

Special terms and condition

1-Contractor must possess valid certificate of **authorised service centre** from at least one of below mentioned company-

- a) HP
- b) Lenovo
- c) Emerson
- d) HCL

A copy of authorisation certificate to be submitted by the bidder along with technical bid.

2- Contractor shall provide and replace all spare parts as may be required in the equipment (except consumables like cartridge and in case of Physical damage) to keep all the equipment in proper working condition. Hence, vendor to ensure to maintain adequate stock and availability of all the required spares.

3- **Breakdown restore schedule:** Service response time by the contractor against breakdown notice by BHEL shall be the essence of the contract. Hence, breakdown/service requirement of any item must be attended & resolved within **48 Hours** (BHEL off days excluded) of intimation by BHEL through e-mail/phone.

4 – **Penalty:** 1.5 times of daily-based CMC charge will be deducted from vendor bill if problem does not restore as per breakdown restore schedule.(Considering 365 days/year)

5 – **Risk Purchase:** In case, contractor does not carry out the services/repair as per Breakdown restore schedule, in order to safeguard its interest under the contract, BHEL, at its own discretion, may get the services/repair/replacement of spares done through suitable alternative source(s) at risk & cost of the contractor. In such cases, any cost incurred to BHEL over and above contracted rates shall be recovered from dues payable to the contractor and no claim of compensation of loss, whatsoever, incurred by the contractor due to such recovery, shall be entertained by BHEL.

6- Contractor shall maintain minimum single qty. stock of the following spares for each model no., of items at BHEL Rudrapur.

- a) Motherboard (Desktop/Laptop)
- b) Power supply /adapter (Desktop/Laptop/Printer)
- c) Hard drive (Desktop/Laptop)
- d) Monitor(Desktop)
- e) Mouse/keyboard (Desktop)
- f) Battery (UPS 10%)

The unused stock items shall be returned to the vendor on completion of contract.

7- Contractor must have its service centre in Rudrapur. The following details of service centre to be provided by bidder:

- (a) Address of service centre :
- (b) Name of Contact person :
- (c) Contact phone no. / e-mail ID:

S. Sharma
21/11/17

BOQ

"Estimate for 2 year CMC for IT peripheral equipment at BHEL-CFP Rudrapur"

Sl.No	Details	Unit	Qty(X)
1	HP Server HP Proliant DL380 G7 (160*6 HDD)	Nos.	4
2	HCL Desktop INFINITI TRU SL 1300 with Monitor	Nos.	36
3	LENOVO Desktop THINK CENTER M91P with Lenovo Monitor	Nos.	38
4	LENOVO L420 LAPTOP	Nos.	2
5	HP PRINTER LASERJET P2055 DN	Nos.	19
6	HP PRINTER LASERJET 9040 DN	Nos.	2
7	HP DESIGN JET PLOTTER 500/510 PLUS	Nos.	2
8	HP SCANNER SCANJET N8420	Nos.	2
9	HP SCANNER SCANJET ENTERPRISE Flow 7500	Nos.	1
10	EMERSON ONLINE UPS GTX MT LB+ 2KVA	Nos.	2
11	EMERSON ONLINE UPS S410D 10KVA	Nos.	2
12	EMERSON ONLINE UPS ITA6KVA	Nos.	1

Price Bid

"Estimate for 2 year CMC for IT peripheral equipment at BHEL-CFP Rudrapur"

Sl.No	Details	Unit	Qty(X)	Annual CMC Offered rate/Unit (Rs.)	Amount(Rs.)
1	HP Server HP Proliant DL380 G7 (160*6 HDD)	Nos.	4		
2	HCL Desktop INFINITI TRU SL 1300 with Monitor	Nos.	36		
3	LENOVO Desktop THINK CENTER M91P with Lenovo Monitor	Nos.	38		
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12	EMERSON ONLINE UPS ITA6KVA	Nos.	1		
				Total	
				GST @18%	
				Grand Total	

Signature of Bidder