



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 : 033-23398220,033-23211690 FAX : 033-23211960

Sub	TENDER CHANGE NOTICE (TCN-02 DTD. 27/11/2025)
Job	“Annual Maintenance Contract (AMC) for Enhancement, Maintenance & Support (EMS) of PIS and Finance systems. Oracle based databases and applications of BHEL PSER, PSWR, PSSR, PSNR, and PSTS”.
Ref	TENDER NO.: PSER:PUR:MSX:184(IX):044(ENQ:25:PP:0015:PUR:58) Date: 18/11/2025, TCN-01 Date 22/11/2025.

With reference to above, following clarifications, relevant to tender, may please be noted and complied with while submitting the offer.

- 1) Extension of Due Date of Submission of offer from 28/11/2025 upto 03/12/2025, (IST 14:00 hrs). Techno commercial bid shall be opened on 03/12/2025 (IST 16:30 hrs).
- 2) **Pre-bid meeting:** A pre-bid meeting is scheduled on 28/11/2025 at 03:30 PM. Interested bidder are requested to participate in the meeting for any clarification about the system and its latest developments.
Meeting Link: <https://psr.bhel.com/links/m281125.html>
- 3) Revised ANNEXURE-07, REV-1 (Bidder Requirements) of VOLUME-IF (TECHNICAL CONDITIONS OF CONTRACT (TCC)) superseding the earlier ANNEXURE-07 (Bidder Requirements) issued along with the original tender document, attached.
- 4) **BIDDERS TO QUOTE THEIR OFFER CONSIDERING THE LATEST SCOPE & PROVISIONS/TERMS AND CONDITIONS OF THE TENDER.**
- 5) Revised '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.
- 6) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD

MANAGER (PURCHASE)

Encl: As above.

(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

Job: “Annual Maintenance Contract (AMC) for Enhancement, Maintenance & Support (EMS) of PIS and Finance systems. Oracle based databases and applications of BHEL PSER, PSWR, PSSR, PSNR, and PSTS”.

E-Tender No.: PSER:PUR:MSX:184(IX):044(ENQ:25:PP:0015:PUR:58) Date: 18/11/2025, TCN-01 Date 22/11/2025, TCN-02 DTD. 27/11/2025

Dear Sir/Madam,

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 websites 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)

E-TENDER NO.: PSER:PUR:MSX:184(IX):044(ENQ:25:PP:0015:PUR:58)		Date-18/11/2025
TCN-02 DTD 27/11/2025	ANNEXURE – 07 (of TCC), REV-01	PAGE 1 OF 2

Annexure - 07: Bidder Requirements

Bidder to provide the following:

- a) Name, Designations, Qualifications, skill-set & Experience of personnel proposed to be deployed for this project (at least 10 nos. of professionals)
- b) Organization chart of the bidder
- c) Estimated time for system study and be ready for maintenance / support module wise. Estimated time should not be more than delivery time.
- d) Computing hardware, software facility available with bidder
- e) Development tool / analysis etc. proposed by vendor for analysis (reverse)
- f) Vendor should qualify the pre-qualification criteria as mentioned
- g) **Basic qualification of DBA & onsite support engineer**

1. DBA

- Oracle Certified Professional DBA in Oracle Database 11g or higher
- Having practical hands-on with Oracle architecture basics – 2 Years.
- Well versed in Administration, Backup-Recovery and Performance Tuning of Oracle Database in large and live production environment.
- Having good knowledge of Linux and Unix basic commands including shell scripting using vi editor.
- Thoroughly skill about general database Administration of Oracle Database Server for instance, creating and managing databases using SQLPLUS, security / user management and administration including auditing, creating user accounts granting privileges.
- Oracle database advance features like VPD / FGA, AWR, ASM, and ADDM, Advance Security & Advance Auditing.
- Good practical hands-on about hot backup and cold backup including logical backup using export / import and Data pump concept.
- Solid understanding about support industry and remote support environment using ticketing system handling, service request process and ITIL process.
- Good idea about system automation and schedule tasking for improving daily Oracle monitoring tasks.
- Basic Qualification should be Graduate in any discipline with Oracle Certified Professional Certification in Oracle Database 11g or higher (OCP DBA in Oracle)

2. Onsite Support Engineer

- Having 3-year experience in ERP software development or development in Oracle Forms & Reports platform.
- Understanding Oracle database / architecture
- Experience in Analyses, database design, database & application development, testing and implementation support
- Database – Oracle 11g or higher
- GUI - Oracle Forms & Reports 11g or higher, Packages and Procedures, PSP paging
- Tool - PL / SQL, Toad, Procedures, Functions & Triggers
- Oracle WebLogic 12c Application deployment / development
- Generation of various MIS Forms & Reports etc.
- BSC / BE / BA or equivalent
- The 2nd onsite Support Engineer should also have similar kind of experience (Oracle Forms & Reports) and knowledge / expertise of development in other web-based platforms like Java, .NET Core, PHP etc.
- Concerned BHEL Region/Unit will interview the candidate before acceptance

E-TENDER NO.: PSER:PUR:MSX:184(IX):044(ENQ:25:PP:0015:PUR:58)		Date-18/11/2025
TCN-02 DTD 27/11/2025	ANNEXURE – 07 (of TCC), REV-01	PAGE 2 OF 2

3. Replication Rights for Modified Source Code / New Forms & Reports:

Delivered source code will be property of BHEL and BHEL reserves the right to use this software in its original or modified form in any of its location/offices without informing the vendor.

4. Ownership of Documents and Codes for New / Modified Job:

Vendor will have the ownership of the documents (SRS, DDS, User Manual / Operational Manuals and Quality Records) and codes during development Period. After that, BHEL will be the owner of documents and codes.

5. NDA Clause:

Vendor will not disclose any data / details of BHEL business process to any third party. Non-disclosure agreement (as per BHEL ISMS Format) should be signed by each on-site engineers / developers and DBA at all the locations as well as off-site Project Manager at the start of contract execution. The same shall be submitted to the respective DTG departments.

6. Background verification

The deputed service persons should have clear background (free from any proven allegation). Vendor has to be provided declaration for security clearance.

7. Quality Criteria for Bidder:

A. Developer Requirement:

The bidder must submit the details of at least 4 number of **developers** of Oracle Forms & Reports Platform on their direct payroll who are proposed to be deployed for this project. These developers will be **interviewed and assessed by BHEL for their suitability for this project as a part of technical evaluation**. 100% replacement of those developer within 3 months are not allowed.

B. Database Administrator (DBA) Requirement:

The bidder must submit the details of at least 1 (one) Oracle DBA on their direct payroll who is/are proposed to be deployed for this project. The DBA will be interviewed and assessed by BHEL for his/their suitability for this project - as a part of technical evaluation of this tender. 100 % replacement of DBA within 3 months is/are not allowed.

In the details as mentioned above, followings should be present.

- Proof of remittance of provident fund.
- Copy of Group Insurance / ESIC / Mediclaim.
- Along with qualification and experience details as mentioned in Annxure-07 (g)

Bidder must declare the name of their Senior (Oracle) DBA & Developer (Oracle Forms & Reports Platform) on their direct payroll to prove their strength in this field, who are able to provide expertise support to the deployed resident engineer during crisis or emergency.

Failure to meet the above criteria may render the bidder **non-compliant**, and their bid **may not be considered for evaluation**. On false declaration contract may be terminated.

The declared resident engineers ensure the **handover/takeover of the project as per the tender terms** – as after a certain period preceding vendor is not liable to render any support contractually.