


REQUEST FOR QUOTATION

	BHARAT HEAVY ELECTRICALS LIMITED Electronics Division PB No. 2606, Mysore Road Bangalore - 560026 INDIA	RFQ NUMBER: TLNM901300 RFQ DATE : 05.SEP.2011	Due Date 07.OCT.2011 Time: 13:00 HRS VENUE : NEW ENGG. BLDG
MMI:PU:RF:003			
		(for all correspondence) Purchase Executive : LAKSHMAN T Phone : 26998378 Fax : 00918026989227 E-mail: lakshman@bheledn.co.in	

Please submit your lowest quotation subject to our terms and conditions attached for the material mentioned below. The quotation must be enclosed in a sealed envelope / Fax superscribed with RFQ no.and due date, should reach us on or before the due date by **13.00** hours IST and will be opened on the same day at **13.30** hours at the venue mentioned above. **PLEASE DROP THE OFFER IN THE BOX PROVIDED AT RECEPTION.**

SPECIAL TERMS AND CONDITIONS

- PLEASE GO THROUGH THE DETAILED SPECIFICATION AS PER ANNEXURE-I AND GENERAL TERMS AND CONDITIONS,CPD-20000 -ANNEXURE-II , ENCLOSED IN THE TENDER DOCUMENTS AND QUOTE ACCORDINGLY.
- THIS IS TWO PART BID,SUBMIT YOUR QUOTATION ACCORDINGLY.
- PLEASE CONFIRM ALL THE POINTS INDICATED IN THE COMMERCIAL TERMS AND CONDITIONS .
- DELIVERY REQUIREMENT: 4 WEEKS FROM THE PO DATE.
- TERMS OF PAYMENT : 90% WITH 30 DAYS CREDIT AFTER SUCCESSFUL INSTALLATION AND BALANCE 10% AGAINST PBG FOR WARRANTY PERIOD.
- BHEL RESERVES THE RIGHT TO CONDUCT THE REVERSE AUCTION BEFORE PRICE BID OPENING.
- QUOTATION SHOULD BE VALID FOR 90 DAY'S

Sl No.	Description	Qty	Unit	Delivery qty	Delivery Date
1	ASSET MANAGEMENT SOFTWARE ASSET MANAGEMENT SOFTWARE. NO. OF SERVICE ENGINEERS: 20, NO. OF ASSETS TO BE MANAGED (WITH AND WITHOUT IP): 3500, IMPLEMENTATION: ONE TIME IMPLEMENTATION BY VENDOR. WARRANTY FOR SOFTWARE AS IMPLEMENTED: ONE YEAR FROM INSTALLATION. -- DETAILED SPECIFICATION AS PER ANNEXURE-I.	1	NO	1	31.DEC.2011

Total Number of Items - 1

RFQ sent to :(X563699, BHEL, Electronics Division, BANGALORE, IN)

Please note that the tender will be opened in the presence of the bidders or his authorised representatives (maximum two per organisation) who choose to be present with authorisation letters. Refer annexure for the terms and conditions.

Preference will be given to vendors who accepts our standard payment terms i.e.100% payment - 30 days after receipt of material at our works subject to acceptance.

Please specify Terms of delivery, Excise duty, sales tax, Ex-BHEL, Ex-works surcharge, Insurance,P&F, Freight and other taxes very clearly .

- This is only RFQ not an order.
- In all correspondence quote RFQ No. & due date.
- In Quotation BHEL material code / RFQ Sl. No. should be mentioned clearly.
- Quotation Envelope / Fax not superscribed with RFQ No.and due date is liable for rejection.
- Quotation should remain valid for a minimum peiod of 90 days from due date.
- In case of non-receipt of Quotation or regret letter for 3 consecutive RFQs you are liable to be removed from our vendors list.
- All Prices should be written in words and numbers.
- Excise Chapter Heading should be mentioned for all items where VAT is applicable .

For and On behalf of BHEL.



PR: 2000025188, Date: 16/07/2011

ANNEXURE – I

Asset Management and Service Call Management

Preamble

Electronics Division of BHEL is looking for a Software Product for Asset Management and Service Call Management. The product offered shall be a readily available solution only to be configured to meet BHEL's requirement. The product should be under warranty for one year after commissioning. The two modules - Asset Management and Service Call Management – should be closely integrated. To begin with, only IT assets will be managed. However, the product shall support management of all types of assets. Most of the IT hardware are procured on lease and are on comprehensive warranty during the entire lease period. Service Engineers from some of these vendors are available in BHEL during normal working hours of BHEL. For vendors whose personnel are not present in BHEL, service calls will have to be logged with their respective call centers. However, such calls will also have to get registered in this system.

FEATURES

General

Database Software: Oracle shall be the backend database. If any other software is used, the price of licenses required for the specified usage shall be given. This will be added to the price of the product for bid evaluation.

End-user interface: The software shall provide an easy-to-access web based user interface to log calls, view updates, search solutions, reports etc.

Controlled Access: User login shall be validated against Microsoft Active Directory.

Real time Dashboards: Graphical representation (Charts) based on the defined configurable SLAs of all calls of all the service providers logged, responded and resolved. These can be further drilled down to the individual call ID.

Customer Satisfaction Survey: User feedback on various parameters for each of the resolved calls. Templates should be available to collect feedback from the users at defined timeframes.

Live Chat: Within the user portal, user with an active call can initiate a live chat session with the assigned service engineer, or with a member of the service engineer's team.

Remote access: Service Engineer can take remote control of a PC and fix a problem. Service Engineer should be able to take remote tool through a shared view (Service engineer and user can operate the PC at the same time). Centralized account should be used for all such sessions. Service Engineer will gain Remote Rights for that particular session only on approval from the concerned user.

Leave Notification& Attendance: Provision for the service engineer to plan leaves. Also notify Service Desk Manager on the absence of the service engineer.

All service engineers on their arrival at BHEL, shall mark their attendance in the system. This data shall be used for SLA evaluation.

Notification: Notifications on the login screen if there is any planned downtime or other issues.

Holidays: Configure holidays / non-working days

A. S. Bagwad.



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Severity Matrix: Configuration of Severities based on the defined impact and urgency.

Report Builder: Enable the Service Desk Manager to generate custom charts and reports by selecting the columns from the database. The data in the report can be filtered on the basis of any field like a day, Service Engineer, Service Provider, status, severity, caller etc.

Data Download: Data should be downloadable from the system into Excel.

ASSET MANAGEMENT

Creation of unlimited categories and numbers of assets (IT & Non-IT) shall be possible. The system should send reminders at configurable intervals for renewal of support contracts. Asset can be discovered through the installed agents or agent less scanning of LAN, WAN. It shall give complete information about the asset along with the hardware and software inventory. Reservation of facilities like conference rooms, projectors etc. should also be possible.

Demand Management

Department coordinators should be able to submit requirement of assets for their departments.

Hardware Assets

Assets of identical configuration and make are procured in large numbers. These are handled as a batch throughout their life cycle. Hence, it should be possible to assign AMC contractor etc. at a batch level, at a split batch level or at an individual level.

Multiple ways of addition of assets into the database

- Templates for addition of asset one by one to the database.
- Auto discovery of assets- For assets not in the database, discovered information can be loaded to the asset database along with other details (like PO No, Supplier, Date of ordering, Date of receipt etc.) keyed in.
- Importing assets in to the database from Excel sheets.

Asset Distribution

Assets are distributed through department coordinators. The inventory should show the undistributed stock with each department coordinator while showing the total inventory.

Asset Allocation, Transfer & Retirement

Assets are allocated to individuals and departments. Assets may be transferred from one user to another, one department to another or may be retired and disposed. Templates shall be available for the allocation and transfer of assets. Assets which are procured as a batch may be retired as a batch. The user details are to be auto populated from the active directory.

Retire assets no longer in use and maintain records of their entire service history including details of disposal.

A. S. Bagwade



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Software Assets

Software distribution

Should support remote installation and patch application of softwares and also removal of identified softwares from identified PCs using silent installation feature.

Patch & Updates Management

Identified patches and updates should be able to get directly deployed. Multiple updates & patches should be pushed to all clients (Not through custom scripts of the concerned software).

Software License Metering: Asset can be discovered through the installed agents or agent less scanning. Shall scan the network and automatically discover all software available in each workstation. Identify use of unauthorized software in the organization and generate report stating the same, track all the under-licensed, over-licensed and compliant software. Authorization to use particular software is given to any user with respect to a particular host. The asset management software product shall manage all license types like OEM, concurrent, enterprise, free, named user, node locked, trial etc.

Software Compliance Monitoring: Send alerts when an unauthorized software installation is detected, ensuring software compliance on an on-going basis.

Reports

Dashboards/Reporting: Graphical representation of all the assets based on category, location, age of the asset, user which can be further drilled down to the call ID.

Hardware Inventory: Detailed hardware inventory reports about PCs in the network such as OS details, CPU details, network information, hard disk details, and RAM.

Software Inventory: Software Inventory report details software installed in workstations across the network. It shall help group licensed software enabling to track total number of actual installations versus purchased software licenses.

Hardware/Software Variance Reporting: Reporting the variance in the attributes for both hardware and software assets done through asset discovery.

Software metering

Should give the count and identification of PCs on which certain software is installed. It should also identify the unlicensed softwares and the PCs on which they are installed.

Data Retrieval and Upgrade through Barcode: Should be supported.

A.S. Ragwade



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Service Call Management

Call Logging

Own Assets

Based on the login, all assets owned by the user shall be displayed with brief description. The user can select an asset and log a call by selecting from a drop-down fault list. If the list does not contain the type of the fault, 'others' may be selected. Based on this, a text box gets activated and the details can be written in the text box. Such complaints which are not part of the drop-down list can be added to the list.

Others' Assets

It should be possible to log a complaint for assets belonging to some other user. When such a user is selected, assets belonging to that user should be displayed for selection. Similarly, there are a few common assets assigned to departments. Any person belonging to the department can log a service call by selecting any of the common assets belonging to the department from the drop-down list.

Whenever a fault type is selected from the drop-down list of faults, the work flow should necessarily guide through earlier relevant resolutions so that it will provide the user an opportunity to resolve the issue himself.

Service as an Asset

Services like internet, mail, applications etc. shall also be treated as assets and should provide for logging service calls against them for eligible users.

The calls shall automatically get time-stamped with the system time.

Call Closure

The complaint gets listed against the concerned service provider. A service engineer from the service provider will attend the call. He can refer to the call database for a solution if similar call was logged and resolved earlier. The engineer shall close the call after providing the resolution. The identification of the service engineer is recorded against the call for the tracking of SLA. The resolution shall be captured in the database for future reference. The user shall close or reopen the call within the time allowed (shall be configurable). Otherwise, the call will automatically get permanently closed.

Calls for which temporary resolutions are provided, should be flagged and escalated as per the configurable time interval.

A. S. Bagwad



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Call transfer

Calls can be transferred by the service desk manager from one service provider to another in case of inappropriately assigned calls. The service engineer to whom the call is inappropriately assigned can reassign the call to the concerned service provider. However, the service desk manager needs to ratify it. Service engineers belonging to the same service provider can transfer calls among themselves.

Prioritization

Calls can be prioritized over other calls on case to case basis by the service desk manager. This is in addition to the calls which by default get high priority based on the severity matrix.

Escalation

Unattended complaints shall automatically get escalated to various levels after passage of configurable time intervals both within BHEL and within the service provider's organization through automated email communication. Manual escalation bypassing the configured timelines must be possible for the service desk manager.

Call Status

Users will be able to view the status like the service engineer to whom the call is assigned, temporary solution provided if any, resolution provided, etc. They can provide feedback on service quality before closing the call.

Reports

Reports to provide data based on users / Departments / assets / Nature of complaint

- **Dashboard:** Daily and Monthly report on the call volume, call status, SLA summary, Service Provider wise Summary, User group summary, details of pending calls along with the graphical representation of the call volume and the call status.
- **SLA Report-** By Service Provider, Service Engineer, User group, and Location: Report depicting the Response and Resolution compliance for defined time duration for all severities.
- **Status Report** List of all the open calls - call id, Log time, Status, Caller, Category, description, Severity, Service Provider.
- **Miscellaneous Report:** Top 20 Callers, reopened calls and repeated failures.
- **Feedback Summary Report:** a graphical report on feedback and also a detailed rating report on each feedback question.

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Terms & Conditions

- The vendor shall have presence in Bangalore with service personnel for providing quick assistance.
- The vendor should have implemented the solution in at least one reputed organization with at least 1000 users & systems working for not less than 1 year. Vendor shall arrange a visit to such organization with expenses to respective accounts. Vendor should have implemented at least 3 systems in the last 24 months. A certificate to this effect shall be furnished from the user organizations.
- Vendor should provide a list of all customers supplied during last 5 years with addresses and contact details.
- Vendor shall be either OEM or authorized implementing agency. Vendor to provide certificate to that effect.
- All Technical clarifications regarding specifications shall be obtained prior to quotation.
- Vendor shall arrange a Demo of the solution to BHEL within 10 days from the date of tender opening. Products which are not meeting the requirement as demonstrated will be rejected.
- Vendors who need to clarify any Techno Commercial issues will be given a total of 15 days from the first meeting with the vendor after tender opening. Vendors dragging techno Commercial clarifications beyond 15 days will be treated as NOT COMPETENT OR willfully delaying the process. BHEL reserves the right to disqualify them from the tender processing.

A. S. Bagwad:



Bharat Heavy Electricals Ltd.,

(A Government of India undertaking)

Electronics Division

PB No.2606, Mysore Road, Bangalore-560026,India

CPD-20000

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Enquiry - General Terms & Conditions for Supply of CAPITAL ITEMS
(Imported & Indigenous) (Two parts bid).
Doc Ref: CPD-20000

I. Enquiry / Request For Quotation (RFQ):

- (a) Any Purchase Order resulting from this enquiry shall be governed by **these general terms and conditions listed below and special terms and conditions, if any, along with this enquiry** of Bharat Heavy Electricals Limited, Electronics Division, Bangalore-560026 (**hereinafter referred to as BHEL EDN**).
- (b) Any of the terms and conditions not acceptable to vendor, shall be explicitly mentioned in the quotation. Otherwise, it will be treated as that all terms and conditions of this enquiry are acceptable.
- (c) If counter terms and conditions are offered by vendor, BHEL EDN shall not be governed by such terms and conditions, unless it is agreed and incorporated in the Purchase Order of BHEL EDN.
- (d) Any deviation to the terms and conditions not mentioned in the quotation by vendor in response to this enquiry will not be considered, if put forth subsequently or after issue of order, unless clarification is sought for by BHEL EDN and agreed upon in the Purchase Order of BHEL EDN.
- (e) BHEL EDN reserves the right to adopt Reverse Auction for the enquiry sent, at its discretion.
- (f) BHEL EDN shall be at liberty to cancel the tender at any time, before ordering, without assigning any reason.

II. General Terms and conditions:

1. **TWO PARTS BID:** Quotation shall be submitted in two parts bid i.e.

(a) Techno-commercial i.e., Un-priced Bid (in one sealed envelope):

Techno-commercial bid shall be submitted with complete description of the equipment, specification compliances to the enquired specification and all the commercial terms & conditions indicated in the **COMMERCIAL TERMS (ANNEXURE-A / ANNEXURE-B)**. Any other enclosure, which the vendor wishes to submit like product catalogue, technical literature etc., may also be submitted in a sealed envelope super scribed clearly as **“TECHNO-COMMERCIAL BID” with RFQ No. and DUE DATE**. An un-priced copy of price bid (without price) shall also be enclosed with the techno-commercial bid for evaluation of commercial terms. The vendor shall not give the price in the technical bid.

Confirmation to BHEL specifications shall be indicated by the vendor in the respective columns provided in the purchase specification wherever applicable. Deviations to the specification /

item description, if any shall be brought out clearly indicating “DEVIATION TO BHEL SPECIFICATION” without fail as a part of technical offer.

Compliance to Pre-qualification criteria (if applicable) shall also be enclosed with the Techno-commercial bid.

Manufacturer’s name, their trade mark and brand, part number, alternate material to the one asked in enquiry, if any, should be mentioned in quotation and illustrative leaflets giving technical particulars etc. are to be attached to facilitate consideration and technical evaluation of the quotation.

BHEL EDN material code number (as in enquiry) shall be indicated for each item quoted.

(b) Price Bid (in one sealed envelope):

Price bid should contain basic unit prices, discount if any, applicable taxes & duties, packing & forwarding charges (if applicable), Freight & insurances (if applicable) FOB charge (if applicable) etc., in a sealed envelope super scribed clearly as “**PRICE BID**” with **RFQ No. and DUE DATE**. Installation, commissioning, start-up and training charges (if any) shall also be indicated in the price bid.

It is preferred to indicate the rates in both figures and words. In such case, if there is difference / discrepancy between the rates in figures and words, the **least of the two** rates will be considered.

(c) Tender Offer (above two envelopes inside another sealed envelope):

Both these sealed envelopes [(a) Techno-commercial i.e., un-priced Bid and (b) Price Bids] shall be kept in a single sealed envelope and super scribed clearly with **RFQ No. and DUE DATE**.

2. The above sealed envelope (Tender) shall reach our office on or before the due date by **13:00 hrs.** Quotations are to be dropped in the tender box marked for the OPENING ON respective days i.e., MONDAY / WEDNESDAY / FRIDAY kept at BHEL-EDN’s Reception area of our works with caption “CE, M&C, SC&PV, TSC, DEFENCE, TELECOM, CPD”. **Quotations also can be dispatched by Couriers / Registered post / FAX / e-mail to the Purchase Executive indicated in the RFQ at the risk of vendor / bidder.**

Quotation through courier / register post / fax / email when addressed to the specific fax number and email address given in the enquiry, to be sent well in advance to enable BHEL EDN purchase personnel to drop in the tender box before the scheduled opening date and time. **Vendor is fully responsible for lack of secrecy on information of such quotations.** Vendor shall confirm with the concerned purchase executive after sending the offer regarding such delivery mode to ensure participation. BHEL EDN is not responsible for any delay in receipt of quotation sent by vendor through post/fax/email.

Late Tenders i.e., Tenders received after due date will be rejected.

3. The rate quoted against each item shall be in units stated in the enquiry. Where quotation is in terms of unit other than that in enquiry, relationship between the two units must be furnished in the quotation.
4. As far as possible, the quotations shall be free from corrections / overwriting. Corrections / overwriting, if any should be signed by authorized person with the company seal. Any typographical errors, totaling mistakes, currency mistakes, multiplication mistakes, summary mistakes observed in your priced bids, BHEL may consider whichever is beneficial to BHEL for evaluation. Vendor shall doubly ensure that the quote is correct and complete. The corrections / overwriting if any shall be signed with the seal.
5. Quotations are to be duly signed. Unsigned bids/offers are liable for rejection.
6. Tenders will be opened at **13:30 hrs.** & the venue is New Engg., Bldg., 2nd floor, MM conference hall. All the tenderers or their authorized representatives (with authorization letter from their principals) may witness opening of techno-commercial bid on the due date.
7. After evaluation of techno-commercial bids, price bids of only those which are technically & commercially accepted, will be opened on a subsequent date, which will be intimated to the concerned in advance for witnessing of price bid opening.
8. The quantity in each item to be purchased may vary from quantity enquired according to the actual requirement at the time of placing the purchase order. Quantity discount, if any, should be mentioned in the quotation.
9. BIDDERS (for indigenous purchase) shall indicate clearly Excise duty, Education Cess, Sales Tax/VAT, Octroi, Exit/Entry tax, Service Tax as applicable for the quoted items. In the absence of clarity of these, any claim at a later date will not be entertained. Any changes in Taxes and duties after award of the contract will not be considered except such are those, which are imposed by Govt., notification within the contractual delivery after placement of PO. Seeking price amendments for change in Excise duty due to crossing of turnover limits will not be considered under any circumstances.

10. DUN & BRADSTREET REPORT (for Foreign purchase):

In case of foreign vendors, BHEL reserves the right to verify the Dun & Bradstreet report during techno-commercial scrutiny.

11. Payment of Agency Commission to Indian Agent (for Foreign purchase):

i. BHEL shall deal directly with foreign vendors, wherever required, for procurement of goods. However, if the foreign principal desires to avail of the services of an Indian agent, then the foreign principal should ensure compliance to regulatory guidelines - which require mandatory submission of an Agency Agreement.

ii. It shall be incumbent on the Indian agent and the foreign principal to adhere to the relevant guidelines of Government of India, issued from time to time.

iii. The Agency Agreement should specify the precise relationship between the foreign OEM / foreign principal and their Indian agent and their mutual interest in the business. All services to be rendered by agent/ associate, whether of general nature or in relation to the particular contract, must be clearly stated by the foreign supplier/ Indian agent. Any payment, which the agent or associate receives in India or abroad from the OEM, whether as commission or as a general retainer fee should be brought on record in the Agreement and be made explicit in order to ensure compliance to laws of the country.

iv. Any agency commission to be paid by BHEL to the Indian agent shall be in Indian currency only.

v. Tax deduction at source is applicable to the agency commission paid to the Indian agent as per the prevailing rules.

vi. In the absence of any agency agreement, BHEL shall not deal with any Indian agent (authorized representatives / associate / consultant, or by whatever name called) and shall deal directly with the foreign principal only for all correspondence and business purposes.

vii. The "Guidelines for Indian Agents of Foreign Suppliers" enclosed at annexure –'A' shall apply in all such cases.

viii. The supply and execution of the Purchase Order (including indigenous supplies/ service) shall be in the scope of the OEM/ foreign principal. The OEM/ foreign principal should submit their offer inclusive of all indigenous supplies/ services and evaluation will be based on 'total cost to BHEL'. In case OEM/ foreign principal recommends placement of order(s) towards indigenous portion of supplies/ services on Indian supplier(s)/ agent on their behalf, the credentials/ capacity/ capability of the Indian supplier(s)/ agent to make the supplies/ services shall be checked by BHEL as per the extant guidelines of Supplier Evaluation, Approval & Review Procedure (SEARP), before opening of price bids. In this regard, details may be checked as per **Annexure-H**. It will be the responsibility of the OEM/ foreign principal to get acquainted with the evaluation requirements of Indian supplier/ agent as per SEARP available on www.bhel.com.

The responsibility for successful execution of the contract (including indigenous supplies/ services) lies with the OEM/ foreign principal. All bank guarantees to this effect shall be in the scope of the OEM/ foreign principal.

12. TOTAL COST TO BHEL: Purchase order will be placed on the lowest quotation (L1) only among the technically & commercially accepted quotations. Lowest quotation (L1) is determined on the basis of the total cost to BHEL.

(a) FOR FOREIGN PURCHASE:

Total cost to BHEL = Total basic value (including installation, commissioning, training, spares etc.) in foreign currency + FOB charges (if any) + Packing & Forwarding charges (if any) + Cost Insurance Freight (CIF) + Basic Custom Duty (BCD) + Counter Veiling Duty (CVD) + Educational Cess + Special Additional Duty (SAD) + Entry TAX + Service TAX (if applicable) + Loading factors for deviations to commercial terms & conditions.

Note: Exchange rate ruling on the date of Tender opening (Techno-commercial / un-priced Bid) will be considered for converting foreign currency to Indian currency. Exchange rates of banking TT selling will be considered.

No import license will be given by BHEL EDN unless otherwise specifically stated.

(b) FOR INDIGENOUS PURCHASE:

Total cost to BHEL = Total basic value (including installation, commissioning, training, spares etc.) + Packing & forwarding charges + Excise duty + Education cess + sales Tax/VAT + Octroi+Exit/Entry tax+ Freight & Insurance + Service Tax (if applicable) + Loading factors for deviations to commercial terms & conditions.

13. FIRM PRICE: Rates quoted should be firm from the date of P.O., to the completion of supply and no enhancement in the rates and changes in the techno-commercial terms will be allowed once the quotation is accepted and order is placed.

If Installation & Commissioning is in vendor's scope, then the price shall remain FIRM till commissioning & handing over of the complete system.

14. TERMS OF PAYMENT:**(a) FOR FOREIGN PURCHASE:**

Payment will be made against “**SIGHT DRAFT**” on presentation of documents to our bankers. Payment through LC is also made subject to loading factors as per **Clause 27 (Ai)**. For LC payment bank charges within India will be borne by BHEL and outside India will be to vendor's account.

The payment terms are as follows:

- (i) 100% against complete dispatch documents i.e. AWB / BOL, Invoice, Packing list, Warranty certificate (if applicable), Nil shortage certificate, Certificate of country of origin etc., (where both commissioning & PBG are NOT applicable).
- (ii) 90% against complete dispatch documents i.e. AWB / BOL, Invoice, Packing list, Warranty certificate, Nil shortage certificate, Certificate of country of origin etc., & balance 10 % on submission of Performance Bank Guarantee (PBG) (where PBG only is applicable).
- (iii) 80% against complete dispatch documents i.e. AWB / BOL, Invoice, Packing list, Warranty certificate, Nil shortage certificate, Certificate of country of origin etc., 10% after completion of commissioning & balance 10 % on submission of Performance Bank Guarantee (PBG) (where both commissioning & PBG are applicable).
- (iv) If PBG could not be submitted, vendors can also accept for the final 10% payment, payable after the warranty period + 6 months of claim period against supplementary invoice subject to the completion of commissioning (if applicable). In such cases loading for PBG is not applicable.

(b) FOR INDIGENOUS PURCHASE:

- (i) 100% payment with 30 days credit (where both commissioning & PBG are NOT applicable).
- (ii) 90% basic payment + 100% taxes & duties with 30 days credit & balance 10% basic against submission of PBG (where PBG only is applicable).
- (iii) 80% basic payment + 100% taxes & duties with 30 days credit 10% basic after completion of commissioning & balance 10% basic against submission of PBG (where both commissioning & PBG are applicable).

(iv) If PBG could not be submitted, vendors can also accept for the final 10% payment, payable after the warranty period + 6 months of claim period against supplementary invoice subject to the completion of commissioning (if applicable). In such cases loading for PBG is not applicable.

15. ADVANCE PAYMENT: Quotations with “Advance payment” without fully securing with equal value of BG is liable for rejection. “Inland Letter of Credit” is not encouraged.

16. PENALTY: Failure to supply within the delivery time as per purchase order will make the vendor liable to an unconditional **penalty of 0.5 % (half percent) per week at the basic price of the goods for the undelivered quantity, subject to a maximum of 10%.**

If pre-shipment inspection is involved, date of issue of pre-shipment call by the vendor along with test certificates / test reports / certificate of conformance / calibration reports as proof of completion will be treated as date of dispatch for the purpose of penalty calculation.

In the absence of reports stated above, actual date of inspection will be considered as date of dispatch for penalty calculation.

Date of receipt / Date of dispatch / Date of LR / Date of Airway bill / Date of pre-shipment inspection call with relevant documents as stated above, whichever is applicable shall be considered as delivery date for the purpose of penalty calculation. BHEL is not liable for delayed OA for opening LC or corrections/amendment to LC asked after opening of LC.

17. PBG: Performance Bank Guarantee (PBG) to be submitted on Rs.100/- non-judicial stamp paper as per the BHEL prescribed format given in **ANNEXURE - E / ANNEXURE - F** for 10% of the basic equipment value obtained from any BHEL member (consortium) banks indicated in **ANNEXURE-G.**

PBG shall be valid for 12 months from the date of commissioning or 18 months from the date of dispatch whichever is earlier. The PBG shall also have 6 months claim period from the date of dispatch/commissioning.

The Bank Guarantee shall be submitted directly to the concerned Purchase Executive by the issuing Bank with their forwarding letter. BHEL will verify independently with the bank to establish the authenticity.

18. WARRANTY: Goods dispatched shall have warranty period of 18 months from the date of dispatch or 12 months from the date of commissioning whichever is earlier or as mentioned in the RFQ.

19. TERMS OF DELIVERY:

(a) FOR IMPORTED PURCHASE:

Price offered shall be for goods packed and delivered **F.O.B.** (named international Airport / sea port) including packing, forwarding, Handling, Ancillary charges like processing of Sight Draft, Letter of credit (L/C) if applicable, negotiation of bank documents, Export declaration, Certificate of origin etc.

Packing shall be Road / Rail / Air / Sea worthy, best suitable for transshipment and to take care of transit damages. If containerized, no. of containers & size of container shall be mentioned. Packing weight (gross & nett) Packing dimensions shall be given prior to shipment to ascertain whether the consignment can be carried on standard cargo in contract or as ODC.

Wooden packing material for all the foreign consignments should be treated as per ISPM-15 & **Fumigation / Phytosanitary certificate** to be submitted to the freight forwarders/ BHEL along with the invoice, AWB, packing list etc.

Vendors shall indicate the name of International Airport/ Seaport. The consignment shall be handed over to BHEL approved freight forwarded as mentioned in PO.

Note: Name of International Airport has to be selected from any one of the airports indicated in the table provided in **ANNEXURE –C**.

(b) FOR INDIGENOUS PURCHASE:

Equipment shall be delivered on EX-EDN/BHEL, Bangalore basis, inclusive of freight, packing, insurance & forwarding charges.

Packing shall be Road / Rail / Air / Sea worthy, best suitable for transshipment and to take care of transit damages.

It is preferred to dispatch the consignments through EDN/BHEL approved transporters indicated in **ANNEXURE - Don Door Delivery** basis.

Smaller consignments can be dispatched through Courier services/ RPP with the prior approval of the purchasing Executive.

In case of ex-works dispatches, transit insurance shall be arranged by BHEL. Vendor shall intimate the dispatch details to BHEL immediately after effecting shipment, to arrange transit insurance accordingly.

20. DELIVERY REQUIREMENT: In the quotation, earliest firm delivery (number of days or weeks) by which material will be dispatched from the date of Purchase order must be indicated. It is recommended to avoid Quotations with delivery term such as 'ex-stock', 'subject to prior sale', or 'delivery at the earliest'. Date of BHEL PO is the reference for all purposes.

21. VALIDITY: Quotation should remain valid for a period of **90 days** from the date of technical bid opening. Offer with Non-conformance is liable for rejection.

22. POST-ORDER REQUISITES:

(a) Vendor shall give an Order Acknowledgement indicating the delivery date within one week of receipt of PO.

(b) Pre-shipment inspection at vendor's works, if required, will be carried out by BHEL. Required assistance will have to be provided by the vendor at the time of pre-shipment inspection.

- (c) Test certificates, Calibration certificates and warranty certificates as stipulated at the time of ordering shall be furnished.
- (d) Items shall be dispatched by Air/Road/Rail/Sea worthy packing. Any damage and later rejection, due to poor / improper packing shall be to vendor's account.
- (e) Any damage/rejection should be made good or replaced immediately without any extra cost to BHEL such as freight, duties, taxes etc. The liability is restricted to the value of the order.
- (f) Wherever commissioning is involved, it shall be carried out by the vendor's qualified engineers. Scope of work includes installation, commissioning and start-up trials till satisfactory performance level is reached as certified by BHEL.
- (g) BHEL will not be responsible for any loss, damage or injuries to vendor's personnel sustained during installation / commissioning / start-up trials. Vendor shall ensure compliance with all statutory requisites as laid down by local bodies, state & Central Government. Vendor shall indemnify BHEL for all damages/ losses to various personnel during their presence in BHEL's premises for whatever purpose.
- (h) Suitable markings & damage control indicating devices shall be provided where applicable.

23. Equipment shall comply with the standard requirements of ISO 14001 & OHSAS 18001.

24. **RISK PURCHASE:** The purchaser at his discretion may also make purchase of the materials **NOT** supplied in time at the **RISK & COST** of the supplier. In this event, it will be obligatory on the part of the supplier who fails to supply the goods in time to make good to BHEL any loss due to such risk purchase

25. GENERAL TERMS AND CONDITIONS GOVERNING REVERSE AUCTION (RA):

- (a) Against this enquiry for the subject item/system with detailed scope of supply as per enquiry specifications, BHEL may resort to "REVERSE AUCTION PROCEDURE" i.e., ON LINE BIDDING ON INTERNET. • For the proposed RA, technically and commercially acceptable bidders only shall be eligible to participate.
- (b) In case of RA, BHEL will engage the services of a service provider for conduct of the RA who will provide all necessary training and assistance to the bidders before commencement of on line bidding on internet.
- (c) Business rules governing the RA will be communicated to the bidders through service provider for compliance.
- (d) Vendors have to fax the Compliance form in the prescribed format (provided by Service provider) before start of RA. Without the compliance, the vendor will not be eligible to participate in the event.
- (e) BHEL will provide a sample calculation sheet (in EXCEL format) which would help the bidders to arrive at "Net Cash outflow to BHEL" considering various price / cost elements like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) etc. for each of the bidders to enable them to arrive at "Net Cash

outflow to BHEL (Total Cost to BHEL)” which is the amount the bidder would be bidding during the RA.

- (f) RA will be conducted on scheduled date & time and at the end of event, the lowest bidder value will be known on the network.
- (g) The lowest bidder has to Fax the duly signed “Price Break-up” in prescribed format as provided on case-to-case basis to BHEL through Service provider within 24 hours of Auction without fail.
- (h) Any variation between the on-line bid value and the signed document will be considered as sabotaging the tender process and will invite disqualification of vendor to conduct further business with BHEL, as per the prevailing procedure.

26. REGRET LETTER: In case any vendor is unable to quote, vendor shall send a regret letter without fail. In case of non-receipt of quotations or regret letters for three consecutive enquiries, such vendor is liable to be removed from our vendor list.

27. Any dispute arising out of this, shall be referred to the sole arbitration of Head of Dept. Materials Management of group concerned, BHEL EDN or any other officer nominated by him and his award shall be final and binding on the parties. The venue of the arbitration in all cases shall be Bangalore.

28. Any legal suit in respect of this enquiry lies in the court of Jurisdiction of Bangalore (India) only.

29. LOADING FACTORS:

Loading factors as detailed below will be added to the quoted price (basic) to evaluate the lowest quote for non compliance of BHEL standard commercial terms.

A(i). For non compliance of standard Terms of payment (For Foreign Purchase Orders)

Sl. No.	BHEL standard term	If you quote	Loading factor in % for non-compliance
1	100% against “SIGHT DRAFT” on presentation of dispatch documents to our Bankers (where both commissioning & PBG are not applicable).	Payment through Letter of Credit (LC) with bank charges to respective accounts	10 % x Percentage quoted through LC
2	90% against “SIGHT DRAFT” + 10% against PBG(where PBG only is applicable)	Payment through Letter of Credit (LC) with bank charges to respective accounts	10 % x Percentage quoted through LC
3	80% against “SIGHT DRAFT” + 10% after commissioning +10% against PBG(where both commissioning & PBG are applicable)	Payment through Letter of Credit (LC) with bank charges to respective accounts	10 % x Percentage quoted through LC

A(ii).For non compliance of standard Terms of payment (For Indigenous Purchase Orders)

Sl. No.	BHEL standard term	If you quote	Loading factor in % for non-compliance
1	100% payment with 30 days credit (where both commissioning & PBG are not applicable).	Payment through bank	10 % x percentage quoted through bank / proforma invoice
		Payment against proforma invoice	
2	90% basic payment + 100% taxes & duties with 30 days credit + 10% against PBG (where PBG only is applicable)	Payment through bank	10 % x percentage quoted through bank / proforma invoice
		Payment against proforma invoice	
		100% with 30 days credit & against submission of PBG	Nil
3	80% basic payment + 100% taxes & duties with 30 days credit + 10% after commissioning +10% against PBG (where both commissioning & PBG are applicable)	Payment through bank	10 % x percentage quoted through bank / proforma invoice
		Payment against proforma invoice	
		100% with 30 days credit after commissioning & submission of PBG	Nil

B. For non compliance of Penalty clause for delayed delivery:

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	Penalty of 0.5% per week subject to max. of 10% on the basic value of the items not supplied /delayed	Not agreed.	10 %
		5% max., agreed.	5%
		Other than the above.	10% - (minus) agreed max. %

C. For non compliance of Performance Bank Guarantee (PBG):

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	PBG for 10% of the basic material cost shall be furnished in the BHEL prescribed format.	Not agreed.	10 %
		5% agreed.	5 %
		Other than the above.	10% - (minus) agreed max. %

D. For non conformance to delivery requirement indicated in the RFQ:

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	Delivery requirement as indicated in the RFQ in number of weeks from the date of issue of PO	Not agreed for the stipulated delivery in the RFQ	0.5 % per week up to max., of 10% for the difference in delivery period

E. For non compliance of Warranty:

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	18 months from the date of dispatch or 12 months from the date of commissioning whichever is earlier or as indicated in the RFQ	Not agreed.	6%
		Less than 12 months or as indicated in the RFQ	0.5 % per month for the difference in period

F (i) For Non- agreement on delivery at BHEL-EDN (For Foreign Purchase Orders):

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	FOB / CIF to nearest international Airport/Seaport	Not agreed for the standard term of delivery	10 %

F(ii) For Non- agreement on delivery at BHEL-EDN (For Indigenous Purchase Orders):

Sl. No.	BHEL standard term	If you quote	Loading factor for non-compliance
1	Ex-EDN/BHEL, Bangalore (Free delivery to EDN/BHEL Bangalore including freight, packing & forwarding charges)	Not agreed for the standard term of delivery	10 %

ANNEXURE-A

COMMERCIAL TERMS (to be enclosed with TECHNO-COMMERCIAL BID)
(for Foreign Purchase Orders)

Sl. No.	Particulars	Bidder's confirmation
1	Price basis: Firm i.e., from the date of PO to completion of supply [Price Variation Clause (PVC) not acceptable]	Acceptable / Not acceptable
2	Terms of Payment: Against "SIGHT DRAFT" on presentation of documents to our bankers. (a) 100% is payable on negotiation of complete set of original documents (where commissioning & PBG are not applicable) (b) 90 % is payable on negotiation of complete set of original documents & balance 10% against submission of PBG (where PBG only is applicable). (c) 80 % is payable on negotiation of complete set of original documents, 10% after commissioning & balance 10% against submission of PBG (where both Commissioning & PBG are applicable). (d) Deviation if any please specify Note: Refer clause 14(a) above	(a) Acceptable / Not acceptable (b) Acceptable / Not acceptable (c) Acceptable / Not acceptable
3	BHEL's penalty clause: (a) Delay in delivery as per PO delivery date will result in penalty of 0.5 % per week subject to maximum of 10% on the value of the items not vendor/delayed. (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
4	Performance Bank guarantee: PBG for 10% of the basic material cost shall be furnished in the BHEL prescribed format as detailed in clause 17.	Yes / No
5	Terms of delivery: (a) F.O.B international Airport/Seaport as per clause 19 (a) (Indicate name of International Airport/Seaport) (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
6	Warranty: (a) 18 months from the date of dispatch or 12 months from the date of commissioning (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
7	Delivery period: Indicate number of weeks from the date of issue of Purchase order	_____ Weeks
8	Validity: (a) Quotation should remain valid for a period of 90 days from the due date (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
9	Bank charges (If applicable): (a) Bank charges within India is to BHEL account and outside India is to Vendor's account (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
10	Weight and Dimension of consignment with packing	Furnished / To be furnished

Signature of tenderer / with seal

ANNEXURE-B
COMMERCIAL TERMS (to be enclosed with TECHNO-COMMERCIAL BID)
(For Indigenous Purchase Orders)

Sl. No.	Particulars	Bidder's confirmation
1	Price basis: Firm i.e., from the date of PO to completion of supply [Price Variation Clause (PVC) not acceptable]	Acceptable / Not acceptable
2	Excise duty: If applicable indicate %.	Applicable / Not applicable ED: _____%
3	Sales tax: If applicable indicate %	Applicable / Not applicable (a) VAT _____% (b) CST _____% against form C
4	Payment terms: (a) 100% payment with 30 days credit (where commissioning & PBG are not applicable) (b) 90 % basic payment + 100% taxes, duties & freight charges with 30 days credit & balance 10% against submission of PBG (where PBG only is applicable) (c) 80 % basic payment + 100% taxes, duties & freight charges with 30 days credit, 10% after commissioning & balance 10% against submission of PBG (where both commissioning & PBG are applicable) (d) Deviation if any please specify Note: As per clause 14 (b)	(a) Acceptable / Not acceptable (b) Acceptable / Not acceptable (c) Acceptable / Not acceptable (d)
5	BHEL's penalty clause: (a) Delay in delivery as per PO delivery date will result in penalty of 0.5 % per week subject to maximum of 10% on the basic value of the items not vendor/delayed. (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
6	Performance Bank guarantee (PBG): PBG for 10% of the basic material cost shall be furnished in the BHEL prescribed format as per clause 17.	Yes / No
7	Terms of delivery: (a) Ex EDN / BHEL, Bangalore (Free delivery to EDN/BHEL Bangalore including freight, packing & forwarding charges) (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
8	Warranty: (a) 18 months from the date of dispatch or 12 months from the date of commissioning (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
9	Delivery period: Indicate number of weeks from the date of issue of Purchase order	_____Weeks
10	Validity: (a) Quotation should remain valid for a period of 90 days from the due date (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
11	Bank charges (If applicable): (a) All Bank charges to vendor's account (b) Deviation if any Please specify	(a) Acceptable / Not acceptable (b)
12	Weight and Dimension of consignment with packing	Furnished / To be furnished

Signature of tenderer / with stamp

ANNEXURE- C

LIST OF INTERNATIONAL AIRPORTS

Sl. No	Country	Air Ports
1	Austria	Vienna, Linz, Graz
2	Australia	Sydney, Melbourne, Perth
3	Belgium	Antwerp, Brussels
4	Canada	Toronto, Montreal
5	China	Shangai
6	Cyprus	Lamaca
7	Czech Republic	Prague (Via Frankfurt)
8	Denmark	Copenhagen
9	Egypt	Cairo
10	Finland	Helsinki
11	France	Paris (Rossy), Lyon
12	Germany	Darmstadt, Manihem, Nurnberg, Hamburg, Stuttgart, Munich, Koln, Dusseldorf & Hannover, Frankfurt, Berlin
13	Hongkong	Hongkong
14	Italy	Rome, Milan, Turin, Bologna, Florence
15	Ireland	Dublin
16	Israel	Telaviv
17	Japan	Tokyo, Osaka
18	Malaysia	Kaulalampur, Penang
19	Netherlands	Amsterdam, Rotterdam
20	Newzealand	Auckland
21	Norway	Oslo
22	Oman	Muscat
23	Philippines	Manila
24	Romania	Bucharest
25	Russia	Moscow
26	Saudi Arabia	Riyad
27	Singapore	Singapore
28	Slovakia	Bartislawa
29	South Africa	Johannesburg, Durban
30	South Korea	Kimpo
31	Spain	Barcelona
32	Sweden	Stockholm, Gothenburg, Milano
33	Switzerland	Basle, Zurich, Geneva
34	Taiwan	Taipei
35	U.A.E.	Dubai
36	U.K.	Landon (Heathrow), Newcastle, Oxford, Cheltham, Bristol, Wellingborough, Birmingham, East Midland, Manchester, Leeds, Glasgow.
37	U.S.A.	Newyork, Chicago, Sanfrancisco, Los Angeles, Atlanta
38	Ukraine	Kiev

ANNEXURE-D

BHEL EDN APPROVED TRANSPORTERS FOR INLAND ROAD TRANSPORTATION

1. M/s Awagaman Road Carriers Ltd., Bangalore. (AWG)
2. M/s BLR India pvt., Ltd., Bangalore. (BLR)
3. M/s Delhi Assam Roadways corporation Ltd., Bangalore. (DRL)
4. M/s Indo Arya Central transport Ltd., Bangalore. (IACT)
5. M/s Prakash parcel Services, Bangalore. (PPS)
6. M/s Road Carrier of India, Bangalore. (RCI)
7. M/s Union Roadways Ltd., Bangalore. (URL)

ANNEXURE-EPERFORMANCE BANK GUARANTEE
(FOR FOREIGN PURCHASE ORDERS)BANK NAME AND ADDRESS

Bharat Heavy Electricals Limited (BHEL),
Electronics Division,
PB No. 2606,
Mysore Road,
BANGALORE- 560 026
INDIA

Dear Sir,

Ref: CONTRACT PERFORMANCE GUARANTEE.

WHEREAS you have entered into a contract reference No PO NO. _____ with M/s _____ having its registered office at _____ for the supply of _____ as detailed in your purchase order No. _____ which is hereinafter referred to as "the said contract" and WHEREAS M/s _____ has undertaken to produce a Bank Guarantee for 10% (Ten Percent) of _____ the contract price amounting _____ to _____ (_____) to secure its obligations to Electronics Division, BHEL having its registered office at New Delhi for the performance of the contract including the warranty of the equipment supplied, We _____ Bank _____ hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of M/s _____ that in the event Bharat Heavy Electricals Ltd. (B.H.E.L.) declares to us in writing that M/s _____ has not fulfilled any obligation according to the contractual obligation of the said contract, to pay you on demand and without demur to Bharat Heavy Electricals Ltd., Electronics Division , Mysore Road, P.B.No. 2606, Bangalore-560 026, India an amount of _____ (in words _____) subject to as may be determined below:

- 1) Notwithstanding any right M/s. _____ may have directly against you or _____ any disputes raised by M/s _____, Your written demand shall be conclusive evidence to us that repayment is due under the terms of the said contract and shall be binding on us.
- 2) We shall not be discharged or released from this undertaking and Guarantee by any arrangements, variations made between you and M/s. _____ with or without our consent and Knowledge or by any alterations in the obligations of M/s. _____ by any forbearance whether as to payment, time, performance or otherwise.
- 3) This guarantee shall remain valid until the end of twenty-four weeks after the close of the warranty period or until the same is reported by BHEL to us whichever is earlier.
- 4) We agree and undertake not to revoke this guarantee during its validity unless discharged in writing by you subject to the provision of clause (7) below.

- 5) This guarantee shall be a continuing guarantee subject to the foregoing and shall not be discharged by any change in the constitution of the Bank or M/s. _____.
- 6) This guarantee shall be governed by and constructed in accordance with the Laws of India.
- 7) At any time _____ Bank may render this guarantee null and void by paying to Bharat Heavy Electricals Ltd. the full amount being _____ (in _____ words _____)

For and on behalf of Bank
by its Authorised Signatory

Note:

- (1) To be executed in INR 100 Non-Judicial stamp paper by any authorized Indian Bank.
- (2) To be submitted directly by banker to concerned executive in purchase dept., Please give BHEL address to banker.
- (3) Do not enclose with Bank document.
- (4) Any Modification & omissions to this are not permitted

ANNEXURE - F**PERFORMANCE BANK GUARANTEE
(FOR INDIGENOUS PURCHASE ORDERS)**

THIS DEED OF GUARANTEE made and executed on the _____ day of _____ (year), by the _____ (Bank), registered under the Companies Act 1956/Nationalised Bank constituted under the Banking Companies (acquisition and transfer of undertakings) Act constituted under the State Bank of India Act / Subsidiary Banks Act, having its registered / head office at _____ represented herein by its Branch Manager / authorised representative Sri. _____ & Sri. _____ (Hereinafter called 'guarantor ' which term shall mean and include its successors and assigns)

IN FAVOUR OF BHARAT HEAVY ELECTRICALS LIMITED

_____ (Buyer's Name), a company registered under the companies Act, 1956 having its registered office at BHEL House at Siri Fort , New Delhi-100 049 and its Electronics Division at Mysore road, Bangalore-26 (hereinafter referred to as the 'Company' Which term shall include its successors and assigns):

Whereas the company has placed an order on _____ (State the name of the company / firm and its address) (hereinafter referred to as the 'Supplier' which term shall mean and include its liquidators, successors and assign) for the supply of system under order / Contract No _____ Dt _____.

AND WHEREAS the supplier has agreed to supply the materials and carryout the works as detailed and in accordance with the terms set out in the said order/contract.

AND WHEREAS the company is not required to pay to the supplier a sum of Rupees _____ being the 10% of the value of the goods supplied / Works performed / Services rendered under the said order / contract between the supplier and the company, till the company is satisfied with the mechanical Warranties and the performance standards stipulated in the said order / contract between the company and the supplier has been duly fulfilled, except against a Bank Guarantee for the said sum of Rs _____ in favour of the company by reputed Bank, in which case the company has agreed to make payment to the supplier of the said sum of Rupees _____ being (...%) of the value of the goods supplied / Works performed / Services rendered under the agreement between the supplier and the company and the Guarantor has at the request of the supplier, agreed to furnish this Guarantee subject to the terms and conditions stated below:

NOW THIS DEED WITNESSES THAT IN pursuance of the above said agreement, the guarantor hereby agrees and covenants With company is as follows :-

- 1) That during the period this contract of Guarantee remains effectual, the guarantor shall be liable in respect of the amount due and owing to the company in respect of the payments to the extent of Rs _____ (in words) _____ against any loss or damage caused to or suffered by the company by reasons of any breach of the terms of the said order / contract / Agreement by the supplier.
- 2) The Guarantor hereby undertakes to pay the amounts due and payable under this guarantee without any demur, merely on demand from the company intimating that the amount claimed is due by way of loss or damage caused to or suffered or would be caused or suffered by the supplier of any terms contained in the said order / contract. Any such demand made on the guarantor shall be conclusive as regards the amount due and payable by the Guarantor irrespective of the fact whether the Contractor / supplier admits or denies.

- 3) The Guarantor further agrees that the agreement herein contained shall remain in force and effect till all the supplies to be made / Works to be performed / Services to be rendered under the said order / contract / agreement are completed to the entire satisfaction of the company or till company certifies that the terms and conditions of the said order / contract / agreement have been fully and properly carried out by the said supplier and accordingly discharges the Guarantee. Unless a demand or claim under this guarantee is made on the guarantor in writing on or before the expiry of claim period indicated in clause 6 below , the guarantor shall be discharged from all the liability under this guarantee thereafter.
- 4) The guarantor further agrees with the company that the company shall have the fullest liberty without the consent of the guarantor and without effecting in any manner the obligations of the guarantor hereunder to vary any of the terms of the said order / contract / agreement or extend the time of performance by the said supplier from time to time or refrain from exercising the power exercisable by the company against the said supplier or to forebear or omit to enforce any of the terms and conditions relating to the said order / contract / agreement, and the guarantor shall not be relieved of its liability in whole or in part , by reason of any act, commission or forbearance on the part of the company or by reason of any such variation, or extension being granted to the said supplier or by reason of any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving the guarantor.
- 5) The guarantor undertakes not to revoke this guarantee during its currency except with the previous consent of the company in writing.
- 6) Notwithstanding anything herein above contained, the liability of the guarantor under these presents is restricted to Rs_____. The guarantee shall be in force till its expiry on _____ unless a demand is made on the guarantor within SIX months from the date of expiry, all the liability of the guarantor under this guarantee shall stand fully discharged. The decision of the claimant in regard to breach of contract is final and binding on the Bank.

IN WITNESS whereof, the guarantor, acting through it authorised representative has executed this deed of Guarantee on the day, month and year first above written.

(Seal of the Bank to be affixed)

WITNESS

1.

2.

ANNEXURE - G**BHEL MEMBER BANKS (CONSORTIUM BANKS)**

PBG SHALL BE ISSUED FROM THE FOLLOWING BANKS OR THEIR BRANCH OFFICES ONLY

1	STATE BANK OF INDIA
2	PUNJAB NATIONAL BANK
3	HDFC BANK
4	SYNDICATE BANK
5	CANARA BANK
6	INDIAN BANK
7	ST. BANK OF HYDERABAD
8	ICICI BANK
9	STANDARD CHARTERED BANK
10	UCO BANK
11	KOTAK MAHINDRA
12	ORIENTAL BANK OF COMMERCE
13	STATE BANK OF TRAVANCORE
14	CENTRAL BANK
15	IDBI BANK
16	FEDERAL BANK
17	HSBC LTD
18	DEUTSCHE BANK
19	CORPORATION BANK
20	CITI BANK
21	BANK OF BARODA
22	ABN AMRO BANK
23	UNITED BANK OF INDIA
24	VIJAYA BANK
25	UNION BANK OF INDIA
26	PUNJAB & SIND BANK
27	ANDHRA BANK
28	BANK OF INDIA
29	AXIS BANK

ANNEXURE – H

This format is applicable only to Indian Suppliers/ Agents supplying indigenous portion of Foreign Purchases.

SEARP (SRF) Clause No	Detail
	Name & address of the firm
1.0	Products/ Systems / Services being considered for
2.0	General Information
2.2	Name of Chief Executive
2.3	Details of authorized signatory
3.0	Ownership Information
3.1	Type of firm
3.2	Nature of Business <ul style="list-style-type: none"> • Attach authorization letter and agency agreement from Principal (from whom capital equipment is procured) • Attach copy of declaration from Foreign Principal for total guarantee/ warranty of indigenous supplies
3.3	Year of establishment
3.4	Year of commencement of business
4.0	Registration particulars
4.1	Permanent Account No.
4.2 / 4.3	Sales Tax / TIN no
4.6	Service tax no. (in case of E&C)
5.0	Organisational strength
6.0	Other particulars
6.1	If the company is already registered with other units
6.2	Directors/ Partners, if related to any BHEL Employee
6.9	If any Ex BHEL Personnel employed by the Company
6.12	Details of pending legal issues with BHEL
6.13	Bank Account information
9.0	Financial information
9.6	Sales/ Turnover details of last 3 years (or from the date of incorporation whichever is less)
