



BHARAT HEAVY ELECTRICALS LIMITED

(A Govt. of India Undertaking)

POWER SECTOR: EASTERN REGION

Plot No. 9/1, DJ – Block, Sector-II, Karunamoyee,

Salt Lake City, Kolkata-700091.

TEL: (033) 2321-1690, FAX: (033) 2321-1960

Sub	TENDER CHANGE NOTICE (TCN-03 DTD. 24/08/2017)
Job	SUPPLY AND INSTALLATION OF IT EQUIPMENTS FOR CUSTOMER OFFICE FOR 2X660 MW MAITREE SUPER THERMAL POWER PROJECT AT MOIDARA VILLAGE, RAMPAL UPAZILA, BAGERHAT DISTRICT, BANGLADESH.
Ref	TENDER NO.:PSER: PUR: PMX: 352(I): 055 DATE: 13/07/2017 ,TCN-01 DTD. 03/08/2017 and TCN-02 DTD.16/08/2017

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

Sl. No.	Tender Clause	As appearing in Tender	Modified as
1.	Sealed offers are invited from reputed and experienced bidders (meeting PRE-QUALIFYING CRITERIAN as mentioned in Annexure-I) for the subject job by the undersigned on the behalf of BHARAT HEAVY ELECTRICALS LIMITED as per the tender document detailed below. Following points relevant to the tender may please be noted and complied with.	Physical submission of tender.	<p>Aforesaid clause shall be read as "...Sealed offers are invited from reputed & experienced bidders (meeting pre-qualification criteria as mentioned) through e-procurement portalhttps://bheleps.buyjunction.in Or by hardcopy tender submission. Offers are invited in two-parts only.</p> <p>Submission of offers in online through e-procurement besides hardcopy, is also accepted for the aforesaid tender, within the stipulated due time & date as per tender or latest relevant TCN if applicable."</p> <p>Also all associated clauses pertaining to submission shall be read "as both through e-procurement portal & hardcopy submission within stipulated date & time as per tender or relevant latest TCN if any, shall be acceptable to BHEL-PSER."</p> <p>In case inadvertently any bidder submit bids in both hard copy & e-mode, their bid submitted in e-mode shall only be considered. Bids through e-mail/fax shall not be accepted.</p> <p>In case of E-PROCUREMENT ASSISTANCE & TRAINING, BIDDERS MAY CONTACT M/s Mjunction Services Limited (herein after called as MJUNCTION) HELPDESK PHONE NO. 033-66011717 (BETWEEN 9:30 AM TILL 5:30 PM) & 9163348280/83/84/85/86, 8584008116, 8584008205, 8336925964 (FROM 5:30 PM TO 8:30 PM) or for any difficulty in downloading the tender from internet website, they should contact this office (Asst. Engineer, Purchase or AGM, Purchase Phone no. 033-23211496/1690). No alteration/changes by bidders is permitted in the tender/NIT appeared in the website.</p>



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2.	<p>DOCUMENTS TO BE UPLOADED & MODALITY OF UPLOADING :Clause No. 1 of NIT</p>	<p>CLAUSE NO.1 OF NIT</p>	<p>In addition to existing clause of the tender regarding submission of hard copy documents , following shall also be applicable for submission through e-procurement :</p> <table border="1"> <thead> <tr> <th>OFFER DESCRIPTION</th> <th>DOCUMENTS TO BE UPLOADED & MODALITY OF UPLOADING</th> </tr> </thead> <tbody> <tr> <td>TECHNICAL OFFER</td> <td> <ol style="list-style-type: none"> Scanned copy of Covering letter of offer (To be attached in Attachment section) Copy of Entire tender documents digitally signed & stamped in each page by authorized representative of the bidder except price bid (To be attached in Attachment section). Scanned copy of Techno-Commercial Offer (To be attached in Attachment section) Duly filled all annexures except price & unpriced format (To be attached in Attachment section). Copy of records notes of Pre Bid Conference, if applicable/ pre-bid MOM. (To be attached in Attachment section) Copy of Tender change notice (TCN), if applicable (To be attached in Attachment section) All supporting documents/ Annexures etc as applicable (To be attached in Attachment section). No deviation certificate in bidder's letterhead as per format given in Tender (To be attached in Attachment section). </td> </tr> <tr> <td>PRE-QUALIFICATION PART</td> <td>9. Pre-qualifying documents with all credentials as per tender. (To be attached in PQ Attachment section)</td> </tr> <tr> <td>UNPRICED PRICE BID</td> <td>10. Price schedule –Unpriced but mentioning only quoted / unquoted against each item as per tender. (To be attached in Unpriced bid Attachment section)</td> </tr> <tr> <td>PRICE BID</td> <td>11. Duly filled in Price Schedule as per tender. (To be attached in price bid Attachment section).Any other document uploaded in the price bid, apart from tendered Price schedule, shall not be taken into cognizance for evaluation of offer.</td> </tr> </tbody> </table>	OFFER DESCRIPTION	DOCUMENTS TO BE UPLOADED & MODALITY OF UPLOADING	TECHNICAL OFFER	<ol style="list-style-type: none"> Scanned copy of Covering letter of offer (To be attached in Attachment section) Copy of Entire tender documents digitally signed & stamped in each page by authorized representative of the bidder except price bid (To be attached in Attachment section). Scanned copy of Techno-Commercial Offer (To be attached in Attachment section) Duly filled all annexures except price & unpriced format (To be attached in Attachment section). Copy of records notes of Pre Bid Conference, if applicable/ pre-bid MOM. (To be attached in Attachment section) Copy of Tender change notice (TCN), if applicable (To be attached in Attachment section) All supporting documents/ Annexures etc as applicable (To be attached in Attachment section). No deviation certificate in bidder's letterhead as per format given in Tender (To be attached in Attachment section). 	PRE-QUALIFICATION PART	9. Pre-qualifying documents with all credentials as per tender. (To be attached in PQ Attachment section)	UNPRICED PRICE BID	10. Price schedule –Unpriced but mentioning only quoted / unquoted against each item as per tender. (To be attached in Unpriced bid Attachment section)	PRICE BID	11. Duly filled in Price Schedule as per tender. (To be attached in price bid Attachment section).Any other document uploaded in the price bid, apart from tendered Price schedule, shall not be taken into cognizance for evaluation of offer.
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2. Revised **ANNEXURE-I-Pre Qualification Criteria (Rev-01)** attached, superseding ANNEXURE - I: PRE QUALIFICATION CRITERIA issued earlier along with NIT.
3. Revised **Volume-II-Technical Specification (Rev-01)** attached, superseding Volume-II-Technical Specification issued earlier along with NIT.
4. Revised **Volume-IF-Special Conditions of Contract (Rev-01)** attached, superseding Volume-IF- Special Conditions of Contract issued earlier along with NIT.
5. Revised Price Schedule, **VOLUME-III-Price Schedule (Rev-01)** and **VOLUME-III-Un Price Schedule (Rev-01)** attached superseding VOLUME-III-PRICE SCHEDULE and VOLUME-III-PRICE SCHEDULE respectively issued earlier along with NIT. Bidder shall quote as per this Revised Price Schedule and Un Price Schedule only. Bidders are also requested to submit a declaration in techno - commercial offer that they have submitted their price bid and un price bid as per Revised Price Schedule and Un Price Schedule format. You are also requested to please note that price offer as per earlier VOLUME-III: PRICE SCHEDULE shall not be considered.
6. **Indian suppliers, falling under the purview of Public procurement (preference to make in India) order 2017 by Govt. of India, vide order no. P-45021/2/2017-B.E.-II dated 15th June,2017, & all subsequent clarifications can avail the intended benefits, as per provisions of the order subject to minimum local content shall be 50% , margin of Purchase preference shall be 20% & modality of preference to make in India shall be as per aforesaid order. Any Indian Bidder intending to avail the benefits as shall submit the requisite documents as per the aforesaid order”.**
7. Bidders are requested to submit their offer considering all tender terms & conditions including this TCN only. Bidders submitting offer through physical/hard copy mode should submit offer in sealed envelope super scribing, “TENDER NO.:PSER: PUR: PMX: 352(I): 055 DATE: 13/07/2017 considering TCN-03 dtd.24/08/2017” and “Job Description”.
8. **BIDDERS ARE REQUESTED TO ACKNOWLEDGE THIS TCN & SEND US A STAMPED AND SIGNED COPY OF THE TCN AS A TOKEN OF ACCEPTANCE.**
9. **Due date of submission of offer against the subject tender is extended from 24/08/2017 (15:00 hrs. IST) to 31/08/2017 (15:00 hrs. IST). Techno-commercial bid shall be opened on 31/08/2017 (16:00 hrs. IST).**
10. **‘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.**
11. **All other terms & conditions shall remain unchanged.**

Thanking you,

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

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD.
DY. MANAGER(PURCHASE)

**BHARAT HEAVY ELECTRICALS LIMITED**

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ANNEXURE - II**NO DEVIATION CERTIFICATE****(TO BE SUBMITTED IN BIDDER'S LETTERHEAD)**

To,
BHARAT HEAVY ELECTRICALS LIMITED,
Power Sector - Eastern Region,
Plot no 9/1, DJ Block, Sector – II, Salt Lake City,
Kolkata – 700 091

Sub	No Deviation Certificate.	
Job	SUPPLY AND INSTALLATION OF IT EQUIPMENTS FOR CUSTOMER OFFICE FOR 2X660 MW MAITREE SUPER THERMAL POWER PROJECT AT MOIDARA VILLAGE, RAMPAL UPAZILA, BAGERHAT DISTRICT, BANGLADESH.	
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	2.0	Other references (if any).

Dear Sir,

With reference to above tender, this is to confirm you that we have gone through each and every terms and conditions mentioned in the enquiry (Terms and Conditions) and we offer our unqualified acceptance of the same.

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.

It is also confirmed that the price has been quoted in the format received with the enquiry. We confirm that, we do not have any objections to splitting the quantity among the different bidders by BHEL and price shall remain firm till the completion supply of full ordered quantity.

Any deviation found subsequently at any time during execution of order shall be treated null and void.

Thanking you,

Yours faithfully,

(Signature of bidder with Seal)

ANNEXURE-I

Pre-Qualification Criteria (Rev-01)

JOB	SUPPLY AND INSTALLATION OF IT EQUIPMENTS FOR CUSTOMER OFFICE FOR 2X660 MW MAITREE SUPER THERMAL POWER PROJECT AT MOIDARA VILLAGE, RAMPAL UPAZILA, BAGERHAT DISTRICT, BANGLADESH.
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SL NO	CRITERIA
1.0	FINANCIAL CRITERIA
	BIDDER SHOULD HAVE AVERAGE MINIMUM ANNUAL FINANCIAL TURNOVER OF USD 43.61 THOUSAND OR EQUIVALENT AMOUNT (*) DURING THE LAST (03) THREE YEARS ENDING ON 31 st MARCH'2016 OR CORRESPONDING FINANCIAL YEAR FOLLOWED BY THE BIDDER. BIDDER SHOULD SUBMIT THEIR AUDITED BALANCE SHEET AND PROFIT & LOSS ACCOUNT IN SUPPORT OF THE SAME. IN CASE AUDITED BALANCE SHEET AND PROFIT & LOSS ACCOUNT HAS NOT BEEN SUBMITTED FOR ALL 3 YEARS INDICATED ABOVE THEN THE APPLICABLE FINANCIAL AUDITED STATEMENTS SUBMITTED BY THE BIDDERS AGAINST THE REQUISITE THREE YEARS, WILL BE AVERAGED FOR THREE YEARS. IF FINANCIAL STATEMENTS ARE NOT REQUIRED TO BE AUDITED STATUTORILY, THEN INSTEAD OF AUDITED FINANCIAL STATEMENTS, FINANCIAL STATEMENTS ARE REQUIRED TO BE CERTIFIED BY CHARTERED ACCOUNTANT.
2.0	TECHNICAL CRITERIA
	BIDDER SHOULD HAVE SUPPLIED SIMILAR IT EQUIPMENT(S) TO ANY GOVT./ SEMI GOVT./ AUTONOMOUS/ HOSPITALS / BANKS / MULTINATIONAL ORGANIZATIONS DURING LAST 5 (FIVE) YEARS ENDING ON LATEST DATE OF BID SUBMISSION, VALUE OF WHICH SHOULD NOT BE LESS THAN EITHER OF THE FOLLOWING: DURING THE LAST 5 (FIVE) YEARS, ENDING ON THE LATEST DATE OF BID SUBMISSION, VALUE OF WHICH SHOULD NOT BE LESS THAN EITHER OF THE FOLLOWING:
2.1	1 (ONE) ORDER OF VALUE NOT LESS THAN USD 116.28 THOUSAND OR EQUIVALENT AMOUNT (*).
	“OR”
2.2	2 (TWO) ORDERS WITH EACH ORDER VALUE NOT LESS THAN USD 72.68 THOUSAND OR EQUIVALENT AMOUNT (*).

NOTE

I	SIMILAR IT EQUIPMENT SHALL MEAN 'LAPTOP' OR 'DESKTOP' OR 'WORK STATION' OR 'PLOTTER'.
II	THE TENDER COMPRISES OF MULTIPLE IT EQUIPMENTS / ITEMS AND BIDDER SHALL QUOTE FOR ALL THE ITEMS.
III	CONSORTIUM/ JV BIDDING IS NOT ALLOWED.
IV	AFTER SATISFACTORY FULFILLMENT OF ALL THE ABOVE CRITERIA, OFFER SHALL BE CONSIDERED FOR FURTHER EVALUATION & PARTICIPATION AS PER NIT & OTHER TERMS OF THE TENDER, ALONG WITH ACCEPTANCE/ APPROVAL OF BIDDER BY CUSTOMER.
V	IN CASE THE JOB IS UNDER EXECUTION/ ONGOING JOB, THE VALUE OF EXECUTED PORTION OF THE JOB SHALL AT LEAST CORRESPOND TO THE RESPECTIVE VALUES SPECIFIED ABOVE EVEN IF THE CONTRACT HAS NOT BEEN COMPLETED OR CLOSED.
VI	THE VENDOR SHOULD HAVE ACHIEVED THE CRITERIA SPECIFIED IN THE PRE-QUALIFICATION CRITERIA, EVEN IF THE CONTRACT HAS NOT BEEN COMPLETED OR CLOSED
VII	BIDDER SHALL SUBMIT ABOVE PRE-QUALIFICATION CRITERIA FORMAT, DULY FILLED-IN, SPECIFYING RESPECTIVE ANNEXURE NUMBER AGAINST EACH CRITERIA AND FURNISH RELEVANT DOCUMENT IN THE RESPECTIVE ANNEXURES IN THEIR OFFER.
VIII	(*) EQUIVALENT AMOUNT MEANS THAT IT IS THE CONVERTED RATES OF OTHER CURRENCY TO USD (BUYING RATE OF BANGLADESH BANK) ON 04.07.2017 .

पावर सेक्टर पूर्वी क्षेत्र (मुख्यालय)

POWER SECTOR EASTERN REGION, DJ-9/1, SALT LAKE CITY, SECTOR-II, KOLKATA - 700 091

फैक्स/Fax : (033) 23211960

फोन/Phone : बोर्ड/EPABX : 23216130/ 6134/ 6135

VOLUME-II: Technical Specification (Rev-01)

Tender Ref. No. PSER: PUR: PMX: 352(I): 055

DATE: 13/07/2017

JOB: SUPPLY AND INSTALLATION OF IT EQUIPMENTS FOR CUSTOMER OFFICE FOR 2X660 MW MAITREE SUPER THERMAL POWER PROJECT AT MOIDARA VILLAGE, RAMPAL UPAZILA, BAGHERHAT DISTRICT, BANGLADESH.

Sl.No.	Item Desc.	Brief Specification	Detailed Specification	Make	Qty (Nos.)
01	Laptop	Preloaded with Window 10 O/S , 4 GB Ram Core i3, 6Gen 15.5 inch, 1TB HDD or higher specification model	Commercial /Industrial Grade & should have state-of-art technology. Including Carrying case, power adapter compatible to Bangladesh domestic power supply, Blue Tooth / Camera / Wi-fi / Biometric inbuilt and external mouse, CD/DVD ROM. Standard MS Office along with Antivirus for 5 years from the date of installation.	HP/Lenovo/Dell or equivalent.	50
02	Desktop	Preloaded with Window 10 O/S , 4 GB Ram Core i3, 6Gen 18.5 inch 1 TB HDD or higher specification model	Commercial /Industrial Grade & should have state-of-art technology. Including Mouse, Power cord / VGA cable and standard accessories, CD/DVD ROM. Standard MS Office along with Antivirus for 5 years from the date of installation.	HP/Lenovo/Dell or equivalent.	50
03	Work Station	22 inch monitor , Core i3 or core i5, 6 Gen. , 8GB RAM, Preloaded Window O/S , 1 TB HDD or higher specification model	Commercial /Industrial Grade & should have state-of-art technology. Including Mouse, Power cord / VGA cable and standard accessories. Standard MS Office along with Antivirus for 5 years from the date of installation.	HP/Lenovo/Dell or equivalent.	1
04	Multifunction Plotter	Function Line drawings : Print resolution : Margins (top x bottom x left x right) : Technology : Ink types : Ink drop Print heads : Line accuracy : Minimum line width Guaranteed minimum line width Media Handling Input: Size Rolls: Sheets: Standard sheets: Thickness:	A0 Size Print, scan and copy : Colour Minimum 21 sec/page on A1/D, 82 A1/D prints per hour ; Up to E/A0 size prints Up to 2400 x 1200 optimized dpi Roll: 5 x 5 x 5 x 5 mm (0.2 x 0.2 x 0.2 x 0.2 in) (borderless on photo roll media) Sheet: 5 x 22 x 5 x 5 mm (0.2 x 0.87 x 0.2 x 0.2 in) Thermal Inkjet Dye-based (C, G, M, pK, Y); pigment-based (mK) 6 pl (C, M, Y, G, pK); 9 pl (mK) 1 (C, G, M, mK, pK, Y) +/- 0.1%5 0.02 mm (0.0008 in) (HP-GL/2 addressable) 0.07 mm (0.0028 in) (ISO/IEC 1366) two automatic front-loading roll feeds, smart rollswitching, sheet feed; Output: integrated output stacking tray (from A4/A to AO/E, withup to 50 A1/D-size capacity), media bin, automatic cutterstraight-through scan paper path for sheet andcardboard originals 279 to 914 mm (11 to 36 in) 210 x 279 to 914 x 1219 mm (8.3 x 11 to 36 x 48 in) A4, A3, A2, A1, A0 (A, B, C, D, E) Thickness Up to 0.5 mm (19.7 mil) 0.8 mm (0.03 in)	HP or equivalent	1

VOLUME-II: Technical Specification (Rev-01)

Tender Ref. No. PSER: PUR: PMX: 352(I): 055

DATE: 13/07/2017

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	<p>Scan Scan speed Color: Grayscale:</p> <p>Scan/copy resolution :</p> <p>Maximum scan Size:</p>	<p>up to 3.81 cm/sec (1.5 in/sec) up to 11.43 cm/sec (4.5 in/sec)</p> <p>Up to 600 dpi Maximum scan Size: 914 x 8000 mm (36 x 315 in) (JPEG)</p> <p>914 x 8000 mm (36 x 315 in) (JPEG) 914 x 5000 mm (36 x 197 in) (PDF) 610 x 15,000 mm (24 x 590.5 in) (TIFF) Thickness: 0.8 mm (0.03 in)</p>		
	<p>Copy Reduction/ enlargement : Maximum copies</p> <p>Copier settings</p>	<p>25 to 400% Up to 99 copies</p> <p>Copy quality, copy color roll, content type, original paper type, background removal, contrast, de-skew, blueprints support</p>		
	<p>Memory</p>	<p>128 GB (virtual)7 , 320 GB hard disk</p>		
	<p>Connectivity Interfaces (standard)</p> <p>Print languages (standard)</p> <p>Printing paths</p> <p>Drivers (included)</p>	<p>Gigabit Ethernet (1000 Base-T) supporting the following standards: TCP/IP, BootP/DHCP (IPv4 only), DHCPv6, TFTP (IPv4 only), SNMP (v1, v2, v3), Apple Bonjour Compatible, FTP, WS Discovery, Embedded Web Server (HTTP, HTTPS), IPSec, SMTP (Notification Alerts), Raw IP printing (9100, 9101, 9102), LPD, IPP, WS print, NTLMv1 (Scan to network folder), SSL/TLS 1.0, 802.1X authentication (LEAP, PEAP, EAP-TLS).</p> <p>Basic e- multifunction Printer: GL/2, RTL, TIFF, JPEG, CALS G4, PCL 3 GUI, URF PostScript® eMultifunction Printer: Adobe PostScript 3, Adobe PDF 1.7 Extension Level 3, HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP PCL 3 GUI, URF</p> <p>Printer driver, Design jet ePrint& Share, Embedded Web Server, Instant Printing, direct printing from USB flash drive</p> <p>GL/2, RTL drivers for Windows®; PCL 3 GUI driver for Mac OS X; PostScript Windows, Linux, and Mac drivers9</p>		
	<p>Dimensions (w x d x h) Weight Printer 112 kg (245 lb) Shipping 137.5 kg (303.1 lb)</p>	<p>Within 1500 x 1000 x 1200 mm Within 125 KG Within 150 KG</p>		

VOLUME-II: Technical Specification (Rev-01)

Tender Ref. No. PSER: PUR: PMX: 352(I): 055

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		Environmental ranges Acoustic Power consumption Certification	Operating temperature: 5 to 40 C (41 to 104F) Operating humidity: 20 to 80% RH Sound pressure: < 50 dB Sound power < 7 B(A) < 120 watts (printing), < 260 watts (maximum) Safety : International standard or recognize standard (CSA certified / LVD / EN 60950-1 / GOST / PSB / CCC / IRAM / etc) , Mexico (NYCE), Korea (KATS) Electromagnetic Compliant : with Class A requirements, including: FCC / ICES / EMC / ACMA / RSM etc) Environmental ENERGY STAR, WEEE, EU RoHS, etc		
05	Color Plotter	Print : Print quality (best) Color: Print technology Number of print cartridges : Non-printable area (cut-sheet) : Line accuracy Connectivity, standard : Power consumption (printing) Operating temperature range Memory :	A0 size Color print ; 60 Mtr / Hr Up to 2400 x 1200 optimized dpi Thermal Inkjet 6 (Six) 5 x 17 x 5 x 5 mm Guaranteed minimum line width 0.08 mm (ISO/IEC 13660:2001(E)) ±0.1% Gigabit Ethernet (1000Base-T) Hi-Speed USB 2.0 ; direct printing from USB flash drive < 120 watts < 32 watts (ready) 1.5 watts (sleep) 0.1 watts (off) 5 to 40°C 64 GB Virtual : HDD 320 GB	HP or equivalent	1
06	A3 Size Color printer / copier/scanner (MFP)	A3 size multifunction device Print, scan and copy	Print speed up to 23 ppm USB connectivity, built-in Ethernet and wireless networking (802.11b/g/n)8 Wi-Fi Direct® printing5, etc. 50 + sheet input tray, 50+ sheet output bin	HP/Epson/ Brother or equivalent	3

VOLUME-II: Technical Specification (Rev-01)

Tender Ref. No. PSER: PUR: PMX: 352(I): 055

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07	A4 size Color laser printer	A4 size Color laser printer ,	Two Tray, bidirectional printing enable Print speed up to 23 ppm USB connectivity, built-in Ethernet and wireless networking (802.11b/g/n) 8 Wi-Fi Direct® printing5 etc. All accessories like power cord connection cable etc. are inclusive.	HP/Epson/Brot her or equivalent	7
08	Over Head Projector	DLP / 3000 Lumen Projection method Resolution :	DLP XGA(1024x768) or higher786,432 or higher Lamp Life : 2000h(Normal), 3000h(Eco) or better Screen size Minimum Maximum : 32"(projection distance 1.2m) or better300"(projection distance 10.2m) or better Color : Full color Projecting position : Front/Rear, Table/Ceiling Brightness School mode Eco mode :3500 lm(*1) or better 2500 lm(*2)Enable Contrast ratio : 2000:1(Full on/off) Aspect ratio : 4:3, supports 16:9 Audio output : Yes Wireless access : Yes	Epson/Sony/ Hitachi/LG or equivalent	1
		RGB I/O	Signal method Video signal Sync signal : Analog: separate signals Analog: 0.7Vp-p/75ΩSeparate/composite: TTL level(pos/neg) Sync on green: 0.3Vp-p neg(video: 0.7Vp-p pos) RGB input terminal : Mini D-Sub 15pin(RGB/YCbCr/YPbPr) x 1 RGB output terminal : VGA(640x480) Expansion/True SVGA(800x600) Expansion/True XGA(1024x768) True SXGA(1280x1024) Compression Video I/O : NTSC 3.58, NTSC 4.43, PAL, PAL_N, PAL_M, PAL60, SECAM, YCbCr(NTSC/PAL only), YPbPr(480p, 576p, 1,080i, 720p) (most standard or commonly used method should support)		
		Video signal	Composite: 1.0Vp-p/75Ω, component: 1.0Vp-p/75O S-Video terminal: Y signal(1.0Vp-p/75O) C signal(0.3Vp-p/75O) (most standard or commonly used method should support)		
		Input terminals	RCA(Composite Video) x 1 Mini DIN 4pin(S-Video) x 1		

VOLUME-II: Technical Specification (Rev-01)

Tender Ref. No. PSER: PUR: PMX: 352(I): 055

DATE: 13/07/2017

JOB: SUPPLY AND INSTALLATION OF IT EQUIPMENTS FOR CUSTOMER OFFICE FOR 2X660 MW MAITREE SUPER THERMAL POWER PROJECT AT MOIDARA VILLAGE, RAMPAL UPAZILA, BAGERHAT DISTRICT, BANGLADESH.

			Mini D-Sub 15pin(RGB/YCbCr/YPbPr) x 1 (most standard or commonly used method should support) Horizontal resolution : NTSC standard Audio input terminal output terminal: 3.5mm Stereo Mini Jack(RGB/Video) x 1		
		Use environment Power Power consumption	Temp.: 5-35°C, 41-95°F/Humidity: 30-85%(but no condensation) AC 220V - 240V, 50 Hz Reasonable (more or less 300W) Approx 10-15% variation		
		Supplied accessories	Rechargeable Lithium battery x 1(for Remote Control), or normal Power Cable (2m) x 1, RGB Cable(Mini D-Sub 15pin/2m) x 1, Mini Jack to RCA Adapter Soft Case / carry bag x 1, User's Manual(CD-ROM) x 1, User's Manual(Simplified Edition) x 1., Security Label x 1		
		FIXING ARRANGEMENT	Should have Ceiling mounted arrangement. (Considering a max of 3.0 meter of Ceiling height).		
		VGA Data cable	Default 10 meter cable.		
09	Photocopying Machine	Black & White A3/A4 size Photocopying (Xerox) Machine	23 Copies Per Minute Auto Duplex (2 Sided Copying) Auto Document Feeder (RADF) Electronic Sorting (2) 550 Sheet Paper Drawers Paper Sizes: 5-1/2 x 8-1/2 to 11 x 17	HP/Canon/Xerox/Brother or equivalent	2

Supply and Installation
Of
IT equipment at Customer Office
For 2x660 MW
Maitree Super Thermal Power Project
at
Moidara Village, Rampal Upazila,
Bagerhat District, Bangladesh

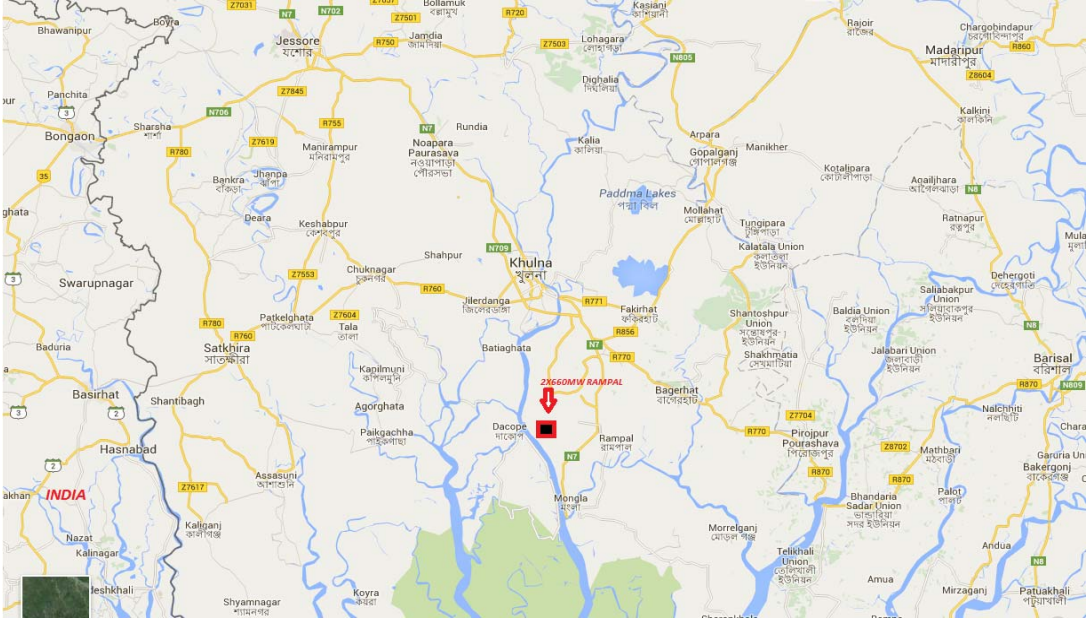


Bharat Heavy Electricals Limited
(A Govt. of India Undertaking)
Power Sector– Eastern Region
Plot–DJ9/1, Sector-II, Salt Lake
Kolkata-700091

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The Special Conditions of Contract (SCC) inscribed hereunder shall be read and construed along with General Conditions of Contract (GCC, Volume-I) and in case of any conflict or inconsistency, the provision of the Special Conditions of Contract, Volume-IF shall prevail.

1.0	PROJECT SYNOPSIS AND GENERAL INFORMATION
1.1	<p>The 2 x 660 MW MAITREE SUPER THERMAL POWER PROJECT is located in Moithara Village, Rampal Upazila, Bagerhat District, Bangladesh.</p> <p>The Bidder shall acquaint himself by a visit to the site, with the conditions prevailing at site before submission of the bid. The information given here in under is for general guidance and shall not be contractually binding on the Owner. All relevant site data/information as may be necessary shall have to be obtained / collected by the Bidder.</p>  <p>LOCATION MAP:2X660MW MAITREE RAMPAL PROJECT</p>



LOCATION MAP:2X660MW MAITREE RAMPAL PROJECT

1.2	<p>APPROACH TO SITE</p> <p>The nearest town Khulna is at a distance of 23 km from project site. The site is Connected by road from Mangla- Khulna Highway.</p> <p>Nearest Domestic airport is Jessore, Bangladesh at a distance of about 93 KM and international airport is Dhaka at a distance of 263 KM, Bangladesh</p>
1.3	<p>Owner: BIFPCL (BANGLADESH-INDIA FRIENDSHIP POWER COMPANY (PVT.) LIMITED)</p>
2.0	SCOPE OF THE CONTRACT
2.1	<p>The scope of work includes the followings:</p> <p>Supply and installation of IT equipment for customer office at project site as per details given in BOQ in the contract document. You shall supply the items in accordance with TCC.</p>
2.2	<p>The work to be performed under this specification consists of providing all labour, materials, consumables etc. all in strict accordance with the specifications including revisions and amendments thereto as may be required during the execution of work.</p>
2.3	<p>All the tools and plants required for execution of the above work are in contractor's scope.</p>
2.4	<p>Bidder should provide after sales maintenance support throughout the complete warranty period.</p>
2.5	<p>Bidder shall provide one technical support staff at BHEL site, from the date of start of warranty period, for providing maintenance services for the IT equipment under the scope of this contract. If the same has not been provide BHEL shall deduct either USD 300 on monthly basis from vendor's bill or the original cost with 5% overhead for deployment of such personnel whichever is higher.</p>

2.6	Bidder shall maintain inventory of fast moving spares at site for better uptime.
2.7	Loading at bidder's premises and unloading at site shall be in the scope of bidder.
3.0	INSURANCE
	Transit insurance charge is to be borne by BHEL. BHEL shall arrange comprehensive MCE insurance policy from M/s United India Insurance Co. Ltd, Apeejay House, Kolkata – 700 016. The vendor shall be responsible for timely intimation of dispatch particulars to the underwriter and BHEL, failing which the vendor shall be held responsible for the, loss/damage/theft/ of materials during transit. Vendor shall intimate dispatch particulars to the underwriter the details of which will be communicated to the bidder later before dispatch of the material with copy to BHEL Site office.
4.0	DEVIATIONS/ CLARIFICATIONS
4.1	Normally no deviation with respect to tender is acceptable to BHEL. However, in case of unavoidable circumstances, the bidder may submit their query for seeking clarifications of BHEL as per modality stipulated in NIT or may submit the same along with his offer as per prescribed schedule/ format without any ambiguity. Any assumptions, presumptions, deviations etc. indicated or implied anywhere by the bidder except those indicated in the deviation schedule/ format will not be recognized and will not form a part of consideration / offer. In the absence of such filled-up schedule / format it will be understood and agreed that the bidder's offer is based on strict conformance to the specification and no negotiation would be allowed in this regard. BHEL reserve the right not to recognize any/ all deviations submitted after opening of the bid.
5.0	DELIVERY SCHEDULE/ COMPLETION PERIOD
5.1	The entire scope of work shall be completed within 12 (TWELVE) WEEKS from date of issue of MDCC by BHEL.
5.2	Delivery shall commence within 04 (FOUR) weeks from the date of receipt of written intimation by BHEL in the form of Material Dispatch Clearance Certificate (MDCC) to start the supply. Installation should be done within 02 (TWO) WEEKS from the date of receipt of written intimation by BHEL. The total lot of equipment shall be delivered in maximum of FOUR phases with a tentative gap of one week each. (Separate MDCCs shall be issued for each phase of delivery with a tentative gap each of 1 week). Tentative installation of the whole lot shall be completed in maximum of 04 phases/visits. (Maximum 04 separate intimations for start of installation shall be issued). Each phase may have different items.
6.0	PRICE BID, CONTRACT PRICE & EVALUATION OF PRE-QUALIFICATION CRITERIA
6.1	Bidders should quote prices in USD as per format, provided in the tender. Bids shall be evaluated and awarded based on total quoted price.
7.0	EVALUATION OF PRE-QUALIFICATION CRITERIA
7.1	For finalizing the value under Financial & Technical requirement of Pre-Qualification Criteria, following procedure to be followed.
7.2	Other currency shall be converted to USD at the Buying Exchange Rate of USD as per Bangladesh Bank on 28.06.17.
8.0	TERMS OF PAYMENT
8.1	60% of Gross Billing Value of supplied items shall be paid within 45 days from the date of completion of supply of the item (s) at site.
8.1.1	Following documents shall be submitted along with the bill for getting the payment: <ul style="list-style-type: none"> a. Invoice in triplicate. b. Copy of Purchase Order.

	<p style="text-align: center;">2x660 MW Maitree Super Thermal Power Project Moidara Village, Rampal Upazila, Bagerhat District, Bangladesh</p> <p><u>Consignee Details :-</u></p> <p>Managing Director, Bangladesh-India Friendship Power Company (Pvt.) Limited, Level-17, Borak Unique Height, 117, Kazi Nazrul Islam Avenue, Eskaton Garden, Dhaka-1217, Bangladesh.</p> <p><u>Notify Party:</u> DGM(C&M) Bangladesh-India Friendship Power Company (Pvt.) Limited, Level-17, Borak Unique Height, 117, Kazi Nazrul Islam Avenue, Eskaton Garden, Dhaka-1217, Bangladesh Contact No.: +8801678582831 E_Mail: epcmainplant@bifpcl.com</p> <p><u>Delivery Address:</u> Site In-charge, Bangladesh-India Friendship Power Company (Pvt.) Limited, 2x660 MW Maitree Super Thermal Power Project, PO-Kalekkharber, Union-Rajnagar, Upajila-Rampal, Dist: Bagerhat-9343, Bangladesh Contact No.: +8801678582823</p>
9.1.3	The bidder shall be responsible for payment of all Import duties as per the Bangladesh Customs Act. The quoted price of the bidder shall be inclusive of all such import duties. Payment of Import Duty to the successful bidder shall be limited to the value quoted in the price bid. The import duty shall be a part of cost for evaluation of price bid.
9.1.4	The bidder should correctly and accurately classify all the materials, supplies, equipment, tools and other articles to be shipped under the subject purchase order as per the Harmonized Commodity Description and Coding System and pay the import duties accordingly. The bidder may refer the website of Bangladesh Customs Authority in this regard (http://www.bangladeshcustoms.gov.bd/trade_info/operating_center).
9.1.5	The Bidder shall promptly unload the materials, supplies, equipment, tools and other articles and pay the import duties accordingly. The challan evidencing payment of Import duty and along with Assessed Bill of Entry filled with the customs is to be submitted to BHEL alongwith Invoice.
9.1.6	The bidder shall be responsible for import of all permanent imported items including freight forwarding, custom clearance on both side at India & Bangladesh, port handling, port charges and C&F commission & their offer Price should consider Demurrage, Landing fee and Additional Border Charges, and various other charges / fees imposed by the Customs Authority, Port Authority or any other authority. No extra payment shall be paid by BHEL in this regard.
9.1.7	Any Taxes for exporting material from source country & as applicable in the source country shall be on bidder's account. However, bidder to take into consideration Duty Free Export Provisions in source country, as applicable, including that in GST in case of exports from India. As such, while offering the rates, the bidder may take into account the

	benefit of above provisions, as the cost of input to the bidder will be net of such taxes and adjust their offer price accordingly to make it more competitive. In case of supply from India Bidder to take into consideration applicable Zero Rated Export Provisions under GST Law.
9.2.0	BANGLADESH VAT (Applicable For Bidder From Bangladesh)
9.2.1	The Bidder shall submit copy of VAT registration Certificate (Musak-8), TIN Certificate, Trade License to the BHEL site office immediately after receiving the Order but before raising the first Tax Invoice against this tender.
9.2.2	The bidder shall raise Tax Invoice (Challan Patra) as per Rule 16(1) (Musak-11) of the Value Added Tax Rules, 1991 mentioning Name, Address and VAT Registration Number of BHEL site office. Bidder shall note that the Tax Invoice complying with Rule16(1) of the Value Added Tax Rules, 1991 must contain the 'Bill to' and 'Ship to' details as below: BHEL VAT Regn. No. To be intimated later. NAME Bharat Heavy Electricals Limited ADDRESS Power Sector Eastern Region, 2x660 MW Maitree Super Thermal Power Project Moidara Village, Rampal Upazila, Bagerhat District, Bangladesh
9.2.3	The bidder shall submit self-certified copy of the Treasury Challan and / or self-attested copy of the Current Account (Musak-18) along with the Tax Invoice as an evidence of payment of output tax claimed from BHEL.
9.2.4	Bidders shall quote price excluding Bangladesh VAT. VAT is separately payable for which the bidder shall submit self-certified copy of the Treasury Challan and / or self-attested copy of the Current Account (Musak-18) along with the Tax Invoice as an evidence of payment of output tax claimed from BHEL.
9.2.5	Value Added Tax Deduction at Source:
9.2.5.1	BHEL shall make deduction of VAT at source (VDS) , as / if applicable, from the Running Account Bills of the bidder depending upon the status of the bidder like "Manufacturer", "Trader" or "Procurement Provider" as per the extant provision of the Value Added Tax Act, 1991 read with the relevant Notification issued thereunder. BHEL shall issue VAT Deduction Certificate in "Musak-12kha" to enable the service provider to take credit of the same while paying his Output VAT. Since VAT is separately payable by BHEL as mentioned in clause 10.2.3 & 10.2.4 and since VDS is adjustable by bidder against his output tax, hence Bidder shall quote price excluding Bangladesh VAT.
9.3.0	General Clause: (For all Bidder)
9.3.1	INCOME TAX DEDUCTION AT SOURCE:
9.3.1.1	Bidder should have valid 12-digit TIN number in Bangladesh for Bangladesh Bidder. Advance Income Tax (AIT) under the Income Tax Ordinance,1984(and rules made thereunder) shall be deducted at prevailing rates on Gross Invoice value from the bills if applicable and unless Exemption Certificate from the appropriate authority/ authorities is/ are furnished under Income Tax Laws of Bangladesh
9.3.1.2	Since payment shall be made in Bangladesh. Bangladesh Income Tax shall be deducted, as is applicable.
9.3.2	The Bidder shall carry out their own tax diligence to get acquainted with the relevant rules and regulations of Bangladesh pertaining to the subject job.

9.3.3	The bidder is responsible for compliance of all relevant Tax Laws of Bangladesh and all other related places outside Bangladesh in connection with this contract and BHEL will not bear any such liability.								
9.3.4	Except otherwise mentioned above bidder shall quote their rates/ price inclusive of all taxes, duties, cess, any State or Central Levy, social security contribution and other Taxes in or outside Bangladesh (but excluding Bangladesh VAT) in line with provisions as mentioned above etc. together with variation thereto during contract period including extension, if any. BHEL shall not release any additional payment in this regard.								
9.3.5	New tax & duties, if imposed subsequent to latest due date of offer submission, as per NIT & TCN, as applicable, by statutory authority after due date of submission of latest price offer and within the contract period including extension, if any (provided reason for extension is not attributable to vendor), shall be reimbursed by BHEL at actual on production of relevant supporting document to the satisfaction of BHEL. However, the vendor shall obtain prior approval from BHEL before depositing new taxes & duties. Benefits and/or abolition of all existing taxes must be passed on to BHEL against new Taxes, if any, proposed to be introduced at a later date.								
10.0	LIQUIDATED DAMAGES								
10.1	On account of Delivery: Since time is the main essence of the contract, the delivery/assembly by bidder is to be made within the time limit prescribed in relevant clause of the tender. In case contractor fails to deliver/ assemble within the period specified in the contract, BHEL will reserves the right to levy liquidated damages at the rate of 0.5% (half percent) of the awarded contract value delayed for each week of delay or part thereof without prejudice to any other relief or compensation due to BHEL under any other conditions of the order subject to a maximum limit of 10% of total contract value. In case of delay in delivery/ assembly of bidder, for reasons not attributable to BHEL, the 'Liquidated Damages' clause shall be strictly enforced, unless extension of delivery date is granted through an amendment to the work/ purchase order.								
10.2	<p>On account of Downtime:</p> <p>The deduction for downtime shall be calculated for each equipment on quarterly basis as per the following formula:</p> $\text{Deduction amount} = A \times D \times F \text{ (Subject to maximum of quarterly warrantee)}$ <p>Where, A=Basic Total quarterly warrantee charges / 90. D=Downtime in days. F=Deduction Factor.</p> <table border="0" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Downtime (D)</th> <th style="text-align: center;">Deduction Factor (F)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1-2 days</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">3-7 days</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">8 days onwards</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	Downtime (D)	Deduction Factor (F)	1-2 days	0	3-7 days	2	8 days onwards	3
Downtime (D)	Deduction Factor (F)								
1-2 days	0								
3-7 days	2								
8 days onwards	3								
10.3	However, the total Liquidated Damage on account of delayed delivery and Downtime shall be limited to 10 % of the contract value.								
10.4	BHEL shall deduct the amount of such compensation from any money due or which may become due to the contractor and/or recover such compensation from the bank guarantees / security deposit of the contractor. To be entitled to impose such compensation, BHEL will not be required to prove that he has incurred such amount as actual damage.								

10.5	In case of any nonconformity observed during the execution of contract, BHEL reserve the right to cancel the whole order / contract or a portion thereof at the risk & cost of the contractor and the contractor shall be liable to BHEL for any excess costs thereof.
11.0	GUARANTEE / WARRANTY MAINTENANCE
11.1	The contractor will be responsible for the quality of supplied materials.
11.2	Final Acceptance Certificate may be issued lot wise /item wise. Warranty will be for performance of the equipment supplied and will remain valid for a period of <u>60 Months from the date of issuance of Final acceptance Certificate of the each item separately as certified by BHEL/Owner.</u> In case of any defect arising out of above, supplier shall replenish the component / attend the defect, free of cost.
11.3	Maintenance shall include but not limited to the following.
11.3.1	Repair/ Replacement of faulty /defective Hardware and other supplied items inclusive of all types of spare part etc. without any extra charge.
11.3.2	Installation /Re-installation/configuration of System software and other supplied software.
11.3.3	All System Patches, Upgrades, Service Packs, etc. of the OS and all other supplied by the OEM must be made available free of cost during the entire warranty period (05 yrs.) (Operating system related).
11.3.4	In case of Chronic failure i.e. if an equipment part fails repeatedly from the same problem three times within a span of 90 days during complete warranty period, the part shall have to be replaced by the bidder without any extra charge. Decision of the end user/ BHEL will be final and binding on the bidder in this regard.
12.0	VALIDITY OF OFFER & SUPPLIES
12.1	Contract shall be valid at least till 08 MONTHS from the placement of PO . The quotation should be valid at least for 06 months from the due date of offer submission (including extension, if any) . Price Variation Clause will not be entertained.
13.0	EXTENSION OF TIME FOR COMPLETION
13.1	If the completion of installation work as detailed in the scope of work gets delayed beyond the contract / completion period due to reasons not attributable to contractor, the contractor shall make request for an extension of the contract and BHEL at its discretion may extend the contract. However such extension shall not entitle the vendor for price revision or price compensation as this being FIRM price contract.
13.2	If any 'Time extension' is granted to the contractor to facilitate continuation of work and completion of contract, due to backlog attributable to the contractor alone, then it shall be without prejudice to the rights of BHEL to impose penalty / LD for the delays attributable to the contractor, in addition to any other actions BHEL may wish to take at the risk and cost of contractor.
13.3	A joint program shall be drawn for the balance amount of work to be completed during the period of 'Time Extension', along with matching resources to be deployed by the contractor as per specified format. Review of the programme and record of shortfall shall be done.
13.4	At the end of total work completion as certified by BHEL engineer, and upon analysis of the total delay, the portion of time extensions attributable to (i) Contractor, (ii) Force majeure conditions, and (iii) BHEL, shall be worked out and shall be considered to be exhausted in the same order. The total period of time extensions shall be the sum of (i), (ii) and (iii) above and shall be equal to period between the scheduled date of completion and the actual date of completion of contract. LD shall be imposed/ levied for the portion of time extensions attributable solely to contractor after adjusting delay attributable to BHEL& Force majeure and recoverable from the dues payable to the contractor.

14.0 SECURITY DEPOSIT

14.1 Upon acceptance of tender, the successful tenderer within the time specified in the letter of intent must deposit required amount as security deposit for satisfactory completion of work and shall not commence work under the contract before remitting security deposit except as directed by BHEL.

14.2 The total amount of Security Deposit will be 5% of the contract value and the same will be in the form of USD.

14.3 The amount of Security Deposit shall be 5% of the contract value.

- a. If the value of the work done at any time exceeds the accepted agreement value, the Security Deposit shall be correspondingly enhanced and the additional Security Deposit shall immediately be deposited by the contractor or recovered from payments due to the contractor.
- b. The successful tenderer shall not commence any work under the contract before remitting the Security Deposit except as directed by BHEL.
- c. Failure to deposit the Security within the stipulated time may lead to cancellation of the award of work.
- d. The Deposit of 5% of the contract value may be furnished in any one of the following forms:
 - i) Cash (as permissible under the Income Tax Act)
 - ii) Local cheques of scheduled banks (subject to realization)/Pay Order/Demand Draft/Electronic Fund Transfer credited in Bharat Heavy Electricals Limited, PS-ER's account.
 - iii) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL. Bank Guarantee for S.D. must be posted by the Bank by registered post directly to us, and it should not be submitted by the bidder directly to us.
 - iv) Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act (FDR should be in the name of the contractor, A/C BHEL).
 - v) Securities available from Indian Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (held in the name of Contractor furnishing the security and duly endorsed/hypothecated/ pledged, as applicable, in favour of BHEL).
 - vi) Any other mode as per latest guidelines issued by Govt. of India.

Note: BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith.

e. **Collection of Security Deposit:**

- e.1 At least 50% of the required Security Deposit, including EMD, should be collected before start of work. Balance of the Security Deposit can be collected by deducting 10% of the gross amount progressively from each of the running bills of the contractor till the amount of the required Security Deposit is collected.

	<p>e.2 If the value of the work done at any time exceeds the accepted agreement value, the Security Deposit shall be correspondingly enhanced and the additional Security Deposit shall immediately be deposited by the contractor or recovered from payments due to the contractor.</p> <p>e.3. The recoveries made from running bills (cash deduction towards balance SD amount) can be released against submission of equivalent Bank Guarantee in acceptable form, but only once, before completion of work, subject to approval of BHEL.</p> <p>e.4 Security Deposit should cover up to the period of guarantee also.</p> <p>f. BHEL reserves the right of forfeiture of Security Deposit in addition to other claim and penalties in the event of the contractor's failure to fulfil any of the contractual obligations including statutory or in the event of termination of contract as per terms and conditions of contract.</p> <p>g. <u>Return of Security Deposit:</u> If the contractor duly performs and completes the contract in all respects to the entire satisfaction of BHEL, and presents an absolute "No Demand Certificate" in the prescribed form and return properties belonging to BHEL handed over, lent or hired by him for carrying out the said works the security deposit will be released to the contractor after deducting all costs or expenses or other contracts entered into with the contractor, only after the satisfactory completion or Warrantee/ guarantee period as per tender specification.</p> <p>h. No interest shall be payable by BHEL on Earnest Money / Security Deposit or any money due to the contractor from BHEL.</p> <p>i. In no case Security Deposit can be released before settling all claims under this contract.</p>
15.0	PERFORMANCE BG
	NOT APPLICABLE
16.0	CERTIFICATE TOWARDS COMPLETION(FAC)
16.1	The work under the scope of the contractor shall be deemed to have been completed in all respect only when so certified by BHEL / Owner. The decision of BHEL in this regard shall be final and binding on the contractor. BHEL shall issue a Final Acceptance Certificate (FAC) after successful commissioning of individual items.
17.0	SERVICE MODEL
A	The service model shall cover: Complaint logging directly by end user / BHEL employee on the OEM's toll free number/ toll number/ web pedal/ SMS/ email wherein initial remote support will be provided by OEM.
B	In case problem is not resolved through remote support, then on-site support is required.
C	Vendor will arrange the services for the call resolution as per details below: <ul style="list-style-type: none"> i. Service engineer to provide on-site response within Next Business Day and the problem to be resolved on-site within 2 Business Days thereafter. ii. Once call is resolved, Service Engineer will get signature (service report) for closing the call.
18.0	NON DISCLOSURE AGREEMENT
18.1	The successful Vendor shall sign a Non-Disclosure Agreement (NDA) as per BHEL / BIFPCL format in compliance to Information Security Management System. BHEL FORMAT ATTACHED AS PER ANNEXURE-FORMAT FOR NON DISCLOSURE AGREEMENT.

TENDER NO: PSER:PUR:PMX:352(I):055 DATE-13/07/2017		
VOLUME-IF	Special Conditions of Contract(Rev-01) (SCC)	PAGE 13 OF 14
19.0	CONFIDENTIALITY	
19.1	Vendor and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data. Information. software, drawings & documents, etc. belonging to the Purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.	
20.0	OTHER TERMS	
20.1	All other term & conditions of this specification shall be governed by the pertinent provisions of GCC and other volumes of this tender, as applicable.	

ENCL.:

- 1) ANNEXURE-BHEL FORMAT FOR NON DISCLOSURE AGREEMENT

TENDER NO: PSER:PUR:PMX:352(I):055 DATE-13/07/2017		
VOLUME-IF	Special Conditions of Contract(Rev-01) (SCC)	PAGE 14 OF 14

ANNEXURE-BHEL FORMAT FOR NON DISCLOSURE AGREEMENT

NON DISCLOSURE CERTIFICATE

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)

I/We understand that BHEL PS __ is committed to Information Security Management System as per their Information Security Policy.

Hence, I/We M/s..... who are submitting offer for providing services to BHEL PS __ against Tender Specification No: _____, hereby undertake to comply with the following in line with Information Security Policy of BHEL PS __, _____

- To maintain confidentiality of documents & information which shall be used during the execution of the Contract.
- The documents & information shall not be revealed to or shared with third party which shall not be in the business interest of BHEL PS__.

(Signature, date & seal of Authorized Signatory of the bidder)

Date: