

Special terms and condition

1- 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. **NEW PART NO. MUST BE SAME (Part no. and make should be same) IN CASE OF REPLACEMENT OF DEFECTIVE PARTS, OTHER BRAND PARTS ARE NOT ACCEPTABLE.**

A) Printer- Fuser Assy. will also be a part of CMC and will be consider as consumable.

B) In case of physical damage, only part cost will be given extra. No engineer visit charge will be payable.

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 **3 Days** (BHEL off days excluded) of intimation by BHEL through e-mail/phone.

4 – **Penalty: 2 times** of daily-based annual 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)

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

7- L1 will be decide on individual Item basis.


28/4/20

श्याम सुन्दर पाल
उप प्रबंधक (अनु. / सिविल / डी.टी.जी.)
बी.एच.ई.एल. रुद्रपुर
उत्तराखण्ड - 263153

SHYAM SUNDER PAL
Dy. Mgr. (MNT. / CIVIL / DTG)
B.H.E.L. Rudrapur
Uttarakhand-263153

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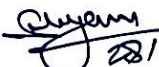
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