

Enquiry Ref No.PE-LPE/494 Dtd.09/11/2020

Price Format for AMC for IT equipment and onsite manpower support for BHEL-PEM Noida for a period two years

S.No.	Item	Make and Model	HSN/SAC	Total Quantity. AMC Start Date 15/12/2020 or PO date, whichever is later. AMC will be taken for 8 quarters (A)	Total Quantity. AMC Start Date 05/01/2021 or PO date, whichever is later. AMC will be taken for 8 quarters (A)	Total Quantity. AMC Start Date 23/01/2021 or PO date, whichever is later. AMC will be taken for 8 quarters (A)	Unit Quarterly charge for maintenance excluding GST  (B)	Tax of GST (IGST, GST & UGST) @18% [% to be quoted.]  (C)	Total quarterly charges (exclusive of GST)  D=A*B	Total charges for two years (8 quarters) [exclusive of GST]  E=D*8
1	Notebook - General	HP 440 G1	9987	-	2	-				
2	Netbook - Lightweight Type-II (Tablet cum Ultra Book)	HP Pro X2-410	9987	8	-	-				
3	PC - General with TFT monitor	HP 600 G1 SFF	9987	123	18	-				
4	Engineering PC	HP Z230	9987	1	5	-				
5	Laser printer A4 color ( Low end )	HP Laserjet pro 400 M451dn	9987	16	-	-				
6	Laserjet Printer - A3 Mono High End	HP LJ 700 M712dn	9987	10	-	-				
7	Multi-Function System (MFS) High end	HP Color Laserjet M476nw	9987	1	-	-				
8	Scanner A3 High end	HP ScanJet N9120	9987	3	-					
9	SAN Storage	Netapp E2724A	9987	-	-	2				
10	Server 2-way rack	HP DL 380 G9	9987	-	-	15				
11	L3 Switch	HP 5500-24G-4SFP HI	9987	-	-	6				
12	L2 Switch	HP 5120-24G-SI	9987	-	-	75				
13	Tape Library	HP MSL 4048	9987	-	-	1				
14	Plotter (MFS)	KIP 7700	9987	-	-	2				
15	Fuser and Maintenace Kit for HP Color Laserjet pro 400 M451dn	-	8443	8	One time Price. Will be payable on actual consumption		Provide one time price here	Provide one time GST here	-	Provide price for total quantity
16	Fuser and Maintenace Kit for HP LJ 700 M712dn	-	8443	5	One time Price. Will be payable on actual consumption		Provide one time price here	Provide one time GST here	-	Provide price for total quantity
17									Total	

**Notes:**

- 1 Evaluation will be done on Total Value at sl no.17 column-E.
- 2 Goods and Service Tax(GST) (CGST,SGST,UGST ,IGST) will be payable extra at per actual.
- 3 Prices shall remain firm for any increase or decrease in the Order/Contract value (Ex-works) up to plus or minus 30%. BHEL shall have the right to increase or decrease quantities and scope up to the above extent of value and Seller/Contractor shall be bound to accept the same at the contracted prices without any escalation



**SUBMISSION OF OFFER FOR AMC FOR IT EQUIPMENT & ONSITE MANPOWER  
SUPPORT SERVICES**

Dated:- 09/11/2020

**From:**

M/s -----  
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**To**

**DGM(CMM)/ Manager-CMM/ Manager- (DTG)**

**Bharat Heavy Electricals Limited  
Power Sector- Project Engineering Management  
PPEI Building, HRDI & ESI Complex  
Plot No. 25. Sector-16A  
NOIDA – 201301, Uttar Pradesh.**

**Subject: -Tender in response to your invitation for “AMC for IT EQUIPMENT & ONSITE MANPOWER SUPPORT SERVICES FOR BHEL PEM NOIDA FOR A PERIOD OF 2 YEARS”.**

Dear Sir,

We hereby submit our techno commercial offer (two bid system) in full compliance with the terms and conditions of the tender enquiry at <https://eprocurebhel.co.in> We offer you the most competitive rate for these Items/ services. Our offer shall remain valid for acceptance for a period of 6 months from tender due date.

(Signature of Tenderer with Rubber Stamp)

Full Name: -----

Designation: -----

**Note:** The contract has provision that the maintenance contract can be terminated at any time after giving Three-month notice during the contract period.



## **TENDER DOCUMENT**

### **FOR** **“AMC for I IT EQUIPMENT & ONSITE MANPOWER SUPPORT** **SERVICES FOR BHEL PEM NOIDA FOR A PERIOD OF 2 YEARS**

Tender Ref. No. :PE-LPE/494

Dated : 09/11/2020

Last Submission date of tender enquiry: - 24/11/2020 1400 hrs

Due date for opening of bid on : - 24/11/2020 1500 hrs

#### **Contact Persons:**

##### **For Commercial clarification**

1. Mr. Ajay Jain, DGM-CMM  
E-mail: [ajayjain@bhel.in](mailto:ajayjain@bhel.in)  
Telephone: 0120-436-8986
2. Mr. Sumeet Sahay/ Manager (CMM)  
E-Mail: [sumeetsahay@bhel.in](mailto:sumeetsahay@bhel.in)  
Telephone: 0120- 4213532, 9999498202

##### **For Technical clarification**

3. Mr. RAVI KANT/Dy.Manager (DTG)  
E-mail: [rkant@bhel.in](mailto:rkant@bhel.in)  
Telephone: 0120-436-8776, M.no-9650222122

**Address:** Bharat Heavy Electricals Ltd.  
Project Engineering Management  
PPEI Building, HRDI & ESI Complex  
Plot No. 25, Sector 16A  
NOIDA – 201 301. Uttar Pradesh (INDIA).

**Last date of Submission:24/11/2020, 02:00PM**

**Subject: -Tender in response to your invitation for “IT EQUIPMENT & ONSITE MANPOWER SUPPORT SERVICES FOR BHEL PEM NOIDA FOR A PERIOD OF 2 YEARS”**

Dear Sirs,

We are pleased to invite your tenders, through e procurement system for the subject service. The terms & conditions of the tender are mentioned below:-



## **INSTRUCTIONS TO BIDDERS**

### **1.0 INTRODUCTION**

M/s **Bharat Heavy Electricals Limited** (A Govt. of India Undertaking) incorporated under the Companies Act 1956 acting through its **Projects Engineering Management Division (PEM)**, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301 (hereinafter referred to as “**Purchaser**”, which expression shall include its successors and assigns), invites offers for the requirements as detailed in the Enquiry letter and other tender documents.

### **2.0 TENDERER TO INFORM HIMSELF FULLY**

- 2.1 The tenderer shall closely peruse all the clauses, specifications and drawings etc., indicated in the tender documents, before quoting. Should the tenderer have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the drawings or the tender documents issued are incomplete or shall require clarifications on any of the technical aspect, scope of work etc. he shall at once contact the official inviting the tenders, for clarifications, before submission of the tender.
- 2.2 Tenderers are advised to study all the tender documents carefully. Any submission of tender by the tenderer shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. The specifications and terms and conditions shall be deemed to have been accepted unless otherwise specifically commented upon by the tenderer in his offer. Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.
- 2.3 Bid should be free from correction, overwriting, using corrective fluid, etc. Any interlineation, cutting, erasure or overwriting shall be valid only if they are attested under full signature(s) of person(s) signing the bid else bid shall be liable for rejection. All overwriting / cutting etc. will be numbered by bid opening officials and announced during bid opening.

### **3.0 PROCEDURE FOR SUBMISSION & OPENING OF TENDERS**

- 3.1 Tenders shall be accepted in 2 parts [Techno-commercial bid & Price bid] on or before the due date as indicated in the Enquiry letter, by 1400 hrs through e-procurement portal <https://eprocurebhel.co.in>

### **3.2 PART-I: TECHNO-COMMERCIAL BID**



Containing Technical offer, Technical PQR, Financial PQR, Commercial Terms & Conditions and Un-priced Copy of the Price Bid. The un-priced copy of the Price bid shall be the same as the Price bid but without the Prices, with all the quoted Prices/values (wherever applicable) being replaced with the word “QUOTED” or “Q”.

Bidder should sign and stamp each page of all the documents enclosed with the enquiry as a token of acceptance of BHEL’s terms and conditions.

### 3.3 **PART-II: PRICE BID\***

Containing PRICES only (to be furnished in the enclosed Price format Annexure-I only). Prices shall be quoted in Indian Rupees only.

**Price Bid should not contain any technical details and/or Commercial Terms & Conditions. Any technical details and/or Commercial Terms & Conditions, if found in this part, shall be ignored as the same are supposed to be contained in PART-I only so that the same can be evaluated before opening of Price Bid(s).**

- 1.4 Evaluation shall be done on total maintenance charge for two years (8 quarters) excluding taxes (at sl no.17, column E),
- 3.5 For better clarity to the bidders where value is to be filled is noted as “to be quoted” and for other columns it will be noted as “derived” which denotes shall be derived by BHEL as per allocation fixed against each item.
- 3.6 HSN/SAC Code has been mentioned in Price Schedule.

### 4.0 **BID OPENING**

- 4.1 **The offer may be opened on the due date and time as specified in the Enquiry Letter.**

### 5.0 **VALIDITY OF OFFER**

Offer shall be kept **valid for 6 months** from the due date, for Purchaser’s acceptance.

- 6.0 No correspondence shall be entertained from the tenderers after the opening of Price bid(s).
- 7.0 Unsolicited tenders shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process.
- 8.0 Purchaser reserves the right to negotiate the tender, if the quoted rates/terms are found in the unacceptable range or unreasonable.

### 9.0 **LANGUAGE & CORRECTIONS**



- 9.1** The tenderer shall quote the rates in English/Hindi language and international numerals only. The metric system of units shall be used, for the purpose of tender.
- 9.2** All entries in the tender shall either be typed or written legibly in ink. Erasurement and over-writings are not permitted and may render such tenders liable for rejection. However, all cancellations, corrections and insertions shall be duly attested by the tenderer.
- 10.0** Standard pre-printed conditions of the tenderer attached to the offer will not be accepted and only those mentioned in the body of his offer will be considered.
- 11.0** Taxes and duties payable should be indicated separately, otherwise it will be presumed that the prices quoted are inclusive of all taxes & duties, if any and the Purchaser in such cases shall not pay any tax & duties.
- 12.0** Mark or Patent No., if any, should be specified.
- 13.0** The acceptance of tender will rest with the purchaser and does not bind him to accept the lowest or any other tender and reserves to itself full rights for the following without assigning any reasons, whatsoever:
- 13.1 to reject any or all the tenders.
  - 13.2 to split up the work amongst two or more tenderers.
  - 13.3 to award the work in part
- 14.0 DELIVERY/AMC PERIOD:** AMC shall be start from the date of work order or the AMC start date (mentioned in technical specification at sl no 5.0 of detail of hardware), whichever is later.

**15.0 SALES CONDITIONS**

With tenderer's acceptance of the terms and conditions, it will be deemed that he has waived and confirmed as cancelled any of his general sales conditions attached with the offer.

**16.0 TENDER EVALUATION**

L1 will be evaluated on the basis of Total maintenance charge for two years (8 quarters) excluding taxes [at sl no.17 column E] as per enclosed price format of Annex-I. Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.

In the course of evaluation, if more than one bidder happens to occupy L-1 status, effective L-1 will be decided by soliciting discounts from the respective L-1



bidders. In case more than one bidder happens to occupy the L-1 status even after soliciting discounts, the L-1 bidder shall be decided by a toss / draw of lots, in the presence of the respective L-1 bidder(s) or their representative(s). Ranking will be done accordingly. BHEL's decision in such situations shall be final and binding.

## **17.0 PRICE DISCREPANCY**

17.1.1 Totals/Gross Total of Prices should be indicated both in words as well as in figures.

17.1.2 If there is a discrepancy between unit price, total price quoted in words and figures, the Arithmetical errors will be rectified on the following basis.

(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 upto 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.

17.1.3 If the Prices/Rates of one or more of the enquired items have not been quoted the offer is liable to be rejected. However, if the offer is considered, the same shall be loaded with the highest Prices/Rates available in the other bids received against the same Enquiry.

17.1.4 Though, higher warranty/configuration/rating will be acceptable, than what is required as per tender specifications, no weightage or preference will be given for the same.

## **18.0 MAKE IN INDIA**

For this the local content to categorize a supplier as a Class I local supplier /



Class II local Supplier / Non Local supplier, is as defined in Public Procurement (Preference to Make in India) Order dated 04.06.2020. In case of subsequent orders issued by the nodal ministry, changing the definition of local content for the items of the NIT, the same shall be applicable even if issued after issue of this NIT, but before finalization of WO against this NIT."

18.1 Since this package falls under the category of goods, services or works in respect of which nodal ministry/ department has communicated that there is a sufficient local capacity and competition, only Class-I local suppliers as defined in the order are eligible to bid

## **19.0 MICRO, SMALL & MEDIUM ENTERPRISES**

Extant regulations of Govt. of India will be applicable. Preferences as mentioned in "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012" shall be given to Micro and Small enterprises. Payment to MSEs will be governed as per the prevailing Act. MSE Bidders/ as defined by the MSMED Act as amended from time to time can avail the intended benefits only if they submit along with the offer, attested copies of either EM II certificate/ Udyog Aadhar Memorandum certificate having deemed validity (five years from the date of issue in acknowledgement in EM III Udyog Aadhar) or valid NSIC certificate or EM III Udyog Aadhar Memorandum certificate along with attested copy of a CA certificate (Format enclosed as per Appendix I where deemed validity of EM II certificate/Udyog Aadhar Memorandum certificate of five years have expired) applicable for the relevant financial year (latest audited) or such other document as may be stipulated in the MSMED Act or its rules/regulations as amended from time to time and/or by the Buyer. The deemed validity will be assessed on the date of bid opening (Part 1 in case of two part bid).

## **20.0 BANNED FIRMS**

The offers of the bidders who are on the banned list as also offer of the bidder who engage the service of banned firms, shall be rejected. The list of banned firms can be found on website [www.bhel.com](http://www.bhel.com).

## **21.0 CHANGE OF PRICE BIDS**

The bidder to note that in case there is no change in technical specification or commercial terms, the bidder is not allowed to change his price bid within validity of his period.

## **22.0 CLARIFICATIONS ABOUT TENDER**

All corrigenda, addenda, amendments, time extensions clarifications etc. to the tender shall be hosted on BHEL websites ([www.bhel.com](http://www.bhel.com) , [www.bhelpem.com](http://www.bhelpem.com), CPP Portal) only. Bidder should regularly visit websites to keep updated. Bidder





to provide cancelled cheque & EFT details (in the format attached with the tender documents).

### **23.0 REVERSE AUCTION**

“BHEL shall be resorting to Reverse Auction (RA) (Guidelines as available on [www.bhel.com](http://www.bhel.com)) for this tender. RA shall be conducted among all the techno-commercially qualified bidders.

Price bids of all techno-commercially qualified bidders shall be opened and same shall be considered as initial bids of bidders in RA. In case any bidder(s) do(es) not participate in online Reverse Auction, their sealed envelope price bid along with applicable loading, if any, shall be considered for ranking.”

Link for RA guidelines to be followed as:

[http://www.bhel.com/vender\\_registration/pdf/Guidelines%20for%20Reverse%20Auction-2020.pdf](http://www.bhel.com/vender_registration/pdf/Guidelines%20for%20Reverse%20Auction-2020.pdf)



**APPENDIX – I**

**(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



**COMMERCIAL TERMS AND CONDITIONS**

- 1.0 GENERAL:** The words incorporating singular shall include plural and vice-versa, in the words importing masculine gender shall include feminine and vice-versa and the words importing persons shall include bodies; corporate, limited liability companies, partnership and other legal entities.
- 2.0 BANK CHARGES:** Unless otherwise specified, the Bank charges, if any, shall be to the account of Seller/Contractor.
- 3.0 PRICES:** Prices shall remain FIRM without any variation till completion of the contract.
- 4.0 QUALITY:** All Systems/goods/support services supplied/rendered shall be brand new and confirm to the contract technical specifications and/or be strictly in accordance with approved samples/drawings. Where there is no specifications, sample or drawings, Systems/goods/services shall be of the best quality.
- 5.0 CHANGE OF ORDER:** No changes to this order/contract are permitted unless authorised in writing and signed by competent authority of this office.
- 6.0 PACKING AND MARKING:** Seller/Contractor shall arrange for sound packing and marking the goods to avoid any loss or damage during transit.
- 7.0 LOCATION:** Complete Systems/goods/AMC services will be provide to DH (PEM-DTG), PPEI Building, HRDI&ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301, who will co-ordinate the installation and commissioning activities.
- 8.0 Payment Terms:** Quarterly payment against GST compliant invoice after the completion of quarter after adjusting penalties/deduction based on certificate of DTG as laid down at sl no.6 in technical specification no. TS-PEM-T0AMC(11)/2/2020-PS-PEM-DTG
- 9.0 MODE OF PAYMENT** : Payment will be made by way of Electronic Fund Transfer.
- 10.0 INTEREST:** No interest, whatsoever, shall be payable by the purchaser on any amount due to the Seller/Contractor by the purchaser.
- 11.0 Delivery/AMC Period-** AMC shall be start from the date of work order or the AMC start date (mentioned in technical specification at sl no 5.0 of detail of hardware), whichever is later.
- 12.0 INDEMNITY:** Seller/Contractor shall fully indemnify and keep indemnified the Purchaser against all claims, viz.



- a) which may be made in respect of the use of System/Item(s)/services supplied/rendered by the Seller/Contractor, for infringement of any rights protected by patent, registration of designs or trademarks.
- b) any other claims of whatsoever nature arising during the course and out of the execution of this Order/Contract

In the event of any such claims being made against the purchaser, Purchaser will inform the Seller/Contractor who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.

**13.0 CONFIDENTIALITY:** Seller/Contractor shall, at all times, undertake to maintain complete confidentiality of all data, information, software, drawings & documents, etc. belonging to the purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalised during the course of execution of the order/contract. Non-disclosure agreement has to be signed by the responsible person from seller/contractor for the entire contract period.

**14.0 LIQUIDATED DAMAGES:** The parties hereto agree that timely delivery is the essence of the order/contract. If the Seller/Contractor fails to start the AMC services & Manpower support in the time period stipulated in the order/contract or within any extension of time granted by the purchaser, purchaser shall be under no obligation to accept the services. However, if accepted, Liquidated Damages at the rate of half percent per week of delay or part thereof shall be levied on the value of AMC Services delayed limited to ten percent of the total order/contract value excluding elements of taxes and duties, without prejudice to any other relief or compensation due to the purchaser under any other condition of the order/contract. Further, in addition of above LD clause penalty shall be applicable for downtime of equipment & manpower as per technical specification no.PE888S-1901 Rev.00

**15.0 FORCE MAJEURE:** Seller/Contractor shall not be responsible for delay in delivery resulting from acts/events beyond his control provided notice of the happening of any such act/event is given by the Seller/Contractor to the purchaser within 15 days from the date of its occurrence. Such acts/events shall include but not be limited to acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations superimposed after the date of order/contract.

**16.0 TERMINATION OF THE ORDER/CONTRACT**

**16.1** The purchaser reserves the right to terminate the order/contract, either wholly or in part, in case he is obliged to do so on account of any decline, diminution, curtailment or stoppage of his business and in that event, the

**Seller/Contractor shall have no claim for compensation against the purchaser on account of such cancellation.**



**16.2** Purchaser reserves the right to terminate the order/contract, either wholly or in part, upon situations arising due to non-compliance of stipulations of the Order/contract, by the Seller/Contractor, at the risk and cost of the Seller/Contractor.

**17.0 PATENTS & TRADEMARKS** : Seller/Contractor shall at all times indemnify the Purchaser against all claims which may be made in respect of the

Systems/goods/Software supplied by the Seller/Contractor, for infringement of any right protected by patent, registration of designs or trademarks and legality of usage of Software. In the event of any such claims being made against the

Purchaser, Purchaser will inform the Seller/Contractor who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.

**18.0 SUB-CONTRACTING**: Order/contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the purchaser.

## **19.0 SETTLEMENT OF DISPUTES**

### **19.1 DISPUTE RESOLUTION THROUGH BHEL CONCILIATION SCHEME 2018**

BHEL has framed the 'Conciliation Scheme 2018' shall broadly be governed by Part-III of the Arbitration and Conciliation Act 1996. The conventional methods of dispute resolution are often time consuming and costly.

A copy of the said scheme made available on BHEL web site [http://www.bhel.com/pdf/Brief\\_Procedure\\_under\\_BHEL\\_Conciliation\\_Scheme%202018.pdf](http://www.bhel.com/pdf/Brief_Procedure_under_BHEL_Conciliation_Scheme%202018.pdf) .

**19.2** Except as otherwise specifically provided in the Order/Contract, all disputes concerning questions of the facts arising under the Order/Contract, shall be decided by the purchaser, subject to written appeal by the Seller/Contractor to the purchaser, whose decision shall be final to the parties hereto.

**19.3** Any disputes or differences shall be to the extent possible settled amicably between the parties hereto, failing which the disputed issues shall be settled through arbitration.

**19.4** However, the Seller/Contractor shall continue to perform the Order/Contract, pending settlement of dispute(s).

## **20.0 ARBITRATION**

In the event of any dispute or difference arising out of the execution of the order/contract or the respective rights and liabilities of the parties, such dispute or difference shall (except as to any matters, the decision of which is specifically



provided for therein) be referred to the arbitration of the person appointed by the competent authority of the Purchaser.

Subject as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration

proceedings under this clause. The venue of arbitration shall be NCR Region, India.

- 21.0 LAWS GOVERNING THE CONTRACT:** The Order/Contract shall be executed and governed by the laws of India and the courts of India alone shall have jurisdiction in respect of any matter arising under or in connection with the Order/Contract.
- 22.0 JURISDICTION OF COURT:** The jurisdiction to decide any disputes in the Contract shall be at New Delhi under any circumstances.
- 23.0 SUBMISSION OF INVOICE** : GST Compliance Invoices shall be submitted in triplicate to DTG Department, BHEL-PEM, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301.
- 24.0 ACCEPTANCE:** Letter of Seller/Contractor's acceptance of the LOI/Order/Contract shall be sent to CMM DEPARTMENT, BHEL-PEM, PPEI BUILDING, HRDI & ESI COMPLEX, PLOT NO. 25, SECTOR 16A, NOIDA – 201 301, within ten days from the date of LOI/Order/Contract. Purchaser shall reserve the right to cancel the LOI/Order/Contract in case the letter of acceptance is not received within ten days. Purchaser will not be responsible for any postal delays.
- 25.0 RECOVERY OF OUTSTANDING AMOUNT:** In the event of any amount of money being outstanding at any point in time against the Seller/Contractor, due to excess payment or any other reason, whatsoever, in the present order/contract or any other order/contract, the outstanding amount shall be recovered from the payments due to the Seller/Contractor or at any other appropriate time and manner/mode as deemed fit by the Purchaser at its sole discretion.
- 26.0** Extant regulations of Govt. of India will be applicable. Law of land will supersede any condition given in tender enquiry, in case of any contradiction.
- 27.0 EARNEST MONEY DEPOSIT (EMD):** Every tenderer has to submit EMD of Rs. 1,31,000/- for the above job/Service in the following form: -.

a) Electronic Fund Transfer credited in BHEL account (before tender opening).

Bank details are as under:

BANK NAME	BANK ACCOUNT NO	IFSC	Address
HDFC Bank	00030350015809	HDFC0000003	IST,FLOOR KAILASH BUILDING 26 K G MARG

- b) Banker's cheque/ Pay order/Demand draft in favour of BHEL (along with offer).
- c) Fixed Deposit Receipt(FDR) 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).

## **28.0 Forfeiture of EMD**

- a) Withdrawal of bid or increase in rates or change in bid conditions after opening of the tender (Part 1 Bid).
- b) Refusal to enter into a contract after the award of contract.
- c) If operations of the contract are not commenced from the date indicated in the award of contract.
- d) The Contractor fails to deposit the required Security deposit or commence the work within the period as per LOI/ LOA/ Contract.

28.1 EMD shall not carry any interest.

28.2 EMD of successful tenderer will be retained as part of Security Deposit.

**29.0 SECURITY DEPOSIT:** - Security Deposit of 5% of the contract value may be accepted in the following forms: -

- i) Local cheques of Scheduled Banks (subject to realization)/ Pay Order/ Demand Draft/ Electronic Fund Transfer in favour of BHEL.
- ii) 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).
- iii) Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format for Security Deposit shall be in the prescribed formats.
- 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).

29.1 The successful bidder shall be required to furnish a Security Deposit of 5% of total value of contract. 50% of Security Deposit amount, including EMD, will have



to be furnished through in any above forms at sl no.29 i to iv.

in favour of BHEL payable at New Delhi. before start of the contract and balance 50% will be recovered from the bills. The Security Deposit shall not carry any interest and will be refunded to the contractor on successful completion of the contract and settlement of recovery of dues, if any, to BHEL/PEM to cover the due performance of Order. Contract and to fulfil the guarantee conditions stipulated in the Order/Contract. Validity of the Security deposit shall be for the entire Guarantee period stipulated in the contract and with additional two months as claim period duration.

### **30.0 GENERAL**

- a. Goods and Service Tax(GST) (CGST, SGST, UGST, IGST) will be payable extra at per actual.
- b. Vendor/ contractor declaring such invoice in GSTR-1/GST-ANX-1 as per the relevant Act.
- c. The tax component charged by the vendor in the invoice should be matched with the details uploaded by vendor in GSTR-1/GST-ANX-2.
- d. Confirmation of payment of GST thereon by vendor on GSTN portal. In case, any GST credit is delayed/denied to BHEL due to non/delayed receipt of goods and/or tax invoice or expiry to timeline prescribed in the relevant Act for availing such ITC, or any other reasons not attributable to BHEL, tax amount shall be recoverable from the vendor/contractor along with interest levied/leviable on BHEL.
- e) Details for raising invoice: -

Company Name: Bharat Heavy Electricals Ltd  
Company Address: BHEL / PS-PEM, Plot no-25, Sector-16A,  
Noida-201301. Uttar Pradesh.  
GSTIN: 09AAACB4146P2ZC  
State: Uttar Pradesh State Code: 09





**Details of Party**

S. N.	Description	Details
1	Name of the Party	
2	Address of the party	
3	Contact Person's Name	
4	Cell No. of Contact Person	
5	Land Line No./mobile no	
6	FAX No.	
7	E-mail ID of the Party	
8	PAN No.	
9	GST No.	



## **BIDDER COMPANY LETTER HEAD**

### **No Deviation Certificate**

(To be submitted along with Bid)

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted is confirming to all the terms and conditions mentioned in the tender document. We hereby undertake and confirm that we have understood the scope of services properly and shall carry out the job as mentioned in this tender.

**Or**

We hereby accept all terms and conditions of the above tender except the following:

- 1.
- 2.
- 3.
- 4.



## **BIDDER COMPANY LETTER HEAD**

### **DECLARATION CERTIFICATE**

I / We do hereby declare that there is no case with the Police/Court/Regulatory authorities against the proprietor/firm/partner. Also I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department/Public Sector Undertaking/ Autonomous Body/Financial institution/Court. We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication. I / We have enclosed the following documents with the tender document in technical bid. :-

1. **Complete tender in all respects duly signed & stamped** on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.
2. **Copy of PAN card.**
3. **EMD Money.**
4. **Cancelled cheque copy**
5. Three years duly signed and stamped by auditors and directors/owner i.e.  
**Balance Sheet, Profit & Loss Account, Schedule/Notes to Accounts, Auditor Report and/or Income Tax Traces report**



**Check List for bidder**

S. N.	Required Document	If Submitted then Tick (√)
1	Complete tender in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.	
2	Copy of GST registration.	
3	Copy of PAN card.	
4	EMD (DD/Pay Order)	
5	CANCELLED CHEQUE	
6	No Deviation certificate	
7	Declaration Certificate	
8	Un price Bid [ quoted with "Q"]	
9	3 years duly signed and stamped by auditors and directors/owner i.e. <b>Balance Sheet, Profit &amp; Loss Account, Schedule/Notes to Accounts, Auditor Report</b> and/or <b>Income Tax Traces report</b>	



**TECHNICAL PQR for “AMC for IT Equipment and onsite manpower support for BHEL-PEM, Noida”**

Bidder should fulfil the following qualification criteria. Bids from any bidder not meeting these qualification criteria shall not be considered for final evaluation.

- The bidder must have at least one technical support office in Delhi / NCR. Bidder needs to submit valid proof for the same.
- The bidder must be an authorized partner of M/s HP. Bidder needs to submit valid proof for the same.
- The bidder must have successfully executed orders as follows of AMC of IT equipment (at least two categories from Servers, SANs, Tape Library, Switches, PCs, Notebooks, Printers, MFS, Scanners and Plotters etc.), during last seven years ending last day of the month previous to the month of tender publication. Completion certificate and PO copies along with the full address, telephone numbers and fax numbers of the customers including value is to be submitted as proof.
  - At least one order with value equal to or more than Rs.45 lakh  
or
  - At least two orders with values of each equal to or more than Rs.28 lakh  
Or
  - At least three orders with values of each equal to or more than Rs.22.5 lakh
- The bidder must have successfully executed at least one order of AMC of SANs during last seven years ending last day of the month previous to the month of tender publication. Completion certificate and PO copies along with the full address, telephone numbers and fax numbers of the customers including value is to be submitted as proof.



## 2.6 Desktop Management

- Installation and configuration of the e-mail client software Microsoft Outlook etc.
- Configuration of connectivity between client desktop and mail servers as well as set up of local mail databases and their synchronization / replication with servers.
- Problems like LAN not working, users LAN node not working will be attended by service engineer. (Replacement of IO point of LAN is not covered under the scope of service.)
- Preparation of LAN cables for Networking. Equipment for this shall be provided by BHEL. Service Engineer must have knowledge to make cables.
- Any other related activity which may not be covered here, but is essential for operation of user services and does not have any financial or resource obligation on part of Bidder.
- Support after office hours and on holidays, whenever required and as per scope

## 2.7 Server Management

- Continuous monitoring of servers, preventive measures
- Ensuring proper connectivity of Servers with Network and user systems.
- Resolving configuration errors, server crashes and software corruption.
- Backup and restore process of server data in case of system format / transfer or any other activity requiring backup.
- Schedule the backup job as per backup policy given by BHEL and submitting back up compliance reports.
- Installation, re-configuration, re-installation and upgrade of Server Operating Systems Windows 2012 etc. Software shall be provided by BHEL.
- Support after office hours and on holidays, whenever required and as per scope.

## 3.0 Availability of Spares:

The following items shall be made available as spares as per the items list at BHEL-PEM, Noida location.

S.No.	Name of Item	Spare quantities to be maintained
1	RAM (2/4 GB)	2
2	LED Monitors	2
3	PC HDDs (320/500 GB)	2
4	SMPS	2
5	Keyboards	5
6	Mouse	5
7	PC motherboard	2

## 4.0 Stand-by Equipment

- In case, the equipment failure cannot be rectified through repair / replacement of defective parts, bidder will provide a stand-by equipment to minimize work disruption on account of hardware failure.
- If standby is provided for the equipment, then the original equipment should be repaired and reconfigured within 15 days. If the equipment is not getting repaired for prolonged period, BHEL reserves the right to get it repaired from an outside party at the risk and cost of bidder.



### 5.0 Detail of Hardware for which AMC is required

S.No.	Item	Specification, make and model	Quantity	AMC Start Date	Serial Number for back to back support	Location of Hardware
1	Notebook	<b>Make &amp; Model:</b> HP 440 G1 <b>Processor:</b> Intel® Core™ i5-4200M Processor (2.4GHz) or higher <b>Memory:</b> 4 GB DDR3 @1066MHz RAM <b>HDD:</b> 500GB SATA <b>Screen:</b> 14"/14.1"	2	05/01/2021 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
2	Notebook - Lightweight Type-II (Tablet cum Ultra Book)	<b>Make and Model:</b> HP Pro X2-410 <b>Form factor:</b> Convertible to dual mode i.e. Normal Laptop and Tablet <b>Processor:</b> Intel® Core™ i5-4202Y (1.7 GHz) or higher <b>Memory:</b> 4 GB DDR3 <b>HDD:</b> 256 GB SSD <b>Screen:</b> 11.6" LED Backlit HD touchscreen	8	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
3	Desktop	<b>Make &amp; Model:</b> HP 600 G1 SFF <b>Processor:</b> Core-i3 4330 (3.3GHz, 4MB L3 cache) or higher <b>RAM:</b> 4 GB DDR3 @ 1600 MHZ <b>HDD:</b> 500 GB SATA @ 7200 rpm <b>Monitor:</b> 17" TFT (OEM make) <b>Graphics:</b> Intel HD Graphics 4600	123	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
			18	05/01/2021 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301



		<b>Keyboard:</b> Minimum 104 keys (Same make as PC)  <b>Mouse:</b> 2/3 Button Optical Scroll Mouse				
4	Engineering PC	<b>Make &amp; Model:</b> HP Z230  <b>Processor:</b> Core-i3 4330 (3.3GHz, 4MB L3 cache) or higher  <b>RAM:</b> 8 GB DDR3 SDRAM @ 1600 MHZ  <b>HDD:</b> 500 GB SATA or higher 7200 rpm with Pre Failure Alert  <b>Monitor:</b> 19" TFT (OEM make)  <b>Graphics Card:</b> 1 GB DDR3	1	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
		<b>Keyboard:</b> Minimum 104 keys (Same make as PC)  <b>Mouse:</b> 2/3 Button Optical Scroll Mouse	5	05/01/2021 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
5	Laserjet Printer - A4 Color Low End	<b>Make &amp; Model:</b> HP Laserjet pro 400 M451dn  <b>Print Speed:</b> 20ppm (A4, normal) or Higher  <b>Print Resolution:</b> 600 x 600 dpi or higher  <b>RAM:</b> 128 MB or higher	16	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
6	Laserjet Printer – A3 Mono High End	<b>Make &amp; Model:</b> HP LJ 700 M712dn  <b>Print Speed:</b> 40 ppm (A4, normal) 20 PPM (A3, Normal)  <b>Print Resolution:</b> 600 x 600 dpi or higher	10	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301





		RAM: 128 MB or higher				
7	MFS – A4 Color	<b>Make &amp; model:</b> HP Color Laserjet M476nw <b>Functionality:</b> Print, Copy and Scan <b>Print and Copy Speed:</b> 20 ppm Mono & Color or higher <b>Print Resolution:</b> 600 x 600 dpi <b>RAM:</b> 256 MB	1	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
8	Scanner - A3 Color High End	<b>Make &amp; Model:</b> HP ScanJet N9120 <b>Type:</b> A3 Flatbed Color Scanner <b>Image Sensor Type:</b> CCD <b>Feed:</b> Manual & ADF Ready with paper Tray <b>ADF Capacity:</b> 200 pages or Higher Duplex Yes <b>Optical Resolution:</b> 600dpi or Higher <b>Scanning Speed :</b> 40 ppm at 200 DPI for B&W. 50 ppm at 200 DPI for color <b>Document Size:</b> A8 to A3	3	15/12/2020 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
9	SAN Storage	<b>Make &amp; Model:</b> Netapp E2724A 2 HBA Controllers (with 2 Ethernet Ports and 4 FC ports) each HBA	2	23/01/2021 or PO date, whichever is later.	711518000587 711518000590	One SAN at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi - 110049



		<b>No of Disk populated:</b> 600 GB X 24 SAS  <b>Fiber Switch :</b> 2 nos of 16 port 8Gbps fiber SAN Switches. Switches are fully populated with fiber modules.				One SAN at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi - 110049
10	Server 2-way rack	<b>Make &amp; Model:</b> HP DL 380 G9  <b>No of Power Supplies:</b> 2X500 W  <b>Processors :</b> 2 X Intel(R) Xeon(R) CPU E5-2640 v3 @ 2.60GHz  <b>Memory Summary :</b> 2 X 12 sockets, 2 X 32 GB populated  <b>Physical Network Adapters :</b> 2 Adapters having 4 (1 G) ports each, 2 HBAs with one FP each side  <b>Storage Information :</b> 6 X 300 GB, 10K SAS drives	15	23/01/2021 or PO date, whichever is later.	SGH534X2TY SGH534X2S7 SGH534X2SN SGH534X2V3 SGH534X2SW SGH534X2S3 SGH534X2V5 SGH534X2S9 SGH534X2V7 SGH534X2SR SGH534X2SL SGH534X2S1 SGH534X2RY SGH534X2SB SGH534X2SD	6 Servers at BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301  9 Servers at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi - 110049
11	L3 Switch	<b>Make &amp; Model:</b> HP 5500-24G-4SFP HI  <b>Ports:</b> 24 Nos 10/100/1000 Mbps Ethernet ports. 4 Nos of 1Gig Slots for SFP based modules – populated with 2 Nos of 1 GB SFPs.	6	23/01/2021 or PO date, whichever is later.	NA	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301
12	L2 Switch	<b>Make &amp; Model:</b> HP 5120-24G-SI  <b>Ports:</b> 24 Nos 10/100/1000 Mbps Ethernet ports. 4 Nos of 1Gig Slots for SFP based modules – populated with 2 Nos of 1 GB SFPs.	75	23/01/2021 or PO date, whichever is later.	NA	74 Switches at BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301



						One Switch at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi - 110049
13	Tape Library	<b>Make &amp; Model:</b> HP MSL 4048 <b>Drives :</b> 2 Fibre LTO Gen 5 drives <b>Cartridge Slots :</b> 48 slots	1	23/01/2021 or PO date, whichever is later.	MXA505Z09K	CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi - 110049
14	Plotter (MFS)	<b>Make &amp; Model:</b> KIP 7700  <b>Print Speed :</b> Min 4 A0 per minute or 10 A1 per minute  <b>Resolution:</b> 400 DPI or higher  <b>RAM:</b> 512 MB or high  <b>HDD:</b> Min 18 GB or Higher  <b>Scanning Speed:</b> 4 A0 per minute  <b>Scanning Resolution:</b> 600 DPI or higher	2	23/01/2021 or PO date, whichever is later.	13402996 13402997	BHEL-PEM, PPEI building, ESI & HRD complex Plot No.-25, Sector-16A, NOIDA, UP - 201301

**Summary Note:**

- 9 Servers, 1 SAN, 1 Tape Library and 1 Switch are installed at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi – 110049.
- Rest of the hardware are installed at BHEL-PEM, PPEI building, ESI & HRD complex, Plot No.- 25, Sector-16A, NOIDA, UP -201301



## 6.0 Downtime Calculations

Service window for equipment is as follows:

S.No.	Item	Service window
1	Servers, SAN, Tape Library, and Switches	24 X 7
2	Desktop, notebook, printers, MFS, scanners and plotters	8.5 hours per working day

The downtime will be calculated on hourly basis per month on 24 hours x 7 days basis for Servers, SAN, Tape Library, and Switches.

The downtime calculation shall be based on 8.5 hours per working day for Desktop, Notebook, Printers, MFS, Scanners and Plotters.

The deduction shall be as follows:

S.No	Downtime	Deduction
1	Upto 24 hours for Servers, SAN, Tape Library, and Switches  Upto 24 hours for Desktop and Notebook  Upto 48 hours for printers, MFS, scanners and plotters	Zero
2	Beyond 24 hours without standby for Servers, SAN, Tape Library, and Switches  Beyond 24 hours without standby for Desktop and Notebook  Beyond 48 hours without standby for Printers, MFS, Scanners and Plotters	Rs. 1000 per 24 hours per faulty equipment for Servers, SAN, Tape Library, and Switches  Rs. 500 per 24 hours per faulty equipment for Desktop and Notebook.  Rs. 500 per 24 hours per faulty equipment for Printers, MFS, Scanners and Plotters.
3	On site Engineers Absence	Rs.1000 per absence

Note:

- Initial 24 hours after call logging will not attract any deduction for Servers, SAN, Tape Library, and Switches
- Initial 24 hours after call logging will not attract any deduction for Desktop and Notebook.



- c. Initial 48 working hours after call logging will not attract any deduction for Printers, MFS, Scanners and Plotters.
- d. Total deduction shall be limited to maximum monthly AMC charges of all the items put together as per contract for that month.

**Example for deduction for Hardware items:**

S.No.	Downtime	Deduction (Servers, SAN, Tape Library, and Switches)	Deduction (Desktop and Notebook)	Deduction (Printers, MFS, Scanners and Plotters)
1	24 hours	0	0	0
2	48 hours	$(48-24)/24 \times 1000 = \text{Rs } 1000$	$(48-24)/24 \times 500 = \text{Rs } 500$	0
2	60 hours	$(60-24)/24 \times 1000 = \text{Rs } 1500$	$(60-24)/24 \times 500 = \text{Rs } 750$	$(60-48)/24 \times 500 = \text{Rs } 250$
3	90 hours	$(90-24)/24 \times 1000 = \text{Rs } 2750$	$(90-24)/24 \times 500 = \text{Rs } 1375$	$(90-48)/24 \times 500 = \text{Rs } 875$

**Example for deduction for manpower absence:**

S.No.	Manpower absence	Deduction
1	RE is absent for one day	Rs 1000
3	RE comes at 9:00 AM and leaves at 5:45	$15/(9 \times 60) \times 1000 = \text{Rs } 28$
4	RE comes at 9:00 AM and leave at 5:30	$(15+15)/(9 \times 60) \times 1000 = \text{Rs } 55.5$

If the services of the Bidder are not found satisfactory / required services not provided to BHEL by Bidder even after consuming sufficient time, BHEL reserves the right to terminate the contract after giving 3 notices and forfeit the Bank Guarantee / Security Deposit of Bidder.

**7.0 Other terms and Conditions**

1. BHEL reserves the right to terminate the contract at anytime after giving three-months notice during the contract period.
2. Prices shall remain firm for any increase or decrease in the Order/Contract value (Ex-works) up to plus or minus 30%. BHEL shall have the right to increase or decrease quantities and scope up to the above extent of value and Seller/Contractor shall be bound to accept the same at the contracted prices without any escalation.
3. For the calls related to hardware installed at CDT, Fourth Floor, BHEL House, Siri Fort, New Delhi – 110049, Support Engineer will be required to visit this location. No additional charges will be payable on account of conveyance, DA etc. for visiting Siri Fort site.



**TECHNICAL SPECIFICATIONS FOR**  
**“AMC for IT Equipment and onsite manpower support for BHEL-PEM, Noida”**  
**SPECIFICATION NUMBER: TS-PEM-T0AMC(11)/2/2020-PS-PEM-DTG**

**1.0 SCOPE**

The scope of Bidder includes: -

- a. Providing comprehensive maintenance services for the Servers, SANs, Tape Library, Switches, PCs, Notebooks, Printers, MFS, Scanners and Plotters, as specified in Clause No. 5 for a period of **two years from the AMC start date**. Maintenance service shall cover services, repairs and replacements required to keep the equipment in good working conditions on reasonable use of the equipment. Quarterly Preventive Maintenance (PM), should be carried out to keep the equipment in good working conditions.
- b. Back to back HP support for Servers and Tape Library throughout the contract period.
- c. Back to back KIP support for Plotter throughout the contract period.
- d. Posting of one qualified resident engineer at BHEL-PEM as per clause number 2.1
- e. Maintenance of sufficient spares at BHEL-PEM as per clause number 3.0
- f. Replacement of Fuser assembly kit and Maintenance kit for printers on actual consumption basis

**2.0 SUPPORT**

**2.1 On-Site Engineer:**

- a. The Bidder shall post one qualified and trained Resident Engineer (RE) from start of contract till the expiry of contract . Qualification: 3 years Diploma in Electronics/Computer Science/ Computer Hardware or higher.Experience: At least 4 years working experience of maintaining IT peripherals like Servers, desktop, notebook, printers and scanner.
- b. The bio data of RE has to be submitted to BHEL for review and acceptance. In case the performance of any RE is not found satisfactory by BHEL, replacement has to be provided by the Bidder within 2 weeks from date of intimation.
- c. One month prior notice should be given by vendor before changing RE. In case of changing, a new RE has to be made available at least 10 days prior to withdrawing the existing RE. Full knowledge transfer has to be done by the existing RE to the new RE during the 10 days overlapping period.
- d. The RE should be dedicatedly assigned to PEM normally from 8.45 AM to 5.45 PM on BHEL working days (Sunday and second and last Saturdays are holidays) / as per BHEL PEM office timing. If case of late in and / early out by RE, pro-rata deduction shall be made as per clause number 6.0.
- e. Call logging (managing Fault Tickets), call escalation, tracking and closure shall be the responsibility of the resident engineers.
- f. The RE is also required to coordinate with facility management team for all technical work and liable to work on holidays and Saturday/Sunday (if services are required under emergency) also. No additional amount for working on holidays or late sitting shall be paid.
- g. The scope of responsibility of the engineers, apart from Hardware maintenance, repair, and replacement of faulty parts shall include but not be limited to the clause number 2.2, 2.3, 2.4 and 2.5.



## 2.2 Desktop and Notebook Support Services

- a. Install / Support / maintain / Troubleshoot various system hardware and software.
- b. Problem diagnosis, rectification and maintenance of desktop and notebook to ensure the availability. Maintenance services shall include corrective maintenance (breakdown) of the computer systems on-site and will include hardware (including all parts thereof), operating system and Virus Cleaning etc. Hardware maintenance will also include supply and replacement of defective parts by the contractor. In case any item is to be taken to Bidder's premises for rectification, then the to and fro movement of equipment shall be arranged by Bidder at no extra cost to BHEL.
- c. Installation, configuration, re-installation and upgrade of Windows operating environment.
- d. Service will also cover Installation, troubleshooting, re-installation, configuration of software like MS Office, Anti-virus, Adobe acrobat, Intranet / Internet browsing , ERP client etc., for use in BHEL . All required licenses will be provided by BHEL.
- e. Service for installing add-ons & software / firmware upgrades to the equipment as and when ordered separately.
- f. In case of any machine getting shifted from one user to other, the necessary data transfer, dismantling and assembling of machine will be under the scope of bidder .
- g. To configure the printers and resolving all printing problems of users.
- h. To troubleshoot the network related issues of desktop/server

## 2.3 Printer, Scanner, MFS and Plotter Support Services

- a. Printer configuration and installation / upgrade of printer drivers, Adobe Print Driver on user PC.
- b. Management of Printer software and hardware maintenance of printers.
- c. Scanner configuration and installation / upgrade of scanner drivers.
- d. Management of scanner software and hardware maintenance of scanners.
- e. Plotter configuration and installation / upgrade of plotter drivers.
- f. Management of plotter software and hardware maintenance of plotters.
- g. Logging of Plotter related case(s) with KIP and following up till closure.

## 2.4 Server and Autoloaders support services

- a. Logging case with HP and following up till closure.

## 2.5 SAN and Switch support services

- a. Logging case and following up till closure.
- b. Preventive maintenance
- c. Basic configuration
- d. Repairing or replacing of faulty parts as required.
- e. Troubleshooting connection and network problems.

## **FINANCIAL PQR**

### **AMC FOR IT EQUIPMENT & ONSITE MANPOWER SUPPORT SERVICES**

Financial PQR for Rate Contract for AMC for IT Equipment and onsite manpower support is as under:

“Average annual financial turnover during the last 3 years - ending 31st March 2019 should not be less than Rs.16,50,000 Lakhs (Rupees Sixteen Lakh Fifty Thousand Only).

The bidder shall provide the complete set of accounts for last 3 years (2017-18, 2018-19 & 2019-20) duly signed and stamped by auditors and directors/owner -

Balance Sheet, Profit & Loss Account, Schedule/Notes to Accounts, Auditor Report and/or Income Tax Traces report for evaluation.”