

Existing Penalty Clause: The issues any raised regarding the problem with software, should be resolved within 24 hours. In the event of non-compliance to resolve the issue as mentioned above within the stipulated time frame, the deduction charges @ 0.5% of contract value/week to maximum of 10 % of contract value on prorated basis will be deducted from running bills from the successful bidder.

Revised Penalty Clause:

The issues any raised regarding the problem with software irrespective of severity level should be attended within 24 hours. If the issues are resolved without affecting the business of BHEL, LD shall not be deducted.

However, In the event of non-compliance to the above mentioned condition, the deduction charges @ 0.5% of contract value/week to maximum of 10 % of contract value on prorated basis will be deducted from running bills from the successful bidder." The confirmation regarding the severity level of the issues and decision regarding levying the LD will be taken care by DTG.