



**SERVICE
ENQUIRY
(IMPORTS)**

BHARAT HEAVY ELECTRICALS LIMITED

(A Government of India Undertaking)
80, G.N.ROAD, T.NAGAR
M & S Department - Piping Centre
CHENNAI - 600 017.
TAMILNADU (INDIA)

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OFFICE COPY

Enquiry No

4501600035

Enquiry Date

09.08.2016

**Due Date for
Quotation**

01.09.2016

Please quote Enquiry No, Date and due date in all correspondences.
This is only a request for quotation and not an order.

ITEM NO ITEM DESCRIPTION

10 Oracle AMC (Software Update)

SINo Description

10 AMC for Oracle - Software Update

Delv Date

01.10.16

Quantity

1.000

UOM

NO

20 Oracle AMC (Product Support)

SINo Description

10 AMC for Oracle - Product Support

Delv Date

01.10.16

Quantity

1.000

UOM

NO

General Note :

The bidder along with its associate / collaborators / sub-contractors / sub-vendors / consultants /service providers shall strictly adhere to BHEL fraud prevention policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice of BHEL Management about any fraud or suspected fraud as soon as it comes to their notice.

The supplier shall submit EI/EII forms to BHEL time to time as indicated by the BHEL and in case of inordinate delay in issuing EI/EII forms, then BHEL reserves the right to deduct 5% of the value of the supplied items against which EI/EII forms pending to be issued.

Enclosures :

"LD clause has to be confirmed without fail."

PR Links

PR.No

3000017190

3000017190

PR.Item.

00010

00020

List of suppliers

RFQ-6600017908

Open Tender Dummy Code

The offers should reach us before the time of opening of tenders. The offers will be opened at 14:30 hours on the due date in the presence of tenderers who may like to be present. Late tenders are liable to be rejected.

M. THANGARAJ M.I.E., M.B.A., M.S.
Manager / Purchase
Pipes, Electrodes Transport BHEL
ICT Products & AMC
BHEL / Piping Centre
T. Nagar, Chennai - 600 017

EXECUTIVE / Piping Centre



BHARAT HEAVY ELECTRICALS LIMITED

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M & S Department - Piping Centre
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4501600035 / OFFICE COPY

The offers should reach us before the time of opening of tenders. Yours faithfully,
The offers will be opened at 14:30 hours on the due date in the presence of
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M. THANGARAJ. M.I.E., M.B.A., M.S.
Manager / Purchase
For BHARAT HEAVY ELECTRICALS LIMITED
Pipes, Electrodes Transport Bills
ICT Products & AMC
BHEL / Piping Centre
T. Nagar, Chennai - 600 017
EXECUTIVE / Piping Centre



INDIGENOUS ENQUIRY	ENQUIRY REFERENCE	DATE
	4501600035	09.08.2016
NAME OF SUPPLIER :	DUE DATE FOR QUOTATION – 01.09.2016	
	THIS IS ONLY A REQUEST FOR QUOTATION AND NOT AN ORDER	

Sl. No.	Material Code	Description & Specification	Unit	Qty.	DELIVERY SHEDULE		
					Qty.	Date	Remarks
10		Oracle AMC (Software Update) for existing Oracle Products Annual Maintenance Contract for existing oracle products (Software Update) Internet Developer Suite Named user perpetual-NAMED USER - 02 Reports-Developer-NAMED USER - 01 Designer-Nonstandard Edition Named user perpetual-NAMED USER - 01 Oracle Database Standard Edition - Named user perpetual NAMED USER- 50 Forms Server - Named user Single Server - NAMED USER - 50 Reports Server - Nonstandard user - NAMED USER - 50 Application Server - Named user - NAMED USER - 50 Forms Developer - Nonstandard user - NAMED USER - 01	No.	1			1 month From the date of PO
20		Oracle AMC (product Support) for existing Oracle Products Internet Developer Suite Named user perpetual-NAMED USER - 02 Reports-Developer-NAMED USER - 01 Designer-Nonstandard Edition Named user perpetual-NAMED USER - 01 Oracle Database Standard Edition - Named user perpetual NAMED USER -50 Forms Server - Named user Single Server - NAMED USER - 50 Reports Server - Nonstandard user - NAMED USER - 50 Application Server - Named user - NAMED USER - 50 Forms Developer - Nonstandard user - NAMED USER - 01 This contract shall be valid for a period of 3 years, beginning from 01.09.2016 onwards.	No.	1			1 month From the date of PO

Suppliers Are Requested To Go Through Terms & Conditions Before Submission of Offers.

Encl. to Enquiry:

- | | |
|-------------------------------------|-------------------------|
| 1. Important information to Bidders | 4. Unpriced Format |
| 2. Price Format | 5. Commercial Checklist |
| 3. Scope of AMC | 6. Annexure - I |

Dear Sirs,

Please submit your lowest quotation in triplicate, subject to our terms and conditions overleaf, for the above materials, so as to reach us on or before the due date by 2 P.M.

1. Quotations will be opened at 2-30 P.M. on the due date in camera/In the presence of the tenderers who may like to be present.
2. Price should be nett FOR destination inclusive of risk in transmit and remain valid for 120 days from the due date.
3. If any Sales tax and Excise duty are payable as extra to the quoted price the percentage of the same should be specifically stated in the quotation failing which the purchaser will not be liable for payment of Sales Tax / Excise Duty. Our T.N.G.S.T.No.3560005/dt.1-4-95, C.S.T.No.239383 dt.11-6-91.
4. If the enquired items are coming under D.G.S & D rate contract, please indicate the rate contract prices duly sending a copy of the rate - contract along with your offer.
5. No revision of prices will be entertained after tenders are opened.
6. Manufacturers name, brand name trademark or patent No. if any should be specified. Illustrate leaflets giving particulars are required along with quotation wherever necessary.
7. The purchaser shall be under no obligation to accept the lowest or any other tender and shall be entitled to accept or reject in part or full without assigning any reason whatsoever.
8. Late tenders are liable to be rejected.
9. Any deviations to the enquired technical and commercial conditions shall be clearly indicated in the covering letter of the quotation.

Yours faithfully,

For BHARAT HEAVY ELECTRICALS LIMITED


 Manager / Purchases
 M. THANGARAJ. M.I.E., M.A., M.S.
 Manager / Purchase
 Pipes, Electrodes Transport Bills
 ICT Products & AMC
 BHEL / Piping Centre
 T. Nagar, Chennai - 600 017

IMPORTANT INFORMATION TO BIDDERS (ITB)

1. This tender is a TWO PART bid, i.e, technical bid and price bid are to be enclosed in two separate envelopes and sent in one larger envelope with tenderer's distinctive seal and superscribed with correct tender No., Item of supply and due date of opening.

The above bid shall be sent in a sealed envelope and duly superscribed as follows :-

"Enquiry No: 4501600035/09.08.2016, Tender opening date: 01.09.2016 (2.30 PM)"

It shall be addressed to the following:-

To,
 Manager / Purchase
 Bharat Heavy Electricals Limited,
 Piping Centre,
 80, G.N. Road, T.Nagar,
 Chennai – 600 017.
 Phone: 28161380/375"

Tenders should be free from CORRECTIONS AND ERASURES: Corrections if any, must be attested.

2. **Payment Terms – Payment shall be made annually at the beginning of each year. Bank Guarantee, valid for the entire contract duration (3 years from 01.09.2016 onwards), shall be obtained at the beginning of the contract. BG to be submitted as per BHEL format only.**

BG value shall be calculated as follows –

- a) **If PO value, incl. of all taxes and duties is within 10 lakhs – 10%**
- b) **If PO value, incl. of all taxes and duties between 10-50 lakhs – 1 lakh + 7.5% of amount exceeding 10 lakhs**

3. **LIQUIDATED DAMAGES:** If the supplier fails to deliver the material within the period specified in the contract the purchaser shall deduct Liquidated Damages, a sum equivalent to 0.5% of the price for each week of delay or part thereof up to a maximum of 10% of the price of undelivered portion to be reckoned from the contract delivery date to cargo readiness date, i.e, date of installation and commissioning duly certified by BHEL user dept.
4. Any other conditions, which might have been quoted by the seller and are in contravention to the terms prescribed in the Enquiry and which have not been specifically accepted in by the purchaser will not be applicable to this contract.
5. **The original formats (Technical and Price Format given along with Enquiry), containing the sign and seal of BHEL authorized signatory alone should be used.**
6. **Technical Checklist, Commercial Checklist, Unpriced Bid shall be sent alongwith the technical bid (Part-1) clearly mentioning the type of tax applicable, applicable on which parameters and %age. Values should not be mentioned. All these formats shall be duly signed and sealed by the vendor as acceptance to the same.**
7. BHEL Price Format alone should be sent in the Price Bid. (Part – II)
8. Last date of submission is 01.09.2016 (2 PM). The bid opening date and time is 01.09.2016, 2.30 PM.

9. L1 bidder will be arrived based on the total landed cost to BHEL, i.e, summation of renewal rate, taxes and duties for the entire contract period. L-1 status shall be arrived based on cumulative L-1 basis, i.e, the vendor quoting the least in the summation of the 2 item SI No.s shall be L-1.

10. BHEL reserves the right to negotiate with the L-1 bidder.

11. Loading Criteria:

Payment Terms - BHEL operates various payment terms for the tenders floated and bidders should accept the payment terms specified in the tender. Loading of any deviation in the payment terms w.r.t. NIT terms shall be referenced as follows;

'Base rate of SBI (as applicable on the date of bid opening; Techno-commercial bid opening in case of two part bids) + 6%', shall be considered for loading for the period of relaxation sought by bidders..

Liquidated Damages - Any loading on LD clause shall be to the extent to which it is not agreed to by the bidder (at offered value).

12. Earnest Money Deposit (EMD) :

All the interested Bidders shall submit EMD amount of Rs. 40,000/- alongwith Part – 1 bid. EMD shall be paid in form of Demand Draft in favour of "Bharat Heavy Electricals Limited", payable at Chennai.

Without the DD for the EMD, bidders will not be allowed to participate.


EMD of all the unsuccessful bidders shall be refunded within 15 days of acceptance of award of work by the successful tenderer.

This EMD shall not carry any interest.

EMD shall be forfeited in the following cases –

- i) After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.
- ii) The tenderer does not commence the work within the period as per LOI / Contract.

For any clarifications, kindly contact us on the above mentioned address and contact number. Kindly keep your offer error-free, which may otherwise lead to rejection of your offer.


M. THANGARAJ, M.I.E., M.B.A., M.S.
 Manager, Purchase
 Pipes, Electrodes Transport Bills
 ICT Products & AMC
 BHEL / Piping Centre
 T. Nagar, Chennai - 600 017


COMMERCIAL CHECKLIST-To be submitted alongwith Technical Bid
Enquiry No. 4501600035 dt. 09.08.2016

SI No.	Terms & Conditions	Vendor acceptance
1	Quoted for Enq SI No. 10	
2	Quoted for Enq SI No. 20	
3	<p>Payment Terms: Payment shall be made annually at the beginning of each year. Bank Guarantee, valid for the entire contract duration (3 years from 01.09.2016 onwards), shall be obtained at the beginning of the contract. BG to be submitted as per BHEL format only.</p> <p>BG value shall be calculated as follows –</p> <p>a) If PO value, incl. of all taxes and duties is within 10 lakhs – 10%</p> <p>b) If PO value, incl. of all taxes and duties between 10-50 lakhs – 1 lakh + 7.5% of amount exceeding 10 lakhs</p>	
4	Unpriced Bid – To be submitted along with technical bid	
5	LD clause:- 0.5% for each week of delay up to maximum of 10%	
6	Bid Validity – 90 Days from date of Technical Bid Opening	
7	Delivery: 1 month from the date of PO	
8	Loading Criteria as per BHEL Enquiry	
9	Demand Draft of Rs. 40,000/- as EMD	Submitted / Not Submitted
10	Acceptance to all ITB in totality	
11	Submission of " Scope of Annual Maintenance Contract"	
12	Submission of "Annexure – I"	

We agree to all Terms and Conditions of the Enquiry.

(BIDDER SEAL AND SIGNATURE)

COMPANY NAME –
CONTACT PERSON –
E-MAIL ID –
CONTACT NUMBER –

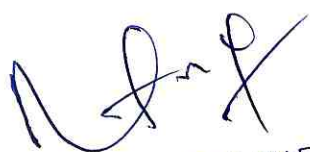

M. THANGARAJ. M.I.E., M.B.A., M.S.
Manager / Purchase
Pipes, Electrodes Transport Bills
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BHEL / Piping Centre
T. Nagar, Chennai - 600 017

PRICE BID FORMAT – To be submitted in Price Bid

Enquiry No. 4501600035 dt. 09.08.2016

SI No.	Cost Element	Rate in Rs.
1	Total Rate for Enq SI No. 10, excl. of taxes	
2	Taxes and Duties, if any on Enq SI No. (10) (type of tax, %age, applicability and value)	Type of Tax – %age – Applicable on – Value -
3	Total Rate for Enq SI No. 10, incl. of taxes SI No. (1) + SI No. (2)	
4	Total Rate for Enq SI No. 20, excl. of taxes	
5	Taxes and Duties, if any on Enq SI No. (20) (type of tax, %age, applicability and value)	Type of Tax – %age – Applicable on – Value -
6	Total Rate for Enq SI No. 20, incl. of taxes SI No. (4) + SI No. (5)	
7	Total Rate for Enq SI No. 10 & 20 incl. of taxes for three years [SI No. (3) + SI No. (6)]	

We agree to all Terms and Conditions of the Enquiry.



M. THANGARAJ. M.I.E., M.B.A., M.S.
Manager / Purchase
Pipes, Electrodes Transport Bills
ICT Products & AMC
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(BIDDER SEAL AND SIGNATURE)

UNPRICE BID FORMAT – To be submitted alongwith Technical Bid

Enquiry No. 4501600035 dt. 09.08.2016

SI No.	Cost Element	Rate in Rs.
1	Total Rate for Enq SI No. 10, excl. of taxes	QUOTED
2	Taxes and Duties, if any on Enq SI No. (10) (type of tax, %age, applicability and value)	Type of Tax – %age – Applicable on – Value -
3	Total Rate for Enq SI No. 10, incl. of taxes SI No. (1) + SI No. (2)	QUOTED
4	Total Rate for Enq SI No. 20, excl. of taxes	QUOTED
5	Taxes and Duties, if any on Enq SI No. (20) (type of tax, %age, applicability and value)	Type of Tax – %age – Applicable on – Value -
6	Total Rate for Enq SI No. 20, incl. of taxes SI No. (4) + SI No. (5)	QUOTED
7	Total Rate for Enq SI No. 10 & 20 incl. of taxes for three years [SI No. (3) + SI No. (6)]	QUOTED

We agree to all Terms and Conditions of the Enquiry.


M. THANGARAJ. M.I.E., M.B.A., M.S.
Manager / Purchase
Pipes, Electrodes Transport Bills
ICT Products & AMC
BHEL / Piping Centre
T. Nagar, Chennai - 600 017


(BIDDER SEAL AND SIGNATURE)

SCOPE OF THE ANNUAL MAINTENANCE CONTRACT

SNO	SCOPE	YES/NO	REMARKS																											
1	<div>The AMC period is for 3 years with software update and product support for below Oracle products. The contract has to start from 01.09.2016 onwards for three years.</div> <table><thead><tr><th>SNO</th><th>PRODUCT</th><th>QTY</th></tr></thead><tbody><tr><td>1</td><td>Internet Developer Suite Named user perpetual-NAMED USER</td><td>02</td></tr><tr><td>2</td><td>Reports-Developer-NAMED USER</td><td>01</td></tr><tr><td>3</td><td>Designer-Nonstandard Edition Named user perpetual-NAMED USER</td><td>01</td></tr><tr><td>4</td><td>Oracle Database Standard Edition – Named user perpetual NAMED USER</td><td>50</td></tr><tr><td>5</td><td>Forms Server - Named user Single Server -NAMED USER</td><td>50</td></tr><tr><td>6</td><td>Reports Server - Nonstandard user - NAMED USER</td><td>50</td></tr><tr><td>7</td><td>Application Server - Named user - NAMED USER</td><td>50</td></tr><tr><td>8</td><td>Forms Developer - Nonstandard user - NAMED USER</td><td>01</td></tr></tbody></table>	SNO	PRODUCT	QTY	1	Internet Developer Suite Named user perpetual-NAMED USER	02	2	Reports-Developer-NAMED USER	01	3	Designer-Nonstandard Edition Named user perpetual-NAMED USER	01	4	Oracle Database Standard Edition – Named user perpetual NAMED USER	50	5	Forms Server - Named user Single Server -NAMED USER	50	6	Reports Server - Nonstandard user - NAMED USER	50	7	Application Server - Named user - NAMED USER	50	8	Forms Developer - Nonstandard user - NAMED USER	01		
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2	Telephonic support shall be extended by vendor whenever needed.																													
3	In the event of problem not being solved, vendor shall provide onsite support till the problem gets resolved.																													
4	Updates/upgrades for Oracle products running in BHEL Piping Centre shall be provided at free of cost by the vendor.																													
5	Technical support shall be provided for all Oracle products running in BHEL Piping Centre Chennai.																													



 M. THANGARAJ, M.I.E.,
 Manager / Purchase
 Manages Transport Bills
 Pipes, Electrodes & AMC
 ICT Products & Centre
 BHEL Piping - 600 01
 BHEL / Piping,
 T. Nagar, Chennai.

SNO	SCOPE	YES/NO	REMARKS
6	Periodical maintenance, performance tuning and backup integrity checkups for Oracle products running in BHEL Piping Centre shall be done by vendor bi-monthly and service report for the same need to be furnished by vendor.		
7	The vendor shall comply and perform all technical functions listed in ANNEXURE - I.		
8	The vendor shall have a full - fledged support base in Chennai. The vendor shall name a technical person exclusively for the service and support in BHEL. The vendor shall also provide the service escalation matrix to BHEL.		
9	The vendor shall provide a direct support and shall not have a third party providing the support and service to BHEL.		


 M. THANAGARAJ, M.I.E., M.B.A., M.S.
 Manager / Purchase
 Pipes, Electrodes & AMC
 BHEL / Piping Centre
 T. Nagar, Chennai - 600 017

ANNEXURE - I

SNO	SCOPE	YES/NO	REMARKS
1	Installation of Oracle databases in production server in BHEL PIPING CENTRE, Chennai.		
2	Responsible for ensuring high availability and performance tuning of Oracle databases running at BHEL PIPING CENTRE, Chennai.		
3	Setting up DR solutions for production database and carrying out switchover and switchback activities of database during DR drill.		
4	Work with DBA in BHEL PIPING CENTRE, Chennai to ensure that associated hardware resources allocated to database is properly configured to ensure high availability and optimum performance.		
5	Proactive monitoring of databases to ensure secure services with minimum downtime.		
6	Installing security patches, as and when patches released by Oracle after proper testing.		
7	Responsible for providing trend analysis to DBA of BHEL PIPING CENTRE, Chennai to enable them to make informed decisions regarding resource management.		
8	Responsible for problem escalation to Oracle and getting issues resolved, if any.		
9	Responsible for improvement and maintenance of database to include rollout and upgrades.		
10	Responsible for implementation of database changes as requested by DBA of BHEL PIPING CENTRE, Chennai.		
11	Configuration of RMAN recovery and backup procedures.		
12	Assisting in Automatic Storage Management, performance tuning and other related activities.		
13	Installing and configuring Proc* for development and production Servers.		


M. THANGARAJ, M.I.E.,
 Manager / Purchase
 Pipes, Electrodes & AMC
 ICT Products Centre
 BHEL / Piping Centre - 600 017
 T. Nagar, Chennai