



Bharat Heavy Electricals Limited
Industrial Systems Group
Malleshwaram, Bangalore – 560 012

COVERING SHEET

Date of Publication: 09.01.2016

Ref: HR_REV_PROCM /120/ HR

Date: 09.01.2016

Subject: CAMC FOR MAINTENANCE OF NETWORKING FOR DATA AND VOICE CABLES

Customer: BHEL – ISG, HR, Bangalore.

Tender Enquiry Ref.: 88/15/7021/RMA

Please submit your lowest quotation in two parts subject to our Terms & Conditions for the tender referred above. The following documents can be downloaded from Websites: www.bhelisg.com or www.bhel.com or <http://tenders.gov.in> or www.eprocure.gov.in

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**Senior Manager
Steel & Common MM Dept.**

For Clarifications:

Technical - IT & S Department: Mr.Ajeet Kumar Choudhary Ph.: 080-22184220 (akc@bhelisg.com)

Commercial- Steel & Common MM Dept.: Mrs. Regina Mary A, Ph.:080-22184528
(rma@bhelisg.com)



Bharat Heavy Electricals Limited
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Ref: HR_REV_PROCM/120/HR

NOTICE INVITING TENDER

Sl. No.		Description	Date
1	Tender Reference	88/15/7021/RMA	08.01.2016
2	Name of the work	CAMC FOR MAINTENANCE OF NETWORKING FOR DATA AND VOICE CABLES	
3	Last date and time for the receipt of completed tender	BEFORE 14.30 HOURS ON:	01.02.2016
4	Date and time for tender opening	AT 15:00 HOURS ON:	01.02.2016
5	Address of sending Completed tender	Tenders should be addressed to: Mrs. Regina Mary A, Sr. Manager (Steel & Common MM), Bharat Heavy Electricals Limited Industrial System Group, Prof. CNR Rao Circle, IISc. Post, Malleshwaram, Bangalore – 560 012.	
	Submission of Completed tender	Tender Box kept in the reception area at: BHEL - Industrial System Group, Prof. CNR Rao Circle, IISc. Post, Malleshwaram, Bengaluru – 560 012	

Note: The bidder shall return the duly filled-in tender Documents after affixing signature and seal on all pages.

For & on behalf of BHEL – ISG



Bharat Heavy Electricals Limited
Industrial Systems Group
Malleshwaram, Bangalore – 560 012

ANNEXURE-I

PROJECT : HR-REV-PROCM / HR

NAME OF THE WORK : CAMC FOR MAINTENANCE OF NETWORKING FOR DATA & VOICE CABLES
Enquiry No. : 88/15/7021/RMA

SL NO.	Clause	BHEL's Requirement	Acceptanc / Remarks
1.	Price Basis	FIRM, FOR BHEL-ISG. Service tax + Cess, are payable extra at actuals. TDS shall be made for IT as per act. The price shall be valid for the entire CAMC period of 2 years from the date of commencement.	
2.	Taxes	a) Service tax + Cess payable extra at actuals. Present rate shall be indicated.	
3.	Terms of Payment	The quantities indicated in the Bill of Quantities are firm during the entire period of the contract. However, 100% Payment shall be made on quarterly basis, as applicable against submission of Invoice and on certification by the concerned executives of HR and IT & S Department of BHEL ISG, Bangalore	
4.	Earnest Money deposit	An amount of Rs. 20,000/ only as EMD shall be deposited in cash or DD (as permissible under income tax act), Pay-order or bank draft (in favor of BHEL) in a separate cover with the offer. In case of cash deposits, the money shall be deposited with finance dept. of BHEL and the cash receipt shall be submitted with the offer. Offer shall be liable for rejection, in case no EMD as above is found in the cover marked 'EMD'. The 'EMD' by the tenderer will be forfeited if – <ul style="list-style-type: none">- After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.- The tenderer does not commence work within a period as per the LOA / Contract. The EMD shall be returned within 15days of acceptance of award of work by successful tenderer. EMD shall not carry any interest.	



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SL NO.	Clause	BHEL's Requirement	Acceptance / Remarks
5.	Security deposit	<p>Security deposit shall be furnished by the successful tenderer before the start of the work, in any of the following form :</p> <ul style="list-style-type: none"> i) Cash (as permissible under the Income Tax Act) ii) Pay Order, Demand Draft in favour of BHEL. iii) Local cheques of scheduled banks, subject to realization. iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back). v) Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act . The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back. vi) Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the security deposit shall be collected before start of the work and the balance 50% may be recovered from the running bills. vii) The security deposit shall not carry any interest. <p>NOTE: Acceptance of Security Deposit against Sl. No. (iv) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, 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.</p> <p>Security deposit shall be refunded to the contractor after successful completion of guarantee period.</p> <p>Rate of security deposit –</p> <p>Up to Rs. 10 lakhs – 10%</p> <p>Above Rs 10 lakhs upto Rs 50 lakhs – 1 Lakh + 7.5% of amount exceeding Rs. 10 lakhs.</p> <p>Above Rs 50 lakhs – Rs 4 lakhs + 5% of the amount exceeding Rs 50 lakhs.</p> <p>The contractor shall forfeit their security deposit-cum-performance guarantee in case the system is not able to meet the guarantee parameters due to the reasons attributable to the consultant without</p>	



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		<p>prejudice to BHELs 'rights elsewhere as per the contract.</p> <p>PBG Shall be made from the list of BHEL consortium banks and as per BHEL prescribed format only.</p>	
6.	Liquidated Damages	<p>In case the rectification of the problem is not possible within 24 hours for reasons beyond the control of the service provider, standby arrangement of telephone of equivalent type shall be provided within the next 24 hours until restoration of the down system, failing which 0.25% of the quarterly W.O., value per hour delay in service per service, subject to a maximum of 2% of W.O., value shall be deducted as LD from supplier's payment. This will be followed strictly and the log book will be a record of the hours delayed.</p>	
7.	Contract Schedule	<p><u>Commencement</u> : Within one week from the date of Work Order</p> <p><u>Duration</u> : The CAMC shall be for a period of 24 Months from the date of commencement.</p>	
8.	Arbitration	As per Annexure – IV	
9.	Risk Purchase clause	In case of default / late commencement, purchaser reserves his right to make alternative / arrangement / commencement at contractor's risk and cost.	
10.	Validity of offer	90 days from the date of Technical bid opening.	
11.	Other Terms	<p>Please submit your quotation as per our enquiry confirming all points in the item description otherwise your offer may be rejected.</p> <p>In case any technical from BHEL requirement the same has to be clearly stated.</p> <p>In case the terms and conditions are not accepted your offer is likely to be rejected. Confirm terms & conditions as per our requirement.</p> <p>Please take Xerox of the enclosed specification and indicate your confirmation for each point otherwise your offer may be rejected.</p> <p><u>Please submit your offer in two parts :</u></p> <p>Part – 1, Techno Commercial Bid: Please submit your Technical bid along with BHEL enquiry commercial terms and conditions accepting all the clauses in a separate sealed envelope super scribing as technical bid.</p>	



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		<p>PART – 2: Price bid: Please submit the price in a separate sealed envelope super scribing as price bid.</p> <p>Due date for submission of your offer is 29.01.2016 till 2.00 PM and the offers shall be collected from tender box by BHEL by 2.30 PM. Technical bids shall be opened in public on the same day at 3.00 PM in BHEL/ISG tender opening Room.</p> <p><u>Other Terms:</u> Please refer Section – I Technical specification & scope of work sheet No. 2-4 of 6, Section II: Terms and Conditions of CAMC sheet 5-6 of 6.</p>	
12.	Rejection of offer	BHEL Reserves the right to reject the offer, in case the bidders past performance in any of the BHEL's previous contract is not found satisfactory.	
13.	ECS Payment	<p>Payment will be made by e-payment only and for which the vendors are to provide the following information along with their offers in their letter head duly signed.</p> <p>Information to be provided: BANK NAME,BANK ADDRESS,BANK PHONE,IFSC CODE (NEFT),BANK ACCOUNT NO.,PAN NO.,SERVICE TAX NO.,TIN NO.,E-MAIL ID.</p>	
14.	Bill Submission	<p>1)All your invoices against our order are required to be sent in a sealed envelope addressed to: BHEL – ISG VENDOR BILLS BOX , BHEL – Industrial Systems Group , Opp. IISc, PROF. C N R RAO CIRCLE , MALLESWARAM , BANGALORE – 560 012</p> <p>The envelope shall be super-scribed with Project Name / P.O No. / W.O No., and the Bill / Invoice numbers & Contact person.</p> <p>2) Bills / invoices which are brought personally by vendors to ISG are to be dropped in the “BHEL-ISG vendor bills Box” kept near Tender Box at the Reception Office.</p>	
15.	Confidentiality	Vendor / Lessor and his representative shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents etc., belonging to the purchaser / lessee and also of the systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.	
16.	Non Disclosure Agreement	Non disclosure agreement shall be signed as per BHEL format (copy enclosed) in compliance to Information Security Management System.	



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17	Type of contract	Unit Rate	
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Name & Signature of the contractor:

Contact No. :

Company Seal:

Note: Duly complete the remarks column and enclose along with your Technical Offer. No deviation is allowed.



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ANNEXURE-II

BHEL PRICED FORMAT

PROJECT:HR_REV_PROCM-CAMC FOR NETWORKING OF VOICE AND DATA CABLES

ENQUIRY NO:88/15/7021/RMA

Sl. No.	DESCRIPTION	UNIT	Qty	Unit Price (Rs.)	Total Price (Rs.)
1	Comprehensive maintenance of Beetle Twin sets (Plan-103/1+1)	Nos.	18		
2	Comprehensive maintenance of Ordinary telephone instruments (BPL/BSNL/Beetle makes)	Nos.	45		
3	Comprehensive maintenance of Telephone Instruments Siemens, Panasonic or other makes	Nos.	370		
4	Maintenance of Distribution boards of Telephone Instruments	Nos.	13		
5	Maintenance of Cables up to telephone Instruments (excluding cost of RJ 11 Patch cables)	Extension	400		
6	Open stage 60-T Siemens Digital phone	Set	1		
7	Siemens Digital Optipoint 500 Basic Phone	Nos.	3		
8	Siemens(Hipath path 3000 PCM/TDM Digital Exchange)	Set	1		
9	Maintenance of networking cables for data In ISG Main building (GF,FF & FF Extension) & CTI Building (Aprox. 450 nodes)	Nos.	450		
10	Maintenance of main Network Rack in Ground floor Server Room and all other racks in the building. Fiber cable connectivity between EPD & ISG.	Lot	1		

TOTAL BASIC PRICE

SERVICE TAX @.....% ON TOTAL BASIC PRICE

GRAND TOTAL PRICE ALL INCLUSIVE

GRAND TOTAL PRICE ALL INCLUSIVE IN WORDS RUPEES

signature, name with co., seal &
contact no., of the contractor

NOTE: Enclose in a separate scaled envelope superscribing as price bid.



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ANNEXURE-III

BHEL UNPRICED FORMAT

PROJECT:HR_REV_PROCM-CAMC FOR NETWORKING OF VOICE AND DATA CABLES

ENQUIRY NO: 88/15/7021/RMA

Sl. No.	DESCRIPTION	UNIT	Qty	Unit Price (Rs.)	Total Price (Rs.)
1	Comprehensive maintenance of Beetle Twin sets (Plan-103/1+1)	Nos.	18		Quoted/not quoted
2	Comprehensive maintenance of Ordinary telephone instruments (BPL/BSNL/Beetle makes)	Nos.	45		Quoted/not quoted
3	Comprehensive maintenance of Telephone Instruments Siemens, Panasonic or other makes	Nos.	370		Quoted/not quoted
4	Maintenance of Distribution boards of Telephone Instruments	Nos.	13		Quoted/not quoted
5	Maintenance of Cables up to telephone Instruments (excluding cost of RJ 11 Patch cables)	Extension	400		Quoted/not quoted
6	Open stage 60-T Siemens Digital phone	Set	1		Quoted/not quoted
7	Siemens Digital Optipoint 500 Basic Phone	Nos.	3		Quoted/not quoted
8	Siemens(Hipath path 3000 PCM/TDM Digital Exchange)	Set	1		Quoted/not quoted
9	Maintenance of networking cables for data In ISG Main building (GF,FF & FF Extension) & CTI Building (Aprox. 450 nodes)	Nos.	450		Quoted/not quoted
10	Maintenance of main Network Rack in Ground floor Server Room and all other racks in the building. Fiber cable connectivity between EPD & ISG.	Lot	1		Quoted/not quoted

TOTAL BASIC PRICE

SERVICE TAX @.....% ON TOTAL BASIC PRICE

GRAND TOTAL PRICE ALL INCLUSIVE

GRAND TOTAL PRICE ALL INCLUSIVE IN WORDS RUPEES

signature, name with co., seal &
contact no., of the contractor

NOTE: Enclose along with your technical offer. Do not mention the price. Only tick not quoted.



Annexure IV

ARBITRATION

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the specifications, design, drawings and instructions hereinbefore mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawing, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of the Chairman & Managing Director/Executive Director (Incharge of the Unit) / General Manager (Incharge of the Unit) / concerned Additional General Manager of the Unit of BHEL and if such Chairman & Managing Director/Executive Director (Incharge of the Unit) / General Manager (Incharge of the Unit) / concerned Additional General Manager of the Unit of BHEL is unable to or unwilling to act, as the sole arbitrator, such dispute will be referred to the sole arbitration of some other person appointed by the Chairman & Managing Director/Executive Director (Incharge of the Unit) / General Manager (Incharge of the Unit) / concerned Additional General Manager of the Unit of BHEL who is willing to act as such arbitrator. The cases referred to arbitration shall be other than those for which the decision of the Dy. General Manager / Sr. Manager / Project Manager/Manager/Sr. Engineer/Engineer, is expressed in the contract to be final and conclusive. There will be no objection, if the arbitrator so appointed is an employee of BHEL and that he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Chairman & Managing Director/Executive Director (Incharge of the Unit) / General Manager (Incharge of the Unit) / concerned Additional General Manager of the Unit of BHEL as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as sole arbitrator in accordance with the terms of the contract, and such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

Subject as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings.

It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes including specifying the quantum of financial claim, if any, to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.



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The arbitrator (s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the Contract shall continue during the arbitration proceeding and no payment due to the Contractor shall be withheld on account of such proceedings. Further, no coercive action should be taken by the parties under the dispute during the arbitral proceedings.

The Arbitrator shall be deemed to have entered on the reference on the date one party issues notice to other party invoking arbitration clause under this. The Venue of arbitration shall be Bangalore and the language will be English only. The award of the arbitrator shall be final, conclusive and binding all parties to the contract.



**SALIENT FEATURES OF THE
ARBITRATION AND CONCILIATION ACT 1996 (AMENDMENT)**

1. Effective from 23rd October 2015
2. Court means : Civil court / High Court having Original Jurisdiction
3. Section – 9 :
 - Court passes an order for any interim measure of protection, the Arbitral proceedings shall be commenced within 90 days from the date of such order, or within such as extended by Court.
 - Once the Arbitral tribunal constituted, court shall not entertain an application, except where court finds that circumstances exist which may not render the remedy provided under Sec.17
4. Section 11 :
 - An application made under this section for appointment of Arbitrator/s shall be disposed of the SC or HC as expeditiously as and endeavor shall be made to dispose of the matter within 60 days of service of notice to other party.
 - High court shall frame rules for determination of the fees of Arbitral Tribunal.
 - Prospective Arbitrator shall disclose in writing existence of direct or indirect, past or present relationship with the parties to dispute which is likely to give rise to justifiable doubts as to his independence or impartiality.
 - Which are likely to affect his ability to complete the entire arbitration within a period of 12 months.
 - The parties to an arbitration agreement may before or at the time of appointment of the Arbitral Tribunal, agree in writing for FAST TRACK PROCEDURE which include :
 - Sole arbitrator
 - without oral hearing
 - dispense with any technical formalities
 - Award is passed under this within 6 months from the date the Tribunal enters upon the reference.
5. Section 34 :
 - Clarifies that an award is in conflict with public policy of India only if:
 - the making of the award was induced or affected by fraud or corruption
 - it is in contravention with the fundamental policy of Indian Law
 - it is in conflict with the most basic notions of morality or justice.
 - An application under this shall be disposed of expeditiously, and in any event, within one year from the date on which the notice served on the other party.
 - Where an application to set aside the award has been filed in the court under Sec.34, the filing of such an application shall not itself render award unenforceable, unless court grants an order for stay of operation of award.



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ANNEXURE-V

**TECHNICAL SPECIFICATIONS
FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR NETWORKING DATA
AND VOICE COMMUNICATION WORKS (SIEMENS HIPATH 3000 PCM/TDM DIGITAL
EXCHANGE) FOR 24 MONTHS**

BHARAT HEAVY ELECTRICALS LIMITED

**INDUSTRIAL SYSTEMS GROUP,
BANGALORE**

CONTENTS

Sl.no.	SECTION	DESCRIPTION	SHEET NO.
1		Cover Sheet	SHT 1 of 6
2	Section-I	Technical specification & Scope of work	SHT 2-4 of 6
3	Section-II	Terms & Conditions of the CAMC	SHT 5-6 of 6
4	Annexure-I	Arbitration	1 SHEET
5	Annexure-II	Unpriced Format	1 SHEET

J.R.Sumanjali.K		AK Choudhary		HVM Murthy	
Name	Sign	Name	Sign	Name	Sign
Designation	Sr. Engr.	Designation	Manager	Designation	DGM
Prepared by		Checked by		Approved by	



SECTION I

Technical specification & Scope of work:

NOTE: *Contractors are requested visit ISG office for a field visit before submitting offer to BHEL-ISG.*

1. The scope of work is as follows: BILL OF MATERIALS

TABLE 1

Sl.No.	Description	Remarks
1	Comprehensive maintenance of Beetle Twin sets (Plan-103/1+1)	18 Nos.
2	Comprehensive maintenance of Ordinary telephone instruments (BPL/BSNL/Beetle makes)	45 Nos.
3	Comprehensive maintenance of Ordinary telephone instruments of Siemens, Panasonic or other makes	370 Nos.
4	Maintenance of Distribution boards of Telephone, and Cables upto Telephone Instruments	13 Nos. Distribution Boards
5	Maintenance of Cables up to telephone Instruments (excluding cost of RJ 11 Patch cables)	400 Nos. telephone points (Extensions)
6	Open stage 60-T Siemens Digital phone	1 Set
7	Siemens Digital Optipoint 500 Basic Phone	3 Nos.
8	Siemens(Hipath path 3000 PCM/TDM Digital Exchange)	1 Set
9	Maintenance of Networking Cables for data in ISG Main Building (Ground Floor, First Floor & First Floor Extension) & CTI building (Approximately 450 nodes)	1 Lot (Approximately 450 nodes)
10	Maintenance of main Network Rack in Ground floor Server Room and all other racks in the building. Fiber cable connectivity between EPD & ISG.	1 Lot (Refer Table 2)



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	<p>Siemens HiPath 3800 PCM/TDM, Digital ISDN Exchange equipped with the following:</p> <ul style="list-style-type: none"> • 60 Channel PRI Trunks • 16 Analog Trunks • 24 Digital Extensions • 312 Analog Extensions • 32 bit Microprocessor • Built-in VOIP software • Built-in USB connectivity for digital phones • Built-in 5 party conference • Built-in Least Cost Routing • Built-in Uniform Call Distribution • Built-in Interface for Computer Telephony Integration • Built-in administrative software • System MDF 	
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TABLE 2

Sl.No.	Network Rack No.	Description	No Of Ports
1	Rack 1	Floor Mounted Closed Rack 19" 22U	72 Ports
2	Rack 2	Floor Mounted Closed Rack 19" 22U	48 Ports
3	Rack 3	Rack3 47U 19" Open Type	156 Ports
4	Rack 4	Floor Mounted Closed Rack 19" 22U	48 Ports
5	Rack 5	Floor Mounted Closed Rack 19" 22U	48 Ports
6	Rack 6	Rack 6 12U Wall mounted	48 Ports
7	Rack 7	Rack Wall mounted	24 Ports
8	Rack 8	Switch	24 Ports
9	Rack 9	Switch	24 Ports
10	Rack 10	One Switch	24 Ports
11	Rack 11	Rack Wall mounted	24 Ports
12	Rack 12	Floor Mounted Closed Rack 19" 22U	72 Ports
13	Rack 13	Rack3 47U 19" Open Type	144 Ports
14	Rack 14	Switch	8 Port D-link -1 No



2. Work description for Maintenance of networking cables for data Optical Fiber cable connectivity

(Sl. No. 9 & 10 of Bill of Materials TABLE 1):

- a) Troubleshooting of network cable connectivity issues in existing network.
- b) Crimping or re-crimping of RJ45 connections in existing network. Replacement of broken /damaged faceplates, back boxes. Faceplate and Back Boxes will be supplied by BHEL-ISG.
- c) In case of fault in existing cables, drawing of new cable shall be in the scope of CAMC. Cable shall be supplied by BHEL-ISG and supply of connectors shall be in the scope of CAMC and to be supplied by vendor.
- d) In case RJ45 Connector and OFC terminal needs to be replaced in existing network, the same shall be in the scope of CAMC and to be supplied by vendor.
- e) Crimping, drawing and testing of new network connections, as required by BHEL-ISG shall be in the scope of CAMC, limited to maximum 20 connections during the CAMC period. For new connections, Cables and connectors shall be provided by BHEL-ISG.
- f) Crimping tools and LAN tester shall be brought by the vendor. Sufficient number of RJ45 Connectors and data Outlet Ports should keep spare with service Engineer.

3. Work description for Voice Line / Telephone Instruments maintenance (Sl. No. 1 to 8 of Bill of Materials/ TABLE 1):

- a) All the instruments under the contract shall be maintained on regular basis. Repairs and or rectification and faults reported, if any, shall be attended to immediately.
- b) If any instruments cannot be repaired at the place of installation, the same can be taken out for repair by providing and installing a standby instrument of equivalent, without any extra cost.
- c) All spares required including line chord and coil chord for the proper maintenance and working of instruments should be supplied and replaced immediately any number of times during the contract period, without any extra cost.
- d) EPABX's (Siemens Make) CAMC is inclusive of any/all cards replacement, in case of any fault. The breakdown should not be more than 1 hour in any circumstances. To enable this you should have sufficient stock of such cards at your store.

SECTION II: Terms & Conditions of the CAMC

- 1. Any break down maintenance either for Data line or Voice line should be attended to within 2-4 hours of reporting.
- 2. Any number of breakdown calls should be attended immediately without any delay.
- 3. Any cable fault resulting in mal-function of any data or voice points has to be identified and rectified immediately. In such cases, the required cable shall be supplied by **BHEL**.



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4. For attending to all the above complaints, the vendor should arrange adequate number of skilled manpower.
5. Some upward changes are likely in the quantities furnished as also in the specifications. The contract values indicated above are deemed to have included in all such contingencies.
6. After completion of the work entire site/area/floor will be cleared off of debris/any other material and handed over to the authorities in neat and proper manner.
7. Any failure on your part to act in the manner indicated in the preceding paragraphs will constitute a breach of contract entailing forfeiture of the EMD/ Security Deposit and other penal action as deemed fit shall be taken against you.
8. One dedicated qualified service personnel to be posted preferably, during BHEL-ISG working hours during the CAMC period. Such service personnel must possess valid ESI / Health insurance scheme provided by the vendor.
9. Any injury to the workmen deployed by vendor for carrying out the above job, shall be entirely vendors responsibility and BHEL shall not undertake any responsibility whatsoever under any circumstances.
10. The quantities indicated in the Bill of Quantities are firm during the entire period of Contract. However, payment shall be made on quarterly basis, as applicable against submission of Invoice and on Certification by the Concerned Executives of HR & IT&S Departments.
11. It shall be absolute responsibility of the contractor to ensure safe working and completion of the works as per bill of quantities, including clearing of debris and proper handling of the items supplied by BHEL. Any damage during works shall be to the account of contractor for which the contractor shall be solely responsible and to make good the losses. Further any damage to company's or occupants property while executing the above work, the contractor shall make good the losses so suffered by company or individual occupants at his risks and costs. The company shall not undertake any loss of items, or man-hour costs while executing the above works.
12. **Confidentiality:** Vendor and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents, etc. belonging to the Company(BHEL) and also of the systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.
13. **Non Disclosure Agreement:** Non Disclosure Agreement shall be signed as per BHEL format (copy enclosed) in Compliance to Information Security Management System.
14. **Arbitration :** In case of any disputes, the same shall be dealt as per Annexure-I attached to this specification.
15. The CAMC will be for a period of 2 years.



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PRE-QUALIFICATION CRITERIA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR NETWORKING DATA AND VOICE COMMUNICATION WORKS (SIEMENS HIPATH 3000 PCM/TDM DIGITAL EXCHANGE) FOR 24 MONTHS

The bidders participating in the tender shall meet the following conditions failing which their offer is liable for rejection. The bidders shall submit relevant records in proof of complying with qualification criterion conditions along with the (Techno-commercial bid).

16. The bidders should have office in Bangalore with means of communication like mobile telephone and e-mail and should be available for contacting even after normal office hours.
17. The average annual financial turnover of the Bidder during the last three years ending 31st March 2015 should be Rs.10.00/- lakhs (Rupees ten lakhs).
18. The Bidder shall have the experience of successfully maintaining the Siemens Hipath 3000 PCM/TDM Digital Exchange, maintenance of telephones, networking racks, etc. as described in the Sl. No. 1 - Bill of Materials in Section-I of the indent specifications during last 3 years with reputed organizations. The proof of the same shall be produced along with the Techno-Commercial Bid (e.g: Works Contract copies, References of Companies/Organisations to whom the services were provided, Appreciation Letters, etc.)
19. The bidder should be an authorized Service Agent for maintenance of Siemens Hipath 3000 PCM/TDM Digital Exchange and should be able to supply/replace all necessary spares required for proper upkeep and functioning of Siemens Hipath 3000 PCM/TDM Digital Exchange, without downtime, during the entire contract period/extended period thereon.
- 20. The Bidder shall deploy atleast one personnel having sound knowledge in maintenance of Siemens Hipath 3000 PCM/TDM Digital Exchange/LAN & Telephone Instruments to BHEL-ISG office during the contract period. In case of no-show by the Bidder's personnel on any day, the Bidder shall deploy alternative personnel to ensure smooth services.**
21. The Bidder should have a valid bank account number and shall provide the account details in the techno-commercial bid. Payment for the contract will be paid only through NEFT / RTGS mode.
- 22. The bidders should have valid PAN Number and produce the copy of PAN Card along with Techno Commercial Offer. Income tax will be deducted at source as per the Income Tax rules prevailing.**
23. The bidders should have service tax registration number. Bidders not fulfilling the criterion shall submit the service tax registration number as and when they become liable to pay service tax.



THIRD PARTY 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,
equipment, 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 the 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.

Dated at _____, this day of _____, 20 .

Name/ Company/ Signature:



Bharat Heavy Electricals Limited
Industrial Systems Group
Malleshwaram, Bangalore – 560 012

1.13 Electronic Funds Transfer (EFT) OR Pay link Direct Credit Form:

**Electronic Funds Transfer (EFT) OR Pay link Direct
Credit Form**

Please fill up the form in **CAPITAL LETTERS** only.

TYPE OF REQUEST (Tick one): _____ CREATE _____ CHANGE

BHEL Vendor / Supplier Code:		
Company Name :		
Permanent Account Number(PAN):		
Address		
City:	PINCODE:	STATE:
Contact Person(s)		
Telephone No:		
Fax No:		
e-mail id:		
SL NO	NAME	Description
1	Bank Name	
2	Bank Address	
3	Bank Telephone No	



Bharat Heavy Electricals Limited
Industrial Systems Group
Malleshwaram, Bangalore – 560 012

4	Bank Account No:	
5	Account Type: Savings/Cash Credit	
6	9 Digit code Number of Bank and branch appearing on MICR cheque issued by Bank	
7	Bank swift Code(applicable for EFT only)	
8	Bank IFSC code(applicable for RTGS)	
9	Bank IFSC code(applicable for NEFT)	

- A I hereby certify that the particulars given above are true, correct and complete and that I, as a representative for the above named Company, hereby authorize BHEL, EDN, Bangalore to electronically deposit payments to the designated bank account.
- B If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold BHEL / transferring Bank responsible.
- C This authority remains in full force until BHEL, ISG; Bangalore receives written notification requesting a change or cancellation.
- D I have read the contents of the covering letter and agree to discharge the responsibility expected of me as a participant under ECS / EFT.

Date:

Authorised Signatory:

Designation:

Code

Company Seal

Telephone No. with STD



Bharat Heavy Electricals Limited
Industrial Systems Group
Malleshwaram, Bangalore – 560 012

Bank Certificate

We certify that _____ has an Account No _____ with us
and we confirm that the bank details given above are correct as per our records.

Date: _____ (.....)

Place: _____ Signature

Please return completed form along with **A BLANK CANCELLED CHEQUE OR PHOTOCOPY** thereof to:

AGM – Steel & Common MM Dept.,

Bharath Heavy Electricals Ltd., Industrial System Group,
Malleshwaram, Bengaluru - 560 012

In case of any Query, please call: 080-22184141 / 080-2218 4528 or fax no. 080-23562713



ANNEXURE-VI

PRE-QUALIFICATION CRITERIA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR NETWORKING DATA AND VOICE COMMUNICATION WORKS (SIEMENS HIPATH 3000 PCM/TDM DIGITAL EXCHANGE) FOR 24 MONTHS

The bidders participating in the tender shall meet the following conditions failing which their offer is liable for rejection. The bidders shall submit relevant records in proof of complying with qualification criterion conditions along with the (Techno-commercial bid).

1. The bidders should have office in Bangalore with means of communication like mobile telephone and e-mail and should be available for contacting even after normal office hours.
2. The average annual financial turnover of the Bidder during the last three years ending 31st March 2015 should be Rs.10.00/- lakhs (Rupees ten lakhs).
3. The Bidder shall have the experience of successfully maintaining the Siemens Hipath 3000 PCM/TDM Digital Exchange, maintenance of telephones, networking racks, etc. as described in the Sl. No. 1 - Bill of Materials in Section-I of the indent specifications during last 3 years with reputed organizations. The proof of the same shall be produced along with the Techno-Commercial Bid (e.g: Works Contract copies, References of Companies/Organisations to whom the services were provided, Appreciation Letters, etc.)
4. The bidder should be an authorized Service Agent for maintenance of Siemens Hipath 3000 PCM/TDM Digital Exchange and should be able to supply/replace all necessary spares required for proper upkeep and functioning of Siemens Hipath 3000 PCM/TDM Digital Exchange, without downtime, during the entire contract period/extended period thereon.
5. **The Bidder shall deploy atleast one personnel having sound knowledge in maintenance of Siemens Hipath 3000 PCM/TDM Digital Exchange/LAN & Telephone Instruments to BHEL-ISG office during the contract period. In case of no-show by the Bidder's personnel on any day, the Bidder shall deploy alternative personnel to ensure smooth services.**
6. The Bidder should have a valid bank account number and shall provide the account details in the techno-commercial bid. Payment for the contract will be paid only through NEFT / RTGS mode.
7. The bidders should have valid PAN Number and produce the copy of PAN Card along with Techno Commercial Offer. **Income tax will be deducted at source as per the Income Tax rules prevailing.**
8. The bidders should have service tax registration number. Bidders not fulfilling the criterion shall submit the service tax registration number as and when they become liable to pay service tax.