

Special terms and condition

1-Contractor shall provide and replace all spare parts as may be required in the equipment (except Physical damage) to keep all the equipment inproper working condition. Hence, vendor to ensure to maintain adequate stock and availability of all the required spares.**REPLACEMENT PART NO. MUST BE SAME (Part no. and make should be same) IN CASE OF REPLACEMENT OF DEFECTIVE PARTS, OEM/OTHER BRAND PARTS ARE NOT ACCAPTABLE.**

2-**Breakdown restore schedule:** Service response time by the contractor against breakdown notice by BHEL shall be the essence of the contract. Hence, breakdown/service requirement of any item must be attended&resolved within **48 Hours**(BHEL off days excluded) of intimation by BHEL through e-mail/phone.

3-**Penalty: 3 times** of daily-based annual CMC charge will be deducted from vendor bill if problem does not restore as per breakdown restore schedule.(Considering 365 days/year)

4- **Risk Purchase:**In case, contractor does not carry out the services/repair as per Breakdown restore schedule, in order to safeguard its interest under the contract, BHEL, at its own discretion, may get the services/repair/replacement of spares done through suitable alternative source(s) at risk & cost of the contractor. In such cases, any cost incurred to BHEL over and above contracted rates shall be recovered from dues payable to the contractor and no claim of compensation of loss, whatsoever, incurred by the contractor due to such recovery, shall be entertained by BHEL.

5-Contractor must have its service centre in Rudrapur. The following details of service centre to be provided by bidder:

- (a) Address of service centre :
- (b) Name of Contact person :
- (c) Contact phone no. / e-mail ID:

6- **Preventive Maintenance Visit:** Vendor will ensure one PM visit in each month and check all points as per Annexure-D

Authorized Sign. With seal

Name of the Party

Address:

Contact of details

E-Mail Address:

