

## DETAIL OF TENDER DOCUMENT

**Nature of Work:** AMC of COMPUTER HARDWARE at BHEL Ranipet

1. INFORMATICS CENTRE, BHEL RANIPET, is in the process of finalizing contract for: “AMC of COMPUTER HARDWARE”

2. The tender documents are detailed as follows

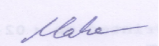

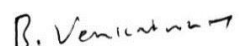
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The duly filled in Technical and Price / Rate bids along with the instructions to the tenders, Contractor’s Obligations, General Terms and Conditions with the signature of the tender on all the pages and complete in all respects super scribed as “**Quotation for Tender No. BAP: IC:7534:2017 R00 DATED 10/05/2017**” should reach us in a sealed cover on or before **02/06/2017 (14.00 hours)** through Registered / Speed post or the same may be submitted at the following address: -

**Dy. Manager**  
**Informatics Centre**  
**Engineering Building**  
**BHEL, Ranipet**

**Note:** Submitting of tender within schedule time and date is the responsibility of the bidder.

3. Technical bid and Price bid should be submitted in separate sealed envelopes. In case the bids are found in one single envelope then the “bids” are liable to be rejected.

Prepared by	Reviewed by	Approved by
		
A.Mahesh Sr,Engr/IC	T. Anitha DM/IC	B Venkateshwar AGM/HR&IC

## NOTICE FOR INVITING TENDER

1. Scope of Work	AMC of COMPUTER HARDWARE at BHEL Ranipet
2. Tender Evaluation Criteria	As Per Annexure –E
3. Duration of the Contract	Two years from the date of the award of the contract
4. Other specific requirements	As per Tender
5. Nature of Tender	Open Tender(Two Part)
6. Last date of receipt of the Tender	02/06/2017 14:00 hrs.
7. Date of opening of Techno Commercial Bid	02/06/2017 14:30 hrs.
8. Address for receipt/issue of tender	Dy. Manager Informatics Centre BHEL RANIPET – 632 406

### 9. EARNEST MONEY DEPOSIT (EMD):

An amount of Rs. 65680/- (Rupees sixty-five thousand six hundred and eighty Only) will have to be paid as EMD (Earnest Money Deposit) either as cash (as permissible under Income Tax Act) at our cash office or as DD/Pay order to be drawn in favor of “**BHEL, Ranipet payable at State Bank of India, Mukundarayapuram, (MRPURAM PROJECT Code No:07013) Ranipet, Vellore Dist, TN**”. In case, DD obtained from other banks, the same to be “Payable at Ranipet, Vellore Dist. TN - 632406”.

Offers without EMD, will be rejected. The EMD amount of the unsuccessful tenderers will be returned on placement of the LOI and acceptance by the successful vendor.

EMD by the tenderer will be forfeited if,

1. After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.
2. The tenderer does not commence the work within the period as per LOI/Contract or 15 days after award of contract.

EMD shall not carry any interest. Vendors registered with NSIC will be exempted from depositing EMD amount on submission of proper documents as per annexure (i).

### 10. SECURITY DEPOSIT(SD):

Security Deposit shall be collected from the successful tenderer. The total amount of Security Deposit will be 5% of the contract value. EMD of the successful tenderer shall be converted and adjusted towards the required amount of Security Deposit.

## MODES OF DEPOSIT:

The balance amount to make up the required Security Deposit of 5% of the contract value may be accepted in the following forms:

- i) Cash (as permissible under the extant Income Tax Act)
- ii) Local cheques of Scheduled Banks (subject to realization)/ Pay Order/ Demand Draft/ Electronic Fund Transfer in favour of BHEL
- 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
- 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) The security deposit shall not carry any interest.

(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)

## 11.COLLECTION OF SECURITY DEPOSIT:

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

If the value of work done at any time exceeds the contract value, the amount of Security Deposit shall be correspondingly enhanced and the additional Security Deposit shall be immediately deposited by the Contractor or recovered from payment/s due to the Contractor.

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, with the approval of the authority competent to award the work.

Security Deposit shall be released to the Contractor upon fulfilment of contractual obligations as per terms of the contract.

No interest shall be payable by BHEL on EMD/SD if applicable or any money due to the contractor by BHEL. Vendors registered with NSIC will be exempted from depositing Security Deposit amount on submission of proper documents as per annexure (i).

## WORK SPECIFICATION & CONTRACTOR OBLIGATIONS

### 12.0 SCOPE OF WORK

- Maintenance of the computer hardware at BHEL RANIPET as per Table-1
- Maintenance for a period of two years with a provision for BHEL to short close at the end of any quarter with one-month advance notice in the second year only.
- Maintenance charges will be paid quarterly at the end of every three months.

### 13.0 TERMS AND CONDITIONS FOR THE MAINTENANCE

1. Bidder shall carry out proper maintenance of the hardware / software to ensure and provide a monthly uptime of minimum 98% for PCs and peripherals.
2. The contract shall cover services, repairs and replacements necessary to keep the equipment in good working condition on a reasonable use of the equipment. Consumables like Printer toner, ink cartridge and ribbon will be provided by BHEL. All other items are under the scope of the bidder.
3. All service calls shall be attended on the same day for PCs and Peripherals & resolved within two days. Service call shall be registered thro' BHEL system / phone and not in bidder system.
4. At least three qualified resident Engineers shall be posted at BHEL-Ranipet to carry out maintenance of PCs and peripherals listed. BHEL will not provide any boarding or lodging facilities to the service engineers. Office space will be provided to bidder for holding essential spares.
5. Timing of resident engineer will be as per BHEL working hours (8:00 AM to 4:30 PM) and the working days will be Monday to Saturday except the national holidays. However, in case of breakdown or urgent requirement as decided by BHEL, on site engineer will be asked to come at any time, stay late and work till the breakdown/emergency is over.
6. The attendance of resident engineers will be maintained by the BHEL Ranipet. In case, if the resident engineer goes on leave for more than 1 day suitable substitute has to be arranged by the vendor.
7. In case the resident engineer leaves the company the replacement has to be provided within 48 hours.
8. Adequate stocks of spares shall be stocked in BHEL premises, to ensure the committed availability.
9. The resident engineers shall be capable of resolving hardware and software issues that crop up from time to time in the computer hardware and subject to BHEL clearance.
10. All software, updates and upgrades of software of PCs and Peripherals provided by BHEL shall be installed by the bidder during the entire two years AMC period.

11. When an item does not perform to the committed uptime, then payment cut will be effected on pro-rata basis. Bidder may note that, in case of breakdown of any critical equipment, the payment cut will also apply to all other hardware and peripherals affected by the breakdown.

12. If the availability of the system or part thereof is continuously below 75% over a period of 3 months, BHEL reserves the right to terminate the contract in full without any cost implications to BHEL.

13. Bidder shall provide alternate equivalent system as stand by in case the failed system would take more than 48 hours to set right through normal maintenance practice. The equivalent system shall be acceptable to BHEL.

14. For registering and closing of service calls and for evaluating uptime / downtime, an in-house developed web system is in place. Down time and related penalty will apply to complete or affected portion of the equipment which becomes dys-functional due to failure of any part of the equipment.

15. AMC period shall start from next day of current contract matured date or one week from LOI date whichever is later. The quarterly AMC charges become payable at the end of every three months.

16. The AMC is limited to a Maximum of two years. The rate shall remain constant throughout the contract period of 2 years, and throughout the life of the order. No additional charges shall be levied by Bidder during the contract period of two years.

17. If required, the contract may be terminated in the second year at the end of any quarter with one-month advance notice.

18. Offers without the acceptance to all the terms and conditions will not be considered for further evaluation.

19. Background verification is to be done for all the resident engineers and bidder should give declaration for the same. Bio-data of all resident engineers shall be submitted for verification.

20. If the uptime for an item for the month is less than the committed uptime, then the payment cut will be effected as follows:

Payment cut in Rs. = (Downtime in hrs / 720) X (Quarterly maintenance charges / 3) X penalty factor)

Where the penalty factor is

For Uptime > 98.00 Multiplication Factor is 0.00

For Uptime between 97.00 and 98.00, Multiplication Factor is 2.00

For Uptime between 96.00 and 97.00, Multiplication Factor is 5.00

For Uptime between 95.00 and 96.00, Multiplication Factor is 8.00

For Uptime below 95.00, Multiplication Factor is 12.00

The total of such payment cut is subject to a maximum of total quarterly charges for all the items.

21. In event of absence of on-site engineer for more than a day, the deductions will be made as per the following formula:

Deduction (D) = (Quarterly maintenance charges / 3) X multiplication factor (f)

f=

For absenteeism  $\leq 7$  days, Multiplication Factor is 5 %

For absenteeism  $> 7$  days, Multiplication Factor is 10%

Note: If the on-site engineer couldn't perform his role, the same will be dealt as absence of engineer and downtime will be calculated till alternate arrangement is provided.

22. Periodic maintenance / repair shall be carried out in all batteries. The failed batteries in UPS / servers / PCs shall be replaced by the bidder immediately.

23. Bidder should provide necessary tools and instruments to the Service Engineer for the purpose of servicing the equipment covered by the contract.

24. BHEL reserves the rights to increase or decrease the enquiry quantity or delete a particular item while placing the purchase order.

25. Price bid format is given in Annexure ii.

## QUALIFYING REQUIREMENTS

### 14.0 Eligibility Criteria for Bidders

- a) The bidder should be a company/firm that is registered/incorporated in India.
- b) The bidder should not be involved in any bankruptcy Issues. The bidder should give a declaration to this effect in the format given in Annexure (x).

### c) AVERAGE FINANCIAL TURNOVER:

The Average annual financial turnover of the bidder during the last 3 years ending 31st March of the previous year should be at least 9.85 lakhs. Supporting documents in form of Copy of Balance sheet, Profit & Loss Account duly certified & audited by Chartered Accountant has to be submitted by the bidder.

- d) **EXPERIENCE** of having successfully completed similar works during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following: -

Must have executed at least 3 (three) similar works in the last 7 years in India for minimum Rs 13.13 lakhs in each order.

(or)

Must have executed at least 2 (two) similar works in the last 7 years in India for minimum Rs 16.41 lakhs in each order

(or)

Must have executed at least one similar works in the last 7 years in India for minimum Rs 26.27 lakhs in each order

### Note: Similar work means Annual maintenance contract of similar IT assets

e) Documentary Proof means 1) Copy of Purchase order or Letter of intent 2) Work completion certificate referring to the P.O or LOI submitted under (1) above.

f) Bidder should have valid ISO: 9000/ISO: 27001 certifications as on date of submission of the bid. Copy of the Certificate is to be attached with the bid.

g) Self-certified document-indicating details of customer (Name, Address, Contact person, Phone and Email) as per Annexure (vi).

h) Bidder should not be under hold or delist or banned by any of BHEL unit as on bid opening date for AMC of computer hardware. Bidder should give declaration to this effect in the format given in Annexure (vii)

## Annexure-D

### INSTRUCTION TO BIDDERS

- There can be only one bid from each Bidder.
  - Bidder shall quote for all items in annexure G. Otherwise the offer will be rejected. The contract will be awarded to one vendor for all items and will not be split.
  - The bidder should fulfil all statutory and safety requirements for personnel engaged while executing the contract. If BHEL has to incur any expenditure due to non-compliance of the applicable statutory provisions, the same will be compensated by the Bidder.
  - BHEL reserves the right to verify / confirm all original documentary evidence submitted by vendors in support of the eligibility criteria. Upon verification, evaluation / assessment, if any information furnished by the bidder is found to be false / incorrect, their total bid will be rejected and no correspondence on the same shall be entertained.
  - Above tender is two part bid System (Techno-Commercial Bid & Price bid)
  - Bidder should submit the offer in a sealed envelope which would contain two separate sealed envelopes as 1. Technical bid 2. Price bid.
  - The bidder shall sign all the pages of the Tender document and all the supporting documents. Signing of the document means that the bidder has fully understood the Tender and complies with all the requirements.
- a) The Technical bid translated in English if submitted in other official languages of Government of India shall contain
1. EMD
  2. Copy of Service Tax Registration Certificate, TIN, and PAN.
  3. Tender specification and Confirmation of compliance to Tender requirement duly filled and signed in all pages.
- b) The price bid shall be duly filled in with Prices in Indian Rupees. All applicable duties and Taxes shall be clearly indicated in the Offer.
- Each sealed envelope shall super scribed with the type of bid (Technical or Price) and specify the tender reference along with the title as ‘**AMC for Computer Hardware**’ and bidder’s Name, Stamp and Signature.
  - Both these envelopes should be submitted through one covering letter in a sealed envelope super scribing with the Tender reference along with the title as ‘**AMC for Computer Hardware**’ at BHEL-BAP, Ranipet’ and bidder’s Name, Stamp and Signature.
  - Each page of the bid should be duly signed, numbered and stamped.
  - The quote should be submitted to Dy. General Manager/Informatics Centre, BHEL, Ranipet – 632 406, Tamilnadu (State) with necessary enclosures.
  - Tenders received after the due date and time of opening will be rejected.

- Tenders received through email/fax will not be considered.
- BHEL has the right to cancel this Tender with or without assigning any reasons.
- All bidders can witness the opening of the Technical Bid. After evaluation of the Technical Bid, price bids of only those bidders who are technically found suitable will be opened on a subsequent date which will be informed to the concerned whose technical bid has been accepted, in advance for witnessing the Price Bid opening.
- All entries in the tender documents should be in one ink, corrections, over writing, cuttings etc. will not be permitted. All the annexures should be filled without leaving blank in any page of the tender and all the pages must be duly signed & stamped by the bidder before submission.
- Price quoted in Price Bid shall be inclusive of all taxes & duties, all statutory requirements/liabilities like PF/ESI/Bonus/Min. wages etc. However, service Tax shall be payable extra as applicable. The price / rate should be quoted in figures as well as in words. In case of discrepancy in figures and/ or the decision shall be as per Annexure F.
- The contractor has to follow all statutory requirements like PF, ESI throughout the contract period. The contractor has to remit the P.F & ESI contribution in their own code and BHEL will not allot sub code.
- The tenderer shall quote inclusive of PF & ESI contribution.
- The rate quoted will be valid for the period of contract.
- The contract will commence on the date as applicable against the contract and shall be valid as per the validity period of the contract. The contract can be extended further on mutual agreement on same terms, conditions and rates.
- BHEL may go for Reverse Auction after Techno-Commercial evaluation instead of submitted related Price Bid. Bidder should confirm participation in Reverse Auction along with Techno-Commercial Bid.
- The Bidder shall submit copy of Tamilnadu TIN no along with the bid. In the absence of Tamilnadu TIN no, BHEL will recover 5% as WCT.
- The Bidder along with its associate/collaborators/sub-contractors/sub-vendors/consultants/service providers shall strictly adhere to BHEL fraud prevention policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice of BHEL Management about any fraud or suspected fraud as soon as it comes to their notice.

## TENDER EVALUATION CRITERIA

The Evaluation of the tender will be carried out as follows:

- The bidders shall be evaluated based on the qualifying requirements as given in Annexure 'C'.
- Price Bids will be opened or participation in Reverse auction will be allowed to only Techno-Commercially accepted bidders.
- The Price bid shall be evaluated on the overall basis.
- The contractor shall be awarded the work on overall L-1 basis.
- In case of tie between two or more than two bidders for L1 price. Bids shall be called for discount on price offered in sealed envelope from all the L1 bidders. In case of discrepancy in words and figures offered in price bid the decision shall be taken based on Annexure F.

## GENERAL TERMS & CONDITIONS OF TENDER

### 15.0 Amendment of bidding documents

BHEL may at its sole discretion amend the bidding documents at any time prior to the deadline for submission of bids. However, in case of such amendment, the bid submission date may be extended at the discretion of BHEL.

Amendments made prior to submission of bid will be provided in the form of addenda / corrigendum to the bidding documents and will be posted on the BHEL web site (<http://www.bhel.com>) only in tender notification site.

### 16.0 Late Bids

Any bid received by BHEL after the deadline for submission of bids will be summarily rejected and returned unopened to the bidder.

### 17.0 BHEL's Right to accept or Reject any or all Bids

BHEL reserves the full right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

### 18.0 Price and Validity:

a. Price shall be firm throughout the tenure of the contract. Variation of what so ever nature is to Vendor's account. Applicable taxes shall be quoted separately in unambiguous terms. Invoices for claiming the contract price shall be as per the prevalent law. BHEL may avail CENVAT/service tax credit and vendors invoice to support the same.

b. Price should be valid for a period of ninety days (90 days) from the date of opening of the tender.

c. Bidder should give the price bid in the format as per Annexure.

### 19.0 Payment Terms:

Payment will be made on quarterly basis in arrears and after receipt of invoice and duly certified the same by Informatics Centre.

### 20.0 Service Tax:

The Bidder shall not include Service Tax in their quoted rates; but the bidder has to separately indicate the Service Tax rate, amount and workings thereof in the Price bid schedule included in the bid documents.

If service tax amount is not indicated separately in the price bid schedule included in the Bid documents, it will be presumed that the quoted rate is inclusive of applicable service tax and bids will be evaluated accordingly.

Bidders have to quote the applicable Service Tax payable in the Price bid format included in the Bid document which shall be considered for evaluation. The same shall be considered for reimbursement against valid documentary evidence to successful bidders.

The documentary evidence should comprise the following documents:

- Copy of service tax Registration certificate.
- Copies of challans for deposit of service tax.
- A certificate from the vendor that the tax collected from BHEL has been remitted to tax authorities and the certificate should be signed by the authorized official of the contractor mentioning name and designation.

No interest shall be payable by BHEL on EMD/SD if applicable or any money due to the contractor by BHEL.

## **21.0 Due recovery:**

BHEL shall have the right to recover any money due from the contractor from any money due to the contractor under this contract or any other contract or from the security deposit.

## **22.0 Non-Disclosure Agreement:**

The successful bidder should execute a Non-Disclosure Agreement as given in the format in Annexure (iii).

## **23.0 Discrepancy in “words “& “Figures “:**

a) If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.

b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject of (a) and (b) above.

d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

## **24.0 Service Level Agreement:**

Successful bidder shall sign the service level agreement (SLA) signed on bond paper (Rs 100 /-) as per annexure to be submitted before commencement of work in the format enclosed in Annexure (xi).

## **25.0 Risk & Cost/Penalty:**

If the Contractor fails to perform/execute the work within time or fail to perform as per the specification prescribed in tender or acted in violation to prescribed terms and conditions, BHEL-Ranipet shall be entitled to terminate the Contract and take recourse to alternate source to get the work done at the risk and cost of the Contractor. In such case Contractor shall make good the loss to BHEL. BHEL shall be entitled to recover the difference in cost, if any incurred by BHEL due to getting the work done from alternate source. However, in such case Contractor shall not be entitled for any gain.

## **26.0 Settlement of Dispute/Jurisdiction/Arbitration etc:**

BHEL Reserve the following rights to evaluate the bid as per BHEL policy and Govt. guidelines including CVC / Vigilance guidelines by the tender committee duly constituted by BHEL Management. The decision of BHEL, Ranipet Management or Tender committee duly approved by competent authority shall be final and binding to bidder.

## **27.0 Confidentiality**

The parties agree & acknowledge that in the course of their discussions and interaction, BHEL may disclose information of confidential proprietary nature relating to its business, products, know-how, technology, customers, employees and financial to the contractor. Such information shall be considered as confidential. The contract agrees to keep it confidential & secret at all times and not directly or indirectly disclose to any party other than its employees and authorized personnel's strictly on a need know basis, without the prior written permission of BHEL.

## **28.0 Termination**

BHEL reserves the right to terminate contract awarded for any contravention of statutory

provision or any other reasons without assigning any explanation or notice to the contractor.

## 29.0 Suspension

BHEL reserves the right to suspend performance of any or all of its obligations under the contract. Such notice shall specify the obligation of which performance is to be suspended, the effective date of the suspension and the reasons therefore. The Contractor shall thereupon suspend performance of such obligations until ordered in writing to resume such performance by the same authority that ordered for suspension.

## 30.0 Reverse Auction:

*“BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price bid, submitted by the bidder. This will be decided after techno-commercial evaluation. All bidders to give their acceptance for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case BHEL decides to go for RA.*

*In case BHEL decides to go for Reverse Auction, only those bidders who have given their acceptance to participate in RA will be allowed to participate in the Reverse Auction. Those bidders who have given their acceptance to participate in Reverse Auction will have to necessarily submit online sealed bid” in the Reverse Auction. Non-submission of „online sealed bid” by the bidder will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.”*

## Terms & Conditions of Reverse Auction

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 (THROUGH A SERVICE PROVIDER). The philosophy followed for reverse auction shall be English Reverse (No ties).

1. For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.
2. Those bidders who have given their acceptance for Reverse Auction (quoted against this tender enquiry) will have to necessarily submit „online sealed bid” in the Reverse Auction. Non-submission of „online sealed bid” by the bidder for any of the eligible items for which techno-commercially qualified, will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.
3. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line bidding on internet.
4. In case of reverse auction, BHEL will inform the bidders the details of Service Provider to enable them to contact & get trained.
5. Business rules like event date, time, bid decrement, extension etc. also will be communicated through service provider for compliance.

6. Bidders have to fax the Compliance form (annexure IV) before start of Reverse auction. Without this, the bidder will not be eligible to participate in the event.
7. In line with the NIT terms, BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at “Total Cost to BHEL” 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) for each of the bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.
8. Reverse auction will be conducted on scheduled date & time.
9. At the end of Reverse Auction event, the lowest bidder value will be known on auction portal.
10. The lowest bidder has to fax/e-mail the duly signed and filled-in prescribed format for price breakup including that of line items, if required, (Annexure VII) as provided on case-to-case basis to Service provider within two working days of Auction without fail.
11. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL’s standard practice.
12. Bidders shall be required to read the “Terms and Conditions” section of the auctions site of Service provider, using the Login IDs and passwords given to them by the service provider before reverse auction event. Bidders should acquaint themselves of the „Business Rules of Reverse Auction“, which will be communicated before the Reverse Auction.
13. If the Bidder or any of his representatives are found to be involved in Price manipulation/ cartel formation of any kind, directly or indirectly by communicating with other bidders, action *as per extant BHEL guidelines*, shall be initiated by BHEL and the results of the RA scrapped/ aborted.
14. The Bidder shall not divulge either his Bids or any other exclusive details of BHEL to any other party.
15. In case BHEL decides to go for reverse auction, the H1 bidder (whose quote is highest in online sealed bid) may not be allowed to participate in further RA process.

### **31.0 SERVICE TAX CONDITIONS:**

Rates quoted shall include all royalties, terminal taxes, octroi duties, central and provincial excise tax, sales tax and other taxes leviable under the State or Central Government Rules excluding Service Tax. The Bharat Heavy Electrical Limited will not entertain any claim whatsoever in this respect in future.

The Bidder shall not include Service Tax in their quoted rates; but the bidder has to separately indicate the Service Tax rate, amount and workings thereof in the Price bid schedule included in the bid documents.

If service tax amount is not indicated separately in the price bid schedule included in the bid documents, it will be presumed that the quoted rate is inclusive of applicable service tax and bids will be evaluated accordingly.

**Pure Service not involving any supply of materials by Contractor:**

Bidders have to quote the applicable Service Tax payable in the Price bid format included in the Bid document which shall be considered for evaluation. The same shall be considered for reimbursement against valid documentary evidence to successful bidders.

The L1 will be decided based on the lowest cost to BHEL.

If any change in Service tax (statutory variation) will be to the account of BHEL. But if the variation is effective during the delayed/extended period of execution for reasons attributable to the vendor, the same shall be borne by the vendor only. The required compliance under relevant statute shall be carried out.

**Annexure G**

**TABLE – 1 (IT Assets List)**

S.NO	SPEC.NO	ITEM NAME	MAKE,MODEL	QTY
A	B	C	D	E
1	PC01L	PC GENERAL WITH TFT MONITOR	Lenovo M418-P99	334
2	PC03L	THIN CLIENTS	HCL Winbee 5000IX	238
3	WS02L	GRAPHIC WORKSTATION TYPE II	Lenovo D20	29
4	LJ03L	LASERJET PRINTER - A4 MONO GENERAL	HP LaserJet 2055DN	22
5	LJ01L	LASER PRINTER A4 MONO PER.	HP LaserJet 1566	45
6	LJ04L	LASERJET PRINTER - A3 MONO	HP LaserJet 9040DN	10
7	LJ07L	LASERJET PRINTER - A3 COLOR	HP LaserJet 5525DN	2
8	DJ01L	DESKJET PRINTER - A4 COLOR	HP Office Jet 8000 & 8100	23
9	DM01L	DOT MATRIX PRINTER	WeP LQDSI 5235	36
10	DM02L	DMP PRINTER HEAVY DUTY	WeP HQ 2000	8
11	LM01L	LINE MATRIX PRINTER	Printronix P7-1500	9
12	SC04L	SCANNER - A4 COLOUR HIGH END	Fujitsu 6240Z	12
13	SC05L	SCANNER - A3	Fujitsu 6770Z	1
14	MF01L	MFS A4 MONO	HP LaserJet 1536 MFP	15
15	MF02L	MFS A4 COLOR	HP LaserJet color 2320	1
16	PL02L	PLOTTER MFS	KIP 5000 MFS	1
17	UP01L	SMALL UPS 800VA	Emerson ITON 1000BX	110
18	SR01H	SERVER 2 -WAY	HP Proliat BL460c G7	7
19	SR02H	SERVER BLADE	HP Proliat BL460c G7	19
20	NS02H	LAYER 2 SWITCH 48 PORT	CISCO WS-C2960S-48TS-L	20

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21	NS10H	ROUTER	CISCO2951/K9	1
22	MS01L	PRINT SERVER	DLINK DPR-1061	30
23	ST02H	NAS STORAGE	HP Proliant DL380 G7	1
Grand Total				

## MSME CERTIFICATION

## Annexure i

MSE suppliers can avail the intended benefits only if they submit along with the offer, attested copies of either EM II certificate having deemed validity (five years from the date of issue of acknowledgement in EM-II) or valid NSIC certificate or EM-II certificate along with attested copy of a CA certificate (as below) where deemed validity of EM II certificate of five years has expired) applicable for the relevant financial year (latest audited). Date to be reckoned for determining the deemed validity will be the last date of bid opening (Part 1 in case of two part bid). Non submission of such documents will lead to consideration of their bid at par with other bidders. No benefit shall be applicable for this enquiry if any deficiency in the above required documents are not submitted before price bid opening. If the tender is to be submitted through e-procurement portal, then the above required documents are to be uploaded on the portal. Documents should be notarized or attested by a Gazetted officer.

All MSE suppliers shall continue to be in PMD with MSE status based on the EM II certificate or valid NSIC certificate.

Any new supplier will be eligible for registration with BHEL as MSE supplier provided at least any one of the following documents are submitted along with application for registration.

- a) Valid NSIC certificate or
- b) Entrepreneurs Memorandum part II (EM II) certificate ( valid based on deemed validity of 5 years ) or
- c) EM II certificate along with attested copy of CA certificate ( as per prescribed format as below applicable for the relevant financial year (latest audited) , where the deemed validity of EM II is over.

However credentials of all MSE suppliers will be verified before considering the intended benefits for MSE suppliers as per clause 9ii) at the time of tender evaluation.

### Certificate by Chartered Accountant on Letter head

This \_\_\_\_\_ is \_\_\_\_\_ to \_\_\_\_\_ certify \_\_\_\_\_ that  
M/s.....,

(hereinafter referred to as 'Company') having its registered office at.....

..... is registered under MSMED Act 2006, (Entrepreneur memorandum No (Part-II)..... dtd:.....

Category:..... (Micro/Small). (Copy enclosed)

Further verified from the Books of Accounts that the investment of the company as per the latest audited financial year ..... as per MSMED Act 2006 is as follows:

1. For Manufacturing Enterprises: Investment in plant and machinery (i.e. original cost excluding land and building and the items specified by the Ministry of Small Scale Industries vide its notification No.S.O.1722( E) dated October 5, 2006:

Rs..... Lacs

2. For Service Enterprises: Investment in equipment ( original cost excluding land and building and furniture, fittings and other items not directly related to the service rendered or as may be notified under the MSMED Act, 2006.

Rs..... Lacs

### (Strike off whichever is not applicable)

The above investment of Rs.....Lacs is within permissible limit of Rs..... Lacs for.....Micro/Small (Strike off which is not applicable) Category under MSMED Act 2006 (Or)

The company has been graduated from its original category (Micro/Small) (Strike off which is not applicable) and the date of graduation of such enterprise from its original category is ..... (dd/mm/yyyy) which is within the period of 3 years from the date of graduation of such enterprise from its original category as notified vide S.O.No.3322(E) dated 01-11-2013 published in the gazette notification dated 04-11-2013 by Ministry of MSME.

Date: (Signature)

Name

Membership number (Seal of Chartered Accountant)

**NON-DISCLOSURE AGREEMENT**

I, \_\_\_\_\_, on behalf of the \_\_\_\_\_ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with BHEL on contract is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the BHEL. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data,

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to BHEL all documents and property of BHEL, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to BHEL's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the BHEL, and are reasonable given the nature of the business carried on by the BHEL. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

I will abide by the ISMS manual of BHEL, Ranipet.

Dated at \_\_\_\_\_, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Name:

Company:

Signature:

ACCEPTANCE FOR ELECTRONIC FUND TRANSFER / RTGS TRANSFER

01	<b>NAME &amp; ADDRESS OF THE SUPPLIER / VENDOR with PAN No</b>	
02	<b>VENDOR CODE (as in WORK ORDER)</b>	
03	<b>Details of Bank Account:</b>	
A)	<b>NAME &amp; ADDRESS OF THE BANK</b> (WITH PIN CODE)	
B)	<b>BANK TELEPHONE NUMBER (WITH STD CODE)</b>	
C)	<b>BANK BRANCH CODE</b>	
D)	<b>MICR CODE</b>	
E)	<b>ACCOUNT NUMBER</b>	
F)	<b>TYPE OF ACCOUNT</b>	CURRENT A/C / OD / CASH CREDIT
G)	<b>VENDOR NAME AS PER BANK RECORDS</b>	
H)	<b>BANK BRANCH RTGS IFSC CODE</b>	
I)	<b>BANK BRANCH NEFT IFSC CODE</b>	
J)	<b>VENDOR'S E-MAIL ID (give two ids)</b>	
K)	<b>NAME OF AUTHORISED SIGNATORY</b>	

**CERTIFICATE**

I / We hereby agree to receive the payments due from BHARAT HEAVY ELECTRICALS LIMITED, RANIPET by the National Electronic Funds Transfer and/or RTGS Transfer mode by credit to my / our above mentioned Bank Account. I / We also agree that payments made to the above mentioned Account is a valid discharge of the liability of Bharat Heavy Electricals Limited, Ranipet. I / We also agree to bear the applicable Bank Charges for the above mode of transfer.

AUTHORISED SIGNATORY OF VENDOR WITH SEAL

**Banker's Certification**

We confirm that we are enabled for receiving RTGS and NEFT credits and we further confirm that the account number of \_\_\_\_\_ (name of account holder), the signature of the authorized signatory and the MICR and IFSC codes of our Branch mentioned above are correct.

PLACE:

(Manager / Officer's

DATE:

(Signature Under Bank stamp)

Authorization no:

Note: This EFT Form is to be submitted duly filled in manually in all fields and duly signed by Authorized Signatory and certified by Banker.

**ANNUAL TURNOVER OF BIDDER**

Sl.No.	Financial Year	Turnover (In Rs. Crores)
1		
2		
3		

**Note:** During the last 3 years ending 31st March of the previous year

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date & Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp & Seal: \_\_\_\_\_

Place:

Date:

**COPY OF MAJOR ORDERS RECEIVED IN LAST 7 YEARS**

<b>S.No.</b>	<b>Organization Name</b>	<b>Contact Person (Name, Address, Contact person, Phone and Email)</b>
1		
2		
3		
4		
5		

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date &amp; Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp &amp; Seal: \_\_\_\_\_

Place:

Date:

**CONFIRMATION ON NOT HOLD/DELISTED/BANNED**

With reference to the tender<tender ref no>we confirm that we have not been under hold or delist or banned by any of BHEL unit as on bid opening date for AMC of Computer Hardwares.

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date & Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp & Seal: \_\_\_\_\_

Place:

Date:

**DECLARATION FROM BIDDER**

We hereby declare and confirm that we have understood the works as per tender <tender ref no> and acquired full knowledge and information about the total works involved. We further confirm that the above information is true and correct and we will not raise any claim of any nature due to lack of knowledge of works.

Also we declare that, we fully comply with all the requirements of the tender and confirm our willingness to participate in RA process if BHEL decides to go for RA.

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date & Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp & Seal: \_\_\_\_\_

Place:

Date:

## UN-PRICED BID FORMAT

S. NO	SPEC.NO	ITEM NAME	QTY	QUARTERLY UNIT MAINTENANCE CHARGES (EXCLUD.TAXES)	Taxes		QUARTERLY UNIT MAINTENANCE CHARGES (INCLUD.TAXES)	QUARTERLY UNIT MAINTENANCE CHARGES FOR TOTAL QTY(INCLUD.TAXES)	TOTAL MAINTENANCE CHARGES FOR 2 YEARS (INCLUDE.TAXES)
					In %	C			
			A	B			D=B+C	E=D*A	F=E*8
1	PC01L	PC GENERAL WITH TFT MONITOR	334						
2	PC03L	THIN CLIENTS	238						
3	WS02L	GRAPHIC WORKSTATION TYPE II	29						
4	LJ03L	LASERJET PRINTER - A4 MONO GENERAL	22						
5	LJ01L	LASER PRINTER A4 MONO PER.	45						
6	LJ04L	LASERJET PRINTER - A3 MONO	10						
7	LJ07L	LASERJET PRINTER - A3 COLOR	2						
8	DJ01L	DESKJET PRINTER - A4 COLOR	23						
9	DM01L	DOT MATRIX PRINTER	36						
10	DM02L	DMP PRINTER HEAVY DUTY	8						
11	LM01L	LINE MATRIX PRINTER	9						
12	SC04L	SCANNER - A4 COLOUR HIGH END	12						
13	SC05L	SCANNER - A3	1						
14	MF01L	MFS A4 MONO	15						
15	MF02L	MFS A4 COLOR	1						
16	PL02L	PLOTTER MFS	1						

17	UP01L	SMALL UPS 800VA	110						
18	SR01H	SERVER 2 - WAY	7						
19	SR02H	SERVER BLADE	19						
20	NS02H	LAYER 2 SWITCH 48 PORT	20						
21	NS10H	ROUTER	1						
22	MS01L	PRINT SERVER	30						
23	ST02H	NAS STORAGE	1						
Grand Total									

% of Base price(B) considered for each tax	VAT	ST	Any other Taxes

**Note:**

- Bidder has to clearly specify the Tax in % in the format given and fill the remaining blanks in all the columns as 'Quoted' and submit this filled page also while submitting for the Price Bid.
- In Un-Priced Bid, please do not fill any prices. Only TAX in % needs to be filled.

**CONFIRMATION OF NOT BANKRUPTED**

With reference to the tender<tender ref no> we confirm that we have not been involved in any bankruptcy issues as on bid opening date for AMC of Computer Hardwares.

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date & Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp & Seal: \_\_\_\_\_

Place:

Date:

Contract Ref:

### **Agreement for AMC OF COMPUTER HARDWARE**

This agreement made on this ----- day of ----- 2015 between M/s -----  
-----, incorporated under Companies Act, 1956 and having its Registered office at ----  
----- (hereinafter called the  
'Company' which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and assignees) of the one part, and the BHARAT HEAVY ELECTRICALS LTD, Ranipet – 632406, incorporated under the Companies Act, 1956 and having its Registered Office at BHEL House, Siri Fort, New Delhi (hereinafter called the 'BHEL' which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors and assignees) of the other part.

Whereas 'Company' is in the business of maintaining computer hardware's and whereas the 'BHEL' has placed an order (<loi ref no and date>) on Company for AMC of computer hardware for a period of two years as per contract ((<loi ref no and date>)) and 'Company' has agreed to provide AMC of Computer Hardware to the 'BHEL' under the following terms and conditions.

Now, therefore, the agreement witnessed as follows:

#### **1. CONTRACT REFERENCE:**

1.1 This Document shall be read along with the contract ((<loi ref no and date>)). This Terms and Conditions of the contract shall be fulfilled along with the clauses of this agreement.

#### **2. SCOPE OF CONTRACT (in brief):**

Company will provide AMC of Computer Hardware at BHEL, Ranipet for a period of two years in consideration of the payment as per Terms and Conditions of the Contract.

#### **3. DEFINITIONS:**

In this agreement, 'Contract' means the Contract referred in the Clause 1.1

#### **4. PAYMENT TERMS:**

<payment terms as in loi>

#### **5. TERMINATION AND FORE-CLOSURE:**

'BHEL' reserves the right to terminate the order/contract, upon situations arising due to non-compliance of contract Terms and conditions or non-performance of the manpower continuously for more than one month.

On termination of the 'Contract', no payment shall be payable to 'Company' for the remaining period from the date of Termination.

#### **6. CONFIDENTIALITY:**

'Company' and its representatives shall, at all times, maintain complete confidentiality of all data, information, software, drawings and documents, etc. belonging to 'BHEL' and also of the systems, procedures, reports, input documents, manuals, results and any other documents discussed and/or finalized during the course of execution of the 'contract'.

#### **7. ARBITRATION:**

In all cases of disputes emanating from and in reference to this agreement the matter shall be referred to the sole arbitration of the Head of the Unit of BHEL, Ranipet or any other person (including an employee of BHEL, even though he had to deal with the matter relating to this agreement in any manner) nominated by the said Head of the Unit to act as sole arbitrator. The arbitration shall be under 'THE ARBITRATION AND CONCILIATION ACT OF 1996' and the rules thereunder. The arbitrator may from time to times with the consent of the parties enlarge the time for making and publishing the award. The decision of the sole arbitrator is binding on both the parties.

## **8. JURISDICTION & GOVERNING LAWS:**

8.1 In case of any suit or other legal proceedings arising under this contract the courts at Ranipet (Vellore District) Tamil Nadu only shall have the jurisdiction. This contract will be governed in all respects by India Laws.

8.2 This agreement and any amendments thereto shall be valid and binding upon 'Company' only if signed by the Authorized signatories of both 'BHEL' and 'Company'.

## **9. ENTIRE CONTRACT:**

9.1 The Contract No: ((<loi ref no and date>)) forms part of this agreement along with the references mentioned therein.

9.2 This agreement and any amendments thereto shall be valid and binding upon 'Company' only if signed by the Authorized signatories of both 'BHEL' and 'Company'.

IN WITNESS WHEREOF, 'BHEL' has caused this agreement to be signed at Ranipet, the day and year first above written, while 'Company' has caused this agreement to be signed at \_\_\_\_\_ through its authorized signatory – under their stamp who are the only constituted attorneys for this purpose, the day and year indicated below against the execution on its behalf.

SIGNED AND DELIVERED FOR & on behalf of the above named 'Company' by its authorized representative:

At Ranipet this     day of     <year>

## CHECKLIST FOR BIDDER

Sl.No	Description	Accepted (Yes/No)	Remarks
1.	Vendor must provide 98% uptime every month assuming 24X7 working time during entire AMC period		
2.	<p>If the uptime for an item for the month is less than the committed uptime, then the payment cut will be effected as follows:</p> <p>Payment cut in Rs. = (Downtime in hrs / 720) X (Quarterly maintenance charges / 3) X penalty factor</p> <p>Where the penalty factor is</p> <p>For Uptime &gt; 98.00 Multiplication Factor is 0.00</p> <p>For Uptime between 97.00 and 98.00, Multiplication Factor is 2.00</p> <p>For Uptime between 96.00 and 97.00, Multiplication Factor is 5.00</p> <p>For Uptime between 95.00 and 96.00, Multiplication Factor is 8.00</p> <p>For Uptime below 95.00, Multiplication Factor is 12.00</p> <p>The total of such payment cut is subject to a maximum of total quarterly charges for all the items.</p>		
3.	When an item does not perform to the committed uptime, then payment cut will be effected on pro-rata basis. Bidder may note that, in case of breakdown of any critical equipment, the payment cut will also apply to all other hardware and peripherals affected by the breakdown.		
4.	<p>Three Resident engineer, shall be posted on site with sufficient stocks of hardware spares to ensure 98% availability. The resident engineers shall be capable of resolving hardware and software issues that crop up from time to time in the computer hardware BHEL will not be able to provide any boarding or lodging facilities for the service engineers.</p> <p>a. Timing of resident engineer will be as per BHEL working hours 8:00 AM to 4:30 PM and the working days will be Monday to Saturday except the national holidays. However in case of breakdown or urgent requirement as decided by BHEL, on site engineer will be asked</p>		

	<p>to come at any time, stay late and work till the breakdown/emergency is over.</p> <p>b. The attendance of resident engineers will be maintained by the BHEL Ranipet. In case, if the resident engineer goes on leave for more than 1-day suitable substitute has to be arranged by the vendor.</p> <p>e. In case the resident engineer leaves the company the replacement has to be provided within 48 hours</p>		
5.	<p><b>Payment Terms:</b></p> <p>Payment will be made on quarterly basis in arrears and after receipt of invoice and duly certified the same by Informatics Centre.</p>		
6.	<p>Vendor must submit copy of service tax registration certificate, Tamilnadu TIN no and PAN no.</p> <p>Note: In the absence of Tamilnadu TIN no, BHEL will recover 5% as WCT.</p>		
7.	<p>Successful bidder shall sign the service level agreement(SLA) signed on bond paper(Rs 100/- ) as per annexure to be submitted before commencement of work in the format enclosed in Annexure(xi)</p>		
8.	<p>Periodic maintenance / repair shall be carried out in all batteries. The failed batteries in UPS / servers / PCs shall be replaced by the bidder immediately.</p>		
9.	<p>Bidder shall provide alternate equivalent system as stand by in case the failed system would take more than 48 hours to set right through normal maintenance practice. The equivalent system shall be acceptable to BHEL.</p>		
10.	<p>The Successful bidder should execute a Non-Disclosure Agreement as given in the format in Annexure (iii).</p>		
11.	<p>All software, updates and upgrades of software of PCs and Peripherals provided by BHEL shall be installed by the bidder during the entire two years AMC period.</p>		
12.	<p>Acceptance for Electronic Fund Transfer /RTGS transfer as per Annexure (iv)</p>		
13.	<p>Bidder should have valid ISO:9000/ISO:27001 certifications as on date of submission of the bid.</p>		

	Copy of the Certificate is to be attached with the bid.		
14.	BHEL reserves the right to verify / confirm all original documentary evidence submitted by vendors in support of the eligibility criteria. Upon verification, evaluation / assessment, if any information furnished by the bidder is found to be false / incorrect, their total bid will be rejected and no correspondence on the same shall be entertained.		
15.	Bidder shall quote for all items in annexure G. Otherwise the offer will be rejected. The contract will be awarded to one vendor for all items and will not be split.		
16.	The bidder should fulfil all statutory and safety requirements for personnel engaged while executing the contract. If BHEL has to incur any expenditure due to non-compliance of the applicable statutory provisions, the same will be compensated by the Bidder.		
17.	Vendor confirms acceptance participation in RA, if BHEL decides to go for RA.		
18.	Vendor should comply all the clauses of Tender specification in total.		

## PRICE BID FORMAT

S. NO	SPEC.NO	ITEM NAME	QTY	QUARTERLY UNIT MAINTENANCE CHARGES (EXCLUD.TAXES)	Taxes		QUARTERLY UNIT MAINTENANCE CHARGES (INCLUD.TAXES)	QUARTERLY UNIT MAINTENANCE CHARGES FOR TOTAL QTY(INCLUD.TAXES)	TOTAL MAINTENANCE CHARGES FOR 2 YEARS (INCLUDE.TAXES)
					In %	C			
			A	B			D=B+C	E=D*A	F=E*8
1	PC01L	PC GENERAL WITH TFT MONITOR	334						
2	PC03L	THIN CLIENTS	238						
3	WS02L	GRAPHIC WORKSTATION TYPE II	29						
4	LJ03L	LASERJET PRINTER - A4 MONO GENERAL	22						
5	LJ01L	LASER PRINTER A4 MONO PER.	45						
6	LJ04L	LASERJET PRINTER - A3 MONO	10						
7	LJ07L	LASERJET PRINTER - A3 COLOR	2						
8	DJ01L	DESKJET PRINTER - A4 COLOR	23						
9	DM01L	DOT MATRIX PRINTER	36						
10	DM02L	DMP PRINTER HEAVY DUTY	8						
11	LM01L	LINE MATRIX PRINTER	9						
12	SC04L	SCANNER - A4 COLOUR HIGH END	12						
13	SC05L	SCANNER - A3	1						
14	MF01L	MFS A4 MONO	15						
15	MF02L	MFS A4 COLOR	1						
16	PL02L	PLOTTER MFS	1						

17	UP01L	SMALL UPS 800VA	110						
18	SR01H	SERVER 2 - WAY	7						
19	SR02H	SERVER BLADE	19						
20	NS02H	LAYER 2 SWITCH 48 PORT	20						
21	NS10H	ROUTER	1						
22	MS01L	PRINT SERVER	30						
23	ST02H	NAS STORAGE	1						
Grand Total									

**Note:**

- **BHEL will reimburse applicable taxes like VAT, Service tax etc. on 100% of the base price only.**
- **VAT+ST should not exceed 100% of the base price.**
- **Values in INR only.**