



Bharat Heavy Electricals Limited

(A Govt. Of India Undertaking)

Power Sector, Eastern Region

BHEL BHAWAN, PLOT NO. DJ-9/1 , SECOTR II ,
SALT LAKE CITY , KOLKATA , WEST BENGAL, INDIA

Phone : 033-23216130-31,033-23216130 FAX : 033-23211960

TENDER CHANGE NOTICE

Sub	TENDER CHANGE NOTICE (TCN-01 DTD. 14/08/2017).
Job	“Annual maintenance Contract for maintenance, enhancement & support (MES) of PIS and Finance systems for oracle based databases and applications – software systems of BHEL PSER, PSWR, PSSR, PSNR, PSTS and PSHQ.”
Ref	TENDER NO.: PSER:PUR:MSX-184(V):060(ENQ:17:PP:0015:PUR:79) Date 04/08/2017.

- 1) [With reference to above, following clarifications, relevant to tender, may please be noted and complied with while submitting the offer. Please Find reply to bidder query in attached excel sheet.](#)
- 2) Due date of submission of offer against the subject tender is **extended from 14/08/2017 (15:00 hrs. IST) to 19/08/2017 (15:00 hrs. IST). Techno-commercial bid shall be opened on 19/08/2017 (16:00 hrs. IST).**
- 3) 'No deviation certificate' is attached. Bidder to submit their offer along with stamped & signed copy of this TCN & 'No deviation certificate' as per attached format only.

4) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD

DGM (PURCHASE)

(Signature, date & seal of authorized representative of the contractor)

[ANNEXURE - IV](#)

FORMAT FOR NO DEVIATION CERTIFICATE
(To be submitted in the bidder's letter head)

To,
Bharat Heavy Electricals Limited,
POWER SECTOR – EASTERN REGION
2nd FLOOR, Block-DJ, Plot- 9/1, SECTOR
SALT LAKE CITY, KOLKATA – 700 091
FAX – 033-2321-1960

Sub: NO DEVIATION CERTIFICATE FOR TENDER FOR_“Annual maintenance Contract for maintenance, enhancement & support (MES) of PIS and Finance systems for oracle based databases and applications – software systems of BHEL PSER, PSWR, PSSR, PSNR, PSTS and PSHQ.”

E-Tender No.: PSER:PUR:MSX-184(V):060(ENQ:17:PP:0015:PUR:79) Date 04/08/2017.along with TCN-01 DTD. 14/08/2017.

Dear Sirs,

With reference to above, this is to confirm that as per tender conditions, we have visited site before submission of our offer and noted the job content & site conditions etc. We also confirm that we have not changed/modified the tender documents as appeared in the website/newspapers and in case of observance at any stage, it shall be treated as null and void.

We hereby confirm that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT *and confirm our acceptance to **reverse auctioning process*** and we hereby convey our unqualified acceptance to all terms and conditions as stipulated in the tender and NIT.

In the event of observance of any deviation in any part of our offer at a later date whether implicit or explicit, the deviations shall stand null & void.

We confirm to have submitted offer strictly in accordance with tender instructions

Thanking you,

Yours faithfully,

(Signature, date & seal of authorized representative of the contractor)

Sub: Clarifications		TCN-01		
E-TENDER ENQUIRY NO.: PSER:PUR:MSX-184(V):060(ENQ:17:PP:0015:PUR:79) Date 04/08/2017.				
"Annual maintenance Contract for maintenance, enhancement & support (MES) of PIS and Finance systems for oracle based databases and applications – software systems of BHEL PSER, PSWR, PSSR, PSNR, PSTS and PSHQ".				
Dear Sir,				
We are interested to participate in the tender and we have the following queries:				
Sl no	Reference clause of Tender Document	Existing provision	Bidder's query	BHEL's clarification
1	Page19, Annexure-2	2. No additional charges will be paid over the payable charges as per price schedule except that for services of additional onsite support engineer and/or outstation visit charges as per clause (Annexure-01 clause no. 4d & 4e). or compression of job schedule as per annexure-04 3. Additional Man-day charges if required, shall be as per as per annexure - 04 man-day rate.	In case of an accepted Change Request, the job can be done offsite through central support team without the visit of additional onsite support engineer. In this case BHEL will pay for the Change request? If not then the how will the count of no of days additional for additional onsite support engineer will be arrived at. Start of journey date and return date?	Clause remains same as stipulated in NIT
2	Page24, Annexure - 05	Part-3 : Deployment of DBA & Onsite Support Engineer Note: Enhancement, Maintenance & Support refers to Enhancement, Maintenance & Support of the existing system which includes the following modules and the modules which shall be developed by the vendor during the course of the contract: A. FINANCE: System for Accounting of Personal, Vendor & Customer payments having provisions for prevailing Taxes and Duties including all GST requirement. and E. CLAIM ADVANCE SYSTEM System for raising employees' claims and Vendor claims. And F. PERFORMANCE MONITORING SYSTEM (PMON) Currently PMON system has following forms / reports: Non graphical forms: 172 nos. Non graphical reports: 158 nos. Graphical forms: 12 nos. Graphical reports: 12 nos. Pie chart: 1 no. EMS of PMON includes the following: Tentative requirement under EMS of PMON system 1. Minor modification / bug fixing of existing reports. 2. New forms 20 nos. (approx.) 3. New reports 25 nos. (approx.) in either pdf or excel / in both the format. 4. New report pie charts 15 nos. (approx.). 5. New reports graphs/trend chart / bar chart 10 nos. (approx.).	Query1: Deputation of 1 No engineer for PSHQ, PSNR and PSTS as per tender. Currently the onsite engineer is allocated 2days to PSHQ and 1 day to PSTS and 2 -3 days for PSNR weekly. Kindly let us know the allocation of Engineer support days for each region will be same as mentioned. Query2: If one day per week is allocated for PSTS for onsite engineer for supporting daily queries then how will the "Tentative requirement under EMS of PMON system" will be developed? There is a need of at least 3 additional engineers for development work to continue for at least 6 – 7 months. We would like to mention that this is not clarified in the tender. Query3: A. FINANCE: Deputation of 1 No engineer at each location as per tender. The "FINANCE" system is new with GST and wherein new rules and regulations to be incorporated which are likely to come in near future. 1 No. Engineer allocation will only be able to do the daily work load. To cater to additional requirements to make the system GST compatible additional support of at least 1 engineer is needed full time in each region. Considering 5 regions – PSER, PSHQ, PSNR, PSWR,PSSR has different instances and	Clause remains same as stipulated in NIT

			<p>all have customized as per their own requirement and therefore additional support for GST in all the regions is needed to make the region specific system GST compatible. This is not considered in the Tender.</p> <p>Query 4: E. CLAIM ADVANCE SYSTEM Deputation of 1 No engineer at each location as per tender. The CLAIM ADVANCE SYSTEM system is new with GST and wherein new rules and regulations to be incorporated which are likely to come in near future. 1 No. Engineer allocation will only be able to do the daily work load. To cater to new requirements and to make the system GST compatible additional support of at least 1 engineer is needed full time in each region. Considering 5 regions – PSER, PSHQ, PSNR, PSWR, PSSR has different instances and all have customized as per their own requirement and therefore additional support for GST in all the regions is needed to make the region specific system GST compatible. This is not considered in the Tender.</p>	Clause remains same as stipulated in NIT
3	Page 3 point no.3	<p>DOCUMENTS TO BE UPLOADED & MODALITY OF UPLOADING Techno -Commercial</p>	Please specify the documents to be attached in techno commercial.	AS PER NIT.ALL DOCS SHOULD BE UPLOADED WITH STAMP SIGN
4	Page 7 point no 35	<p>Scope of work & other details – TCC and SCC, Annexure-BOCW, Annexure for HSE & OHSAS</p>	Do we have to upload the full tender document or just the part of scope of work or any other document. Please specify.	YES FULL TENDER.(Digitally signed or scan(stamp signed)