

Special terms and condition and Scope of Work

- 1-**Breakdown resolution schedule:** Service response time by the contractor against breakdown notice by BHEL shall be the essence of the contract. Hence, breakdown/service requirement of any item must be attended & resolved within **48 Hours** (BHEL off days excluded) of intimation by BHEL through e-mail/phone.
 - 2-Contractor shall provide and replace all spare parts as may be required in the equipment (including Engine oil/Gear oil/Air filter/Oil filter etc. except Diesel) to keep all the equipment in proper working condition. Hence, vendor to ensure to maintain adequate stock and availability of all the required spares.
 - 3-**Penalty :** 1.5 times of daily CMC charges per day (Considering 26 days in a month) will be deducted from vendor bill for breakdown beyond 48 hours mentioned in clauses-1.
 - 4-**Risk Purchase:** In case, contractor does not carry out the services/repair as per Breakdown resolution schedule, in order to safeguard its interest under the contract, BHEL, at its own discretion, may get the services/repair/replacement of spares done through suitable alternative source(s) at risk & cost of the contractor. In such cases, any cost incurred to BHEL over and above contracted rates shall be recovered from dues payable to the contractor and no claim of compensation of loss, whatsoever, incurred by the contractor due to such recovery, shall be entertained by BHEL.
 - 5-Contractor must have work experience for CMC (Comprehensive Maintenance Contract) of Fork Lift truck for following make -
 - a) ACE
 - b) Voltas (KION)
- A copy of work experience certificate showing clear address and contact no. of certificate issuing firm along with work completion certificate to be submitted by the bidder.
- 6-All parts used during CMC period must be genuine and ACE /Voltas approved make, vendor to provide proof of sourcing of parts at the time of supply and same will be checked for authenticity. **Non OEM parts will not be accepted.**
 - 7-**Payment Terms:** Payment shall be made to the contractor based on M.B. records and invoice submitted by the contractor (in duplicate) through e-payment to contractor's account with 45 days.
 - 8-If any parts of FLT is required to be taken outside of BHEL premises for repair at contractor works then written/email request is required from contractor.

Signature
8/15/20