.प्र.)
BHEL Sadan, Plot No. 25, Sector-16A, NOIDA-201301 (U.P.)

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1. Key Activities and Dates of Tender:

S.No.	Key Activity	Date
1	Issuance of Request for Proposal (RFP)	11-03-2026
2	Last date of receiving queries from bidders	19-03-2026
3	Last date and time for submission of proposals	23-03-2026 at 1500hrs
4	Technical Proposal opening	23.03.2026 at 1530Hrs
5	Commercial Proposal opening	Will be intimated later

2. Introduction:

BHEL is the largest engineering and manufacturing enterprise in India in the energy related/infrastructure sector, today. BHEL was established more than 50 years ago, ushering in the indigenous Heavy Electrical Equipment industry in India - a dream that has been more than realized with a well-recognized track record of performance. The company has been earning profits continuously since 1971-72 and paying dividends since 1976-77.

BHEL manufactures over 180 products under 30 major product groups and caters to core sectors of the Indian Economy viz., Power Generation & Transmission, Industry, Transportation, Telecommunication, Renewable Energy, etc. The wide network of BHEL's 16 manufacturing divisions, four Power Sector regional centers, over 100 project sites, eight service centers and 18 regional offices, enables the Company to promptly serve its customers and provide them with suitable products, Systems and services. The high level of quality & reliability of its products is due to the emphasis on design, engineering and manufacturing to international standards by acquiring and adapting some of the best technologies from leading companies in the world, together with technologies developed in its own R&D centers.

BHEL's vision is to become a world-class engineering enterprise, committed to enhancing stakeholder value. The company is striving to give shape to its aspirations and fulfill the expectations of the country to become a global player.

3. Objective:

The tender is invited for **Purchase of AMC (Enterprise Support) of SAP HRMS software licenses by M/s SAP for the calendar year 2026 & 2027**. The tender has to be submitted in **TWO PART** through email (cdt-tender@bhel.in).

4. Technical Specifications & Scope: Following SAP HRMS Software Licenses have been procured by BHEL from M/s SAP till Date:

S.No.	SAP License Description	PO Number	Quantity
1.1	Users – Professional & Developer License	AA:CIT:P31:SAP-HR/006 dated 29.06.2006	200
1.2	Employee Self Service (ESS) License		17000
1.3	Manager Self Service (MSS) License		3000
1.4	Payroll Records		43000
2.1	SAP Business Suite Professional User License		140

2.2	SAP Business Suite ESS User License	FB-265-7000016037/49 Dated 26.03.2014	1456
2.3	SAP Payroll Processing for 500 Master records		1
3.1	SAP Business Suit Developer Licenses	AA:CIT:PUR:SAP:devlic02 Dated 05.02.2015	2
4.1	SAP Business Suit Developer User Licenses	AA:CDT:P31:SAPlicense(016) Dated 07.09.2018	3

Technical Scope & Specifications of the Maintenance Services to be provided by M/s SAP will be as per Maintenance schedule (Schedule "M") of End User Value License Agreement Dated 29.06.2006, Clause 2 of Software License and Support Agreement Dated 27.03.2014 , Clause 2 of Software License and Support Agreement Dated 19.02.2015 & Clause 4 of Software License and Support Agreement Dated 12.09.2018.

Rates:

Rates are to be quoted as per Price Bid Format. Details of prevailing rates of taxes should be indicated separately. Bidders, in their own interest, are requested to check up and indicate the different tax tariff like service tax etc. Taxes not mentioned by the bidder in their bid will not be entertained at later date. However, during the execution of the contract any increase or decrease in the above taxes/imposition of new taxes will be entertained on submission of relevant documentary proof.

4.1 Taxes & Duties:

- i. Price quoted should be inclusive of all applicable Taxes/charges but excluding G5T. Vendor shall pay all other taxes, fees, royalty, commission etc. which may be levied on the vendor in executing the contract. In case BHEL is forced to pay any of such taxes, it shall be recovered from vendor bills or otherwise as deemed fit.
- ii. To enable BHEL to avail G5T input tax credit, Vendor shall submit GST compliant invoice containing all the particulars as stipulated under Invoice Rules of GST Law. Vendor shall raise GST compliant invoice affixing GSTIN of BHEL's unit availing the services. Vendor to ensure that details of such invoice is furnished by him in his GSTR-1 return and the same is appearing in GSTR-2B of BHEL.
- iii. BHEL reserves the right to protect its interest against any loss on account of non-availability of G5T credit.
- iv. G5TIN of BHEL will be provided to the Vendor along with the work order.
- v. Any new/change in statutory levy as and when made applicable by the Government shall become applicable against documentary evidence.
- vi. Statutory variation for GST is payable to the vendor during validity of the contract. However, for period beyond the contract validity, BHEL may reimburse the actual applicable increased tax, in exceptional circumstances, in case BHEL is able to take the input tax credit. However, the decision of BHEL in this regard will be final and binding on the vendor otherwise vendor has to bear the differential upward increase in tax. Particularly when the GST is extra in the contract.
- vii. Invoice submitted should be in the format as specified under GST Laws viz. all details as mentioned in Invoice Rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature - CGST, SGST, IG5T mentioned separately, HSN (Harmonized System of Nomenclature) Code /SAC (Services Accounting Code) etc.
- viii. While making the payment, statutory deductions as applicable, shall be made by BHEL. Payment to the vendor will be subjected to TDS as per rules in force from time to time. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act &

GST, as amended from time to time and a certificate to this effect shall be provided to the vendor by BHEL.

4.2 PVC: The SAP Enterprise Support Fee is subject to change once during a calendar year upon three (3) months' notice to Licensee, which change shall be in consistence with and generally applicable to similarly situated licensees of SAP in India.

4.3 Payment Terms:

- a) **Payment:** 100% AMC annual cost (Calendar year wise) to be released to M/s SAP after receipt of Bank Guarantee of amount 100% (of annual cost of AMC) plus applicable taxes within 30 days of receipt of GST compliant invoices duly signed by the consignee (As per Clause 6 of Annexure 1 of End User Value License Agreement Dated 29.06.2006).
- b) **Bank Guarantee:** For each advance payment, bank guarantee of amount 100% of of the amount raised in the invoice plus applicable taxes (As per Clause 5 of Software License & Support Agreement Dated 27.03.2014), Clause 7 of the Software License & Support Agreement Dated 12.09.2018 has to be provided by M/s SAP which will be valid for each calendar year. The terms and conditions of Bank guarantee will be mutually agreed upon. In the absence of Bank Guarantee payment will be processed at the end of Calendar year.
- c) **Taxes:** GST will be charged at 18% or the prevailing Government rate, as applicable.
- d) Benefit of any downward revision of AMC rate should be passed on to BHEL by M/s SAP.

4.4 LOCATION & CONSIGNEE ADDRESS

Name: Mr. Asad Ali

Designation: Manager (CDT)

Contact details: 9899594835

Email: asad@bhel.in

5. General Terms and Conditions:

5.1 Ethical Standard:

Bidders are expected to observe the highest standard of ethics during the execution of this Contract. In pursuit of this policy, the Purchaser will reject a proposal for award if it finds out that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract. For the purposes of this provision, the terms set forth below are defined as follows:

- a) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
- b) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the Purchaser of the benefits of competition;

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, it is the owner of the Intellectual Property Rights in the software. Willful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that the Purchaser may take.

5.2 Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for those costs.

5.3 Procedure for Submission & Opening of Bids:

Bids shall be accepted over email (cdt-tender@bhel.in) by official inviting the tenders in TWO PART i.e. Two Mail (1 & 2) on or before the due date & time indicated in the Tender Notice.

PART-I (Mail-1): Techno-commercial bid shall consist of the following:

- i) A copy of complete RFP along with corrigendum, if any, where each page is signed & stamped by the bidder
- ii) Unpriced Copy of PRICE BID as per format enclosed as **Annexure-I**
- iii) No Deviation Certificate as per format enclosed as **Annexure-II**.
- iv) Non-Disclosure Certificate as per format enclosed as **Annexure-III**

PART- 2 (Mail-2)

Price bid containing PRICES only is to be submitted through Email: (cdt-tender@bhel.in) (in the Price Schedule format enclosed as **Annexure-I** only). Prices shall be quoted in Indian Rupees only. Bidder shall give details of Direct Applicable Taxes (between Bidder & BHEL as asked in the Price Bid Format) clearly. Any changes in these Direct Applicable Tax rates during the complete contract period will only be payable as per actuals, subject to submission of documentary evidence. Any other taxes, duties, levies and charges assessed on the bidder by local, national or any statutory authorities will not be payable by BHEL.

Price Bid should not contain any technical details and/or Commercial Terms & Conditions 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).

5.4 Bid Submission:

Bid shall be submitted through email cdt-tender@bhel.in only and shall be sent with due allowance for any network delay. Bids shall be submitted latest by 1500 Hrs. of the due date. Bids received after the Due Date and Time of submission will be summarily rejected.

5.5 Bid Opening: Bid received over email shall be opened on due date.

5.6 Evaluation of Bid: Evaluation of submitted bid shall consist of the following step:

Stage-I: Evaluation of Technical & Commercial Bid:

This shall be the first stage of the evaluation by the Purchaser.

Commercial and Technical bid of the vendor shall be opened and evaluated for acceptability of commercial terms, deviations and technical suitability. The Bidder should meet the commercial conditions as defined in the bidding documents.

BHEL then evaluate the Technical bid submitted by the Bidder. During the Technical Evaluation of the bid, the purchaser may ask for additional information / resources to validate the bid. These may include technical documents / white papers from OEM or third party, references, demonstration of a proof of concept or solution, visit to supplier's lab or their clients reference site, etc.

Stage -II: Financial Bid Evaluation:

The evaluation of financial bid shall be based on the delivered cost, which refers to **the total cost to BHEL**.

5.7 Validity of Offer:

Offer shall be kept valid for four (04) months from the due date of Tender.

5.8 Deviations:

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the Tender Enquiry. Bidders have to submit a "No Deviation Certificate" in Part-I of the offer as per Annexure-II.

5.9 Language of Bid:

- 5.9.1 The bidder shall quote the rates in Hindi/English language and international numerals only. The metric system of units shall be used, for the purpose of tender.
- 5.9.2 Bidder shall fill the tender documents as per formats enclosed in this tender enquiry. All entries and signatures in the bid shall be in **BLUE/BLACK INK** only. Each page of the bid shall be signed and stamped using official seal of the company by the bidder.
- 5.9.3 All entries shall be filled in neat and legible handwriting. No over-writings, erasures and corrections are permitted and may render such bids liable for rejection.
- 5.9.4 However, if any cancellations, corrections and insertions are in the bid, the same shall be duly attested by the bidder.

5.10 Clarification on Bidding Documents:

The Bidder is expected to carefully go through this Tender Document and understand the functional requirements thoroughly before submitting their offer. All legitimate queries and clarifications regarding this tender must be submitted in writing to the devendrasharma@bhel.in/pradeepkumar@bhel.in. BHEL will not entertain or respond to bidders' queries and clarifications received after 19.03.2026

5.11 Amendment of Bidding Documents:

The Purchaser may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However, in case of such amendment, the bid submission date may be extended at the discretion of the purchaser.

Amendments made prior to submission of bid will be provided in the form of Addenda / Corrigendum to the Bidding Documents and will be posted on the BHEL website (www.bhel.com) and email (cdt-tender@bhel.in).

5.12 Documents Accompanying the Bid:

All documents shall be submitted as per the NIT. All documentary evidence in support of claims must clearly be marked as to against which criteria the document is submitted and should be fully indexed.

5.13 Liabilities from the Contract

Any liabilities arising out of this contract (like injury, fatal/non-fatal, to the personnel of the successful bidder or any third party/contractor employed by the bidder) shall be to the successful bidder's account only. BHEL shall not be liable in any such eventuality.

5.14 Non-Disclosure Agreement:

- 5.14.1 The successful bidder shall comply with the Information Security Management System of BHEL and work within the framework of ISMS as applicable in BHEL from time to time.
- 5.14.2 All the material / information sent to the successful bidder shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any

circumstances. The successful bidder has to furnish a Non- Disclosure Agreement (NDA) as per **Annexure-III** in line with the owner's Information Security Management System (ISMS).

5.15 Arbitration:

In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration. All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in New Delhi. However, till the time the decision of the arbitrator is not announced, the Bidder/Vendor shall continue to provide its services to BHEL as per the contract.

5.16 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.

Courts at Delhi/ New Delhi shall have exclusive jurisdiction to decide the dispute, if any, arising out of or in respect of the contract to which these conditions are applicable.

5.17 Limitation of Liability:

The vendor's liability shall be limited to the value of this contract only.

5.18 Grievance Redressal Mechanism:

To promote transparency and ensure fair treatment of all bidders, a structured Grievance Redressal Mechanism is in place to address any concerns or issues arising during the tendering process or in subsequent business dealings with the company. Suppliers/Contractors are requested to follow the below escalation process for grievance resolution:

1. **First Level:** Any grievance should initially be addressed to the designated Dealing Officer, whose contact details are provided in the Notice Inviting Tender (NIT)/Contract.

2. **Second Level:** If the issue remains unresolved, it may be escalated by lodging a formal grievance through the SUVIDHA Portal: <https://suvidha.bhel.in/suvidha/>. Responses will be provided in accordance with the defined escalation matrix.

5.19 Other terms & conditions:

As per End User License Agreement (EULA) dated 29th June 2006

Price Bid Format

S.No.	SAP License Description	Quantity of Licenses	Cost of AMC excluding Taxes for Year (2026) (in INR)	Cost of AMC excluding Taxes for Year (2027) (in INR)
1.1	Users – Professional & Developer License	200		
1.2	Employee Self Service (ESS) License	17000		
1.3	Manager Self Service (MSS) License	3000		
1.4	Payroll Records	43000		
2.1	SAP Business Suite Professional User License	140		
2.2	SAP Business Suite ESS User License	1456		
2.3	SAP Payroll Processing for 500 Master records	1		
3.1	SAP Business Suit Developer Licenses	2		
4.1	SAP Business Suit Developer User Licenses	3		
5	Total Cost of AMC excluding GST (1.1+1.2+1.3+1.4+2.1+2.3+3.1+4.1)			
6	GST @18% of S.No. 5			
Grand Total Cost of AMC including GST (5+6)				

Note :

1. The rate should be quoted in Indian Rupees.
2. In case GST rates provided at s.no. 6 is different, please specify.
3. The total cost should be mentioned in this format. The prices should be fixed and should avoid use of vague terms as 'Extra as applicable'.

Seal & Signature of the Company

No Deviation Certificate

This is to certify that our offer is exactly in line with your tender enquiry no. AA:CDT:SAP/25-26 dated 10.03.2026. This is to expressly certify that our offer contains no deviation either Technical or Commercial in either direct or indirect form.

Signed By:

Name: _____

Designation: _____

Organization: _____

Date & Place: _____

Phone/Fax/Mobile: _____

Email: _____

Stamp & Seal: _____

UNDERTAKING FOR NON-DISCLOSURE OF INFORMATION

I,, acknowledge that the information received or generated either directly or indirectly, while working with BHEL on regular/temporary/contract basis is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore I warrant and agree as follows:

I agree not to disclose any information or documents relating to the activities of the Company or its subsidiaries, during the period of my service or after leaving the service of the Company in any manner, except with the permission of the competent authority.

I agree not to give or cause to be given to any person any advice on matters relating to the activities of the Company or its subsidiaries.

I agree not to disclose or cause to be disclosed to any person any secret process, know-how, cost of production of any or all of the products of the Company or its subsidiaries or any information regarding purchase made by or contracts entered into by the Company or any information regarding settlement of claims by the Company in or out of courts or any other information, knowledge or matters of trade or business secrets of the Company or its subsidiaries.

I acknowledge that the aforesaid restrictions/obligations/conditions are necessary and fundamental to the business of the BHEL.

I shall abide by BHEL's Information Security policies, violation of any of the above conditions, shall be governed as per Company CDA Rules/Standing Orders.

Dated:

Signature:

Name:

Designation:

Organization:
