

TENDER DOCUMENT

FOR

"Facilities Management Services (FMS) and Annual Maintenance Contract (AMC) for IT systems for BHEL Offices located at New Delhi and Noida"

TENDER REFERENCE NO. - PSM/P&M/AMC-FMS/2014-15

DATED - 19th Dec '14

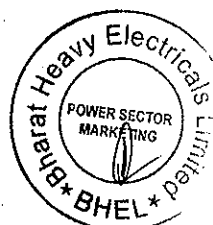
BHEL Coordinators:-

- 1. Mr. Karan Singh Chawla**
Sr. Engineer (PS-Mktg)
Bharat Heavy Electricals Limited,
1st Floor, B-Wing,
BHEL House, Sirifort, New Delhi -110049
Telephone no.: (011)-66337851.
Email: karan@bhel.in

- 2. Mr. Pradeep Kumar Singh**
Sr. Engineer (SSBG, Noida)
Bharat Heavy Electricals Limited,
2nd Floor, Kribhco Bhawan,
A 8-10, Sector 1,
Noida, UP - 201 301
Telephone no.: (0120)-2474074
Email: pradeepksingh@bhel.in

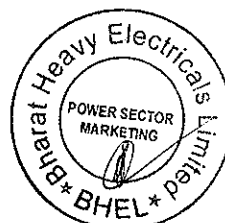
LAST DATE FOR SUBMISSION OF BIDS - 29th DEC '14 (Monday) at 1400 HRS

LAST DATE FOR OPENING OF TECHNO-COMMERCIAL BIDS - 29th DEC '14 (Monday) at 1500 HRS



CHECKLIST

Sl. No.	Description	Yes / No
PART-I (ENVELOPE-1)		
1	Technical Offer (with sign on each page)	
2	EMD	
3	Details / P.O. copy/ Documents supporting Qualification Requirement	
4	Duly Signed Non-Disclosure Agreement (Schedule 1)	
5	Duly Signed Certificate Of Declaration For Confirming Knowledge On Site Conditions (Schedule 2)	
6	Duly Signed No Deviation Certificate (Schedule 3)	
7	Duly Signed Declataion by the Bidder (Schedule 4)	
8	Duly Signed Details of the Bidder (Schedule 5)	
9	UNPRICED Price Schedules 1 to 5 (confirming submission of all items in Part II)	
PART-II (ENVELOPE-2)		
1	PRICED Price Schedules 1 to 5	



BID SPECIFICATIONS

REQUEST FOR PROPOSAL

BRIEF SCOPE OF WORK

Power Sector Marketing (Bharat Heavy Electricals Ltd. - A Govt. of India Undertaking) invites tenders from bidders who qualify as per criteria listed below. The tender is to invite offers for providing Facilities Management Services (FMS) and Annual Maintenance Contract (AMC) for IT infrastructure at various Power Sector divisions, presently located at:

- (i) BHEL House, Sirifort, New Delhi (BHEL Dept Name - PS Mktg)
- (ii) Kribhco Bhawan, A 8-10, Sector-1, Noida (BHEL Dept Name - SSBG, Noida)
- (iii) Advant Navis business park, Sector-142, Noida (BHEL Dept Name - PS Mktg / Hydro & Nuclear)

for a period of TWO years. The offer has to be submitted in TWO PARTS namely TECHNO-COMMERCIAL offer & PRICE offer.

1. QUALIFICATION CRITERIA

- i. Average Annual Financial turnover during the last 3 year ending 31st Mar'14 should be minimum Rs. 4 lakh.
- ii. Experience of having successfully completed similar works during last 7 year (upto 31.10.14) should be either of the following:
 - Three similar completed works costing not less than Rs. 5 lakh each.
 - OR**
 - Two similar completed works costing not less than Rs. 6 lakh each.
 - OR**
 - One similar completed work costing not less than Rs. 10 lakh each.
- iii. Similar work means:

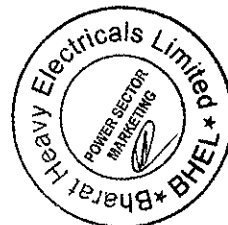
Bidder must have satisfactorily executed AMC/ FMS order in any of Delhi / Noida based units of BHEL which includes at least 100 PCs/ Laptops.

OR

Bidder must have executed at least one Annual Maintenance Contract (AMC) or Facility Management Services (FMS) which includes at least 150 PCs/ Laptops in Delhi / NCR for any PSU / Government agency.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



BHARAT HEAVY ELECTRICALS LIMITED



2. GENERAL INSTRUCTIONS FOR THE BIDDERS

- 2.1 Last date of submission of Techno-commercial & Price Bids is **29th Dec '14 at 1400 hrs** and techno-commercial bids shall be opened at **1500 hrs** on the same day. Opening of Price bids shall be intimated to the technically qualified bidders later.
- 2.2 Earnest Money Deposit (EMD) for the tender is Rs. **40,000/- (Rupees Forty Thousand only)** in the form of Demand Draft / Banker's Cheque.

3. INSTRUCTIONS & GUIDELINES TO BIDDERS

3.1 INTRODUCTION

M/s Bharat Heavy Electricals Limited (A Govt. of India Undertaking) incorporated under the Companies Act 1956 having registered office at BHEL House, Siri Fort, New Delhi-110049 through its office at New Delhi (hereinafter referred to as "BHEL", which expression shall include its successors and assigns), invites offers for providing Facilities Management Services (FMS) and Annual Maintenance Contract (AMC) for IT infrastructure at various Power Sector divisions, presently located at:

- (i) BHEL House, Sirifort, New Delhi (BHEL Dept Name - PS Mktg)
- (ii) Kribhco Bhawan, A 8-10, Sector-1, Noida (BHEL Dept Name - SSBG, Noida)
- (iii) Advant Navis business park, Sector-142, Noida (BHEL Dept Name - PS Mktg / Hydro & Nuclear)

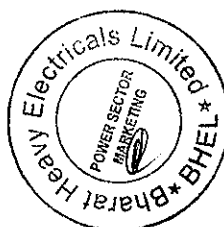
for a period of TWO years, as per requirements and Commercial Terms & Conditions detailed in the tender documents. However, there is a provision for extension of the contract period for a period of one (1) year subject to satisfactory services, mutual agreement and fulfilment of certain BHEL policy's conditions.

3.2 TENDERER TO INFORM HIMSELF FULLY

- 3.2.1 The bidder shall closely peruse all the clauses, specifications and requirements etc., indicated in the tender documents, before quoting. Should the bidder have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the specifications or if the tender documents are found to be incomplete or require clarifications on any of the technical aspects, scope of work etc., the same shall be immediately brought to the notice of the purchaser, for clarifications, before submission of the tender.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



- 3.2.2 Bidders are advised to study all the tender documents carefully. Any submission of tender by the bidder 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.

3.3 PROCEDURE FOR SUBMISSION & OPENING OF BIDS

- 3.3.1 Bids shall be accepted by the official inviting the tenders, in two parts, as described below, on or before the due date & time indicated in the Tender Notice.

PART-I: EMD & TECHNO-COMMERCIAL BID (ENVELOPE-1)

This part shall consist of the following:

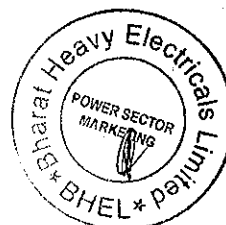
- 1) EMD in the form of Demand Draft / Banker's Cheque of **Rs.40,000/- (Rupees Forty Thousand only)** in favour of "Bharat Heavy Electricals Limited" payable at New Delhi. **In the absence of submission of EMD, the offer will be rejected.**
- 2) The Techno-commercial bid shall comprise of:
 - i. Technical offer. The bidder shall sign on each page of the tender enquiry and offer as a token of confirmation. The Purchaser reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed Bidders will be opened on a later date.
 - ii. Un-priced Copy of the price bid as per enclosed Price Schedule 1 to 5 formats.
 - iii. Details / P.O. copy/ Documents in support of the qualification criteria at Clause No. 1.
 - iv. Schedules as defined in checklist of enclosures.

PART-II: PRICE BID (ENVELOPE-2)

Price bid containing PRICES are to be submitted (in the enclosed Price Schedule format only). Prices shall be quoted in Indian Rupees (INR) only. Bidder has to give details of applicable taxes clearly in the price bid formats. The changes in the tax rates will be applicable as per actuals, subject to documentary evidence during the complete contract period.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



BHARAT HEAVY ELECTRICALS LIMITED



Price Bid should not contain any technical details and/or Commercial Terms & Conditions 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).

3.4 MARKING ON ENVELOPE

Part-I and Part-II offers shall be submitted in two separate sealed envelopes with bidder's distinctive SEAL and super-scribed as follows:

PART-I:
(ENVELOPE-1)

1. TENDER ENQUIRY NO.
2. "EMD & TECHNO-COMMERCIAL BID"
3. BIDDER's NAME

PART II :
(ENVELOPE-2)

1. TENDER ENQUIRY NO.
2. "PRICE BID" as per enclosed Format
3. BIDDER's NAME

Un-sealed envelopes or envelopes not super-scribed as above may not be accepted/ considered.

3.5 BID SUBMISSION

3.5.1 Bids shall be addressed and delivered to the following official:

Mr. Karan Singh Chawla
Sr. Engineer (PS-Mktg)
Bharat Heavy Electricals Limited,
1st Floor, B-Wing,
BHEL House, Sirifort, New Delhi -110049
Telephone no.: (011)-66337851
Email: karan@bhel.in

3.5.2 Bids can also be delivered in person to the official inviting Bids.

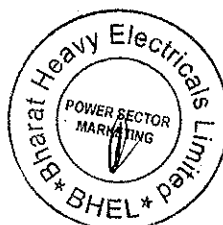
3.5.3 Any proposal received by BHEL Purchase officer after the deadline for submission of proposal shall be summarily rejected and returned unopened to the bidder.

3.6 BID OPENING

3.6.1 Part-I (EMD & Techno-commercial bid) shall be opened on the due date and time as specified in Clause 2.1, in the presence of bidders who may like to attend. Part-II (Price Bid) shall be opened subsequently at a later date to be intimated separately.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



- 3.6.2 Not more than two representatives from the bidder's side will be permitted to be present for the tender opening.
- 3.6.3 No correspondence shall be entertained from the bidders after the opening of Price Bid(s).
- 3.6.4 Standard pre-printed terms and conditions of the bidders attached to the offer will not be accepted. Any specific condition(s) of the offer prepared by the bidder which is not covered in the BHEL specifications may be quoted separately in an Annexure to the covering letter of the offer. However, the purchaser also reserves the right to accept or reject those additional condition(s) provided by the bidder.
- 3.6.5 Unsolicited bids shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process and will lead to automatic disqualification of the party's bid.
- 3.6.6 No Literature, Pamphlets other than what is specified is to be enclosed. All such enclosures shall be considered as unread and also will not be considered as part of the quotation.
- 3.6.7 Purchaser reserves the right to negotiate, if required.

3.7 VALIDITY OF OFFER

Offer shall be kept valid for FOUR months from the due date of tender opening (Part-I) for Purchaser's acceptance.

3.8 DEVIATIONS

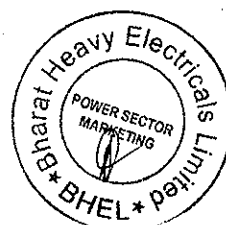
Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the Tender Enquiry. It is mandatory for the bidders to submit a **"No Deviation Certificate"** in Part-I of the offer as per format enclosed.

3.9 LANGUAGE & CORRECTIONS

- 3.9.1 The bidder shall quote the rates in English numerals only. The metric system of units shall be used for the purpose of tender.
- 3.9.2 Bidder shall fill the tender documents as per formats enclosed in this tender enquiry. All entries and signatures in the bid shall be in **BLUE / BLACK INK** only. Each page of the bid shall be signed and stamped using official seal of the company by the bidder.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



3.9.3 All entries shall be filled in neat and legible handwriting. No over-writings, erasers and corrections are permitted and may render such bids liable for rejection.

3.9.4 However, if any cancellations, corrections and insertions are in the bid, the same shall be duly attested by the bidder.

3.10 REJECTION OF BID AND OTHER CONDITIONS

3.10.1 Any format not properly filled, partially filled or not filled will make the bid liable for rejection. Bidders are requested to note that all columns, rows and spaces provided to fill up the data must be filled with relevant data without fail. In case any bidder fails to do so or fills up irrelevant data, BHEL is not bound to seek clarifications on such items and the tender is liable to be rejected.

3.10.2 No change in specifications, clauses of contract, Terms and Conditions, etc. shall be entertained by BHEL under any circumstances.

3.10.3 Enclosures consisting of all specified documents shall be bound and cross-referenced with respect to relevant clause of this tender document. This shall be submitted along with the technical bid as a separate volume.

3.10.4 Any clarification pertaining to this tender enquiry must be submitted and received in writing by the undersigned on or before 23rd Dec '14. BHEL will not entertain or respond to bidders' queries received thereafter.

3.10.5 Canvassing in any way concerning this tender, wrong declaration, incorrect information, misleading or incorrect certifications, etc. shall make the Bidder debarred to participate in this tender and also for a further period of 3 years in any tender of any of the BHEL Units.

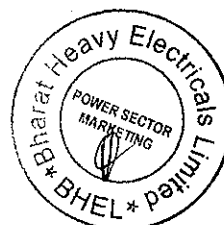
3.10.6 The acceptance of bid will rest with the Purchaser and does not bind him to accept the lowest or any bid. The Purchaser reserves to itself, full rights for the following without assigning any reasons, whatsoever:

- a) To reject any or all the bids.
- b) To increase or decrease the quantities.

3.10.7 Late bids are liable to be rejected.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



BHARAT HEAVY ELECTRICALS LIMITED



- 3.10.8 The bid is liable to be rejected, if it is found after the Price Bid Opening that the Format of Price Bid submitted by the bidder, as a part of Part-II offer, is different from the Price Bid format of the tender enquiry.
- 3.10.9 If the bidder /contractor deliberately gives wrong information in his bid or at any stage of the tender / contract, the purchaser reserves the right to reject such a bid, if awarded and forfeit the EMD/ security deposit, if any.
- 3.10.10 If the Prices/ Rates of one or more of the enquired equipments have not been quoted, the offer is liable to be rejected.
- 3.10.11 Non-compliance with any of the requirements and instructions of the Tender Enquiry may render the bid liable to be rejected.

3.11 TENDER EVALUATION

3.11.1 The EVALUATED CONTRACT PRICE shall be arrived at by adding the following (i+ii):

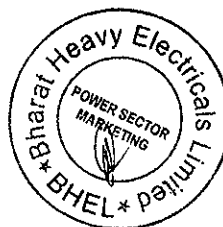
- (i) Total contract price (2 years) calculated as per prices listed at Schedule 1, 2 and 3 (multiplying each item's quantity with the per unit price provided by the bidder as per Price Schedules 1, 2 and 3, for the total contract period of 2 years).
- (ii) Prices against optional items listed at Schedule 4 (multiplying each item's notional quantity with the per unit price provided by the bidder as per Price Schedules 4).

The contract shall be awarded to the bidder offering the LOWEST EVALUATED CONTRACT PRICE.

- 3.11.2 In case the bidder fails to Quote unit rate for some or any of the items as mentioned in the price bid format, the same shall be loaded with highest unit rate received for that particular item for evaluation purpose. While for ordering purpose, the lowest unit rate received for that particular item shall be considered.
- 3.11.3 The Taxes and Duties shall be EXTRA AT ACTUALS and shall NOT be considered for price evaluation and comparison. However, all the Taxes and duties applicable shall be intimated by the bidder along with the Price bid (Price Schedule 5).

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



3.11.4 In case any extra item is required for complete functioning of the system or an item by the bidder, the same must be quoted additionally along with the Price Bid. The same shall also be considered for evaluation of price bid.

3.11.5 The tender is **NOT divisible**.

4.0 COMMERCIAL TERMS AND CONDITIONS FOR BIDDERS

4.1 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.

4.2 EXECUTIVE SUMMARY

About BHEL

Bharat Heavy Electricals Limited (BHEL) is a Maharatna PSEs. Bharat Heavy Electricals Limited (BHEL) is today one of the largest engineering enterprise of India with an excellent track record of performance. BHEL's mammoth size of operations is evident from its widespread network of 17 Manufacturing Units, two Repair Units, four Regional Offices, eight Service Centres, eight Overseas Offices, six Joint Ventures, fifteen Regional Marketing Centres and current project execution at more than 150 project sites across India and abroad. BHEL manufactures over 180 products under 30 major product groups and meets the needs of core-sectors like power, industry, transmission (including railways), defence, telecommunications, oil business, etc. Products of BHEL, make have established an enviable reputation for high quality and reliability.

Expectations from Bidders

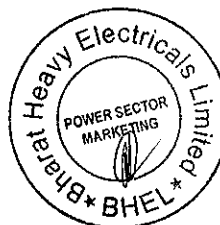
Bidder is required to give a total solution & services as per specifications enclosed. The full working of all IT Equipments and Services is the responsibility of the Bidder.

4.3 SUPPLY CONDITION

Equipment to be supplied and installed by the contractor under the AMC or OPTIONAL ITEMS list shall be NEW and from OEM.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



4.4 RATES

Rates to be quoted shall remain FIRM without any variation till completion of the contract. However, taxes like VAT / Service Tax, etc will be payable as per actuals.

4.5 PAYMENT TERMS

The payment shall be made on quarterly basis. The contractor shall raise the invoice upon successful completion of services / works at the end of every quarter (3 months) from the date of commencement of the contract.

Separate invoices shall be raised for the services rendered against the Purchase Orders issued by PS-Marketing, New Delhi and PS-SSBG, Sec-1, Noida. The payment of the above mentioned invoices shall be released separately by the respective departments.

4.6 THIRD PARTY NON-DISCLOSURE AGREEMENT

The successful bidder shall sign and submit a Third Party Non-Disclosure Agreement as per BHEL format (Schedule -1) in compliance with Information Security Management System.

4.7 CONFIDENTIALITY

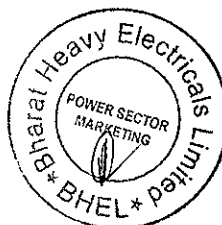
Bidder and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents, etc. Belonging to the Purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.

4.8 RISK PURCHASE

Purchaser shall reserve the right to terminate the order/contract and purchase from elsewhere at the risk and cost of the Bidder, either the whole or part of the services, which the Bidder has failed to deliver within the stipulated delivery period or if the same were not available, the best and the nearest available substitute(s) thereof. The Bidder would be liable to compensate the Purchaser for any loss, which the Purchaser may sustain by reason of such purchase.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



4.9 SUB-CONTRACTING

Order/ contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the Purchaser which will not be unreasonably withheld.

4.10 TERMINATION OF THE ORDER/ CONTRACT & ITS CONSEQUENCES

The purchaser may, without prejudice to any remedy for breach of contract, by written notice to default sent to the supplier terminate the contract in whole or in part.

4.10.1 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 Bidder / contractor, at the risk and cost of the Bidder / contractor, without any notice period.

4.10.2 Purchaser reserves the right to terminate the order/ contract or a portion thereof for the services not so delivered within the stipulated period, without any notice period, at the risk and cost to the Bidder / contractor and the Bidder / contractor shall be liable to the Purchaser for any excess costs thereof.

4.10.3 The contractor shall continue the performance of the order/contract under all circumstances, to the extent not cancelled.

4.10.4 Purchaser reserves the rights to cancel the contract without any notice period in case the equipment and services are not found to be satisfactory by the Purchaser.

4.10.5 For all other cases, the purchaser shall provide a notice period of 1 month before termination of the contract.

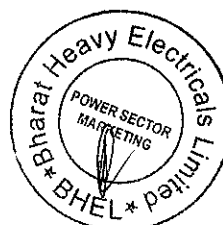
4.10.6 Consequences: As soon as the contract is cancelled / terminated by the Purchaser, no charges will be payable to the Bidder / contractor thereafter.

4.10.7 In case the Contractor decides to terminate the contract for any reason, a notice period of 2 months shall be provided to the purchaser.

4.10.8 In case the contractor fails to adhere to any of the terms and conditions during the course of the contract, the purchaser reserves the right to forfeit the security deposit of the contractor.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



- 4.10.9 If the contractor, in the judgement of the purchaser, has engaged in corrupt or fraudulent practices in executing the contract, the contract is liable to be terminated without any notice period.

4.11 SETTLEMENT OF DISPUTES

- 4.11.1 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 Bidder to the Purchaser, whose decision shall be final to the parties hereto.
- 4.11.2 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.
- 4.11.3 However, the Bidder shall continue to perform the Order/ Contract during the pending settlement of dispute(s).

4.12 ARBITRATION

In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration. All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in New Delhi.

4.13 ACCEPTANCE OF ORDER

Acceptance of the Order is to be submitted by the successful bidder within one week of issue date of Order. This will be submitted along with the Security Deposit (as per clause 4.17).

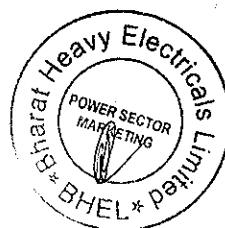
The date of commencement of the contract shall be from the date of submission of the acceptance AND security deposit by the bidder.

4.14 ADDITIONAL FACILITY REQUIRED IN FUTURE ON I.T. EQUIPMENT

In case any additional facility is required on the IT equipment requiring upgrade, the Bidder shall provide the same at mutually agreed terms.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



4.15 LIMITATION OF LIABILITY

The Bidder's liability will be limited to the scope of this contract only.

4.16 ETHICAL STANDARD

Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, the Purchaser will reject a proposal for award if it finds out that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract. For the purposes of this provision, the terms set forth below are defined as follows:

- a) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
- b) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the Purchaser of the benefits of competition;

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, it is the owner of the Intellectual Property Rights in the software. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that the Purchaser may take.

4.17 SECURITY DEPOSIT

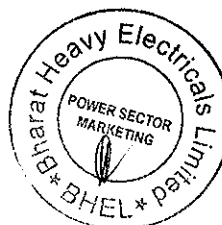
The successful bidder shall have to provide a Security Deposit for an amount as per the following:

- 1. For contract value upto Rs. 10 Lakh: 10% of the total Contract Price
- 2. For contract value exceeding Rs. 10 Lakh upto Rs 50 Lakh: Rs. 1 Lakh + 7.5 % of the amount exceeding Rs. 10 Lakh

The Security deposit shall be in the form of Demand Draft / Banker's Cheque/ Bank guarantee as per BHEL format (which shall be provided to the successful bidder, if required). The Security Deposit amount would be refunded to the contractor on successful completion of the contract.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



Page 12 of 29

4.18 CERTIFICATE OF DECLARATION FOR CONFIRMING KNOWLEDGE ON SITE CONDITIONS

The bidder shall sign and submit a Certificate Of Declaration For Confirming Knowledge On Site Conditions as per BHEL format (Schedule -2).

The bidder is also allowed to visit the sites mentioned at Clause 3.1, with prior appointment by 23rd Dec '14 (during working hours).

4.19 NO DEVIATION CERTIFICATE

The bidder shall sign and submit a 'No Deviation Certificate' as per BHEL format (Schedule -3).

4.20 DECLARATION BY THE BIDDERS

The bidder shall sign and submit a Declaration Certificate as per BHEL format (Schedule -4).

4.21 DETAILS OF THE BIDDER

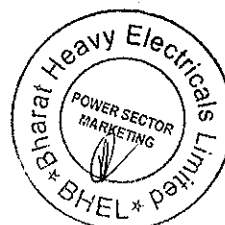
The bidder shall sign and submit its details as per BHEL format (Schedule -5).

4.22 OTHER CLAUSES

1. BHEL shall be providing the licenses pertaining to Anti-Virus, MS Office, Operating systems and Adobe PDF.
2. If required, the contractor must offer all the software, licenses and support for complete solution. All Licenses must be in the name of BHEL. Licenses must clearly mention their validity period and renewal policies.
3. The contractor shall include and provide all other Hardware or Software items that are not explicitly mentioned herein but are required to full-fill the intended specifications.
4. All tools and tackles required for maintenance work shall have to be provided by the vendor at no extra cost.
5. The contractor shall provide technical support for carrying out video conferencing

(Signature and Seal of the bidder)

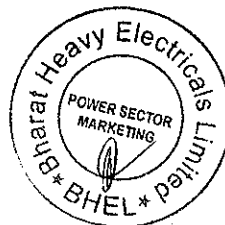
Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



6. Any item damaged due to mishandling by the deputed person by the vendor shall have to be restored back to its original condition by the vendor at their own cost.
7. The vendor shall indemnify BHEL against any compensation that may arise out of any injury or death to any person deputed by the vendor.

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Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



5.0 Technical Specifications

5.1 SCOPE OF WORK

5.1.1 **Facility Management Services (FMS):** This shall include complete on-site support in the form of trained manpower to be stationed (full-time) by FMS vendor at purchaser's premises for resolving IT related issues (including Networking) by co-ordinating with the OEM/ Vendors of Customer IT machines. This excludes supply & replacement of faulty parts by the FMS Vendor himself.

Annual Maintenance Contract (AMC): This generally include replacement of defective parts/ replacement of whole units along with On-site support through trained manpower.

However, the complete scope of work shall be read along with the all other clauses mentioned in the tender document.

5.1.2 To provide Facilities Management Services (FMS)/ Annual Maintenance Contract (AMC) for IT infrastructure at various Power Sector divisions, presently located at (i) BHEL House, Sirifort, New Delhi (ii) Kribhco Bhawan, A 8-10, Sector 1 Noida and (iii) Advant Navis business park, Sector 142, Noida as per following:-

5.1.3 **FMS AND AMC** for hardware as well software for the items listed at **Annex- I.**

5.1.4 **AMC** for Items listed at **Annex II.**

5.1.5 **FMS** for items under operating lease/ of other equipment supplier(s) listed at **Annex –III.**

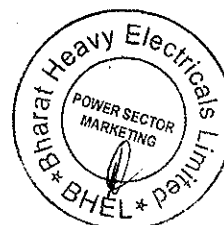
5.1.6 Optional Items/ services listed at **Annexure IV**, which may be requested by BHEL during the Contract period.

5.2 DETAILED SCOPE OF WORK:-

5.2.1 The Service provider scope shall include the Hardware maintenance and its uptime on turnkey basis, for the items listed in Annexure I. The scope (FMS + AMC) shall include supply/ installation of new hardware / software against the

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



failed/ defective items along with its configuration. The replaced part / item shall be new and the make and specification shall be of same / equivalent / higher configuration as that of the original part / item.

For the items listed in Annexure II, the scope shall include supply/ installation of new hardware against the failed/ defective items along with its configuration. The replaced part / item shall be new and the make and specification shall be of same / equivalent / higher configuration as that of the original part / item.

For the items listed in Annexure III, which are under the operating lease, in case of the hardware problem or issues, the FMS contractor shall be responsible for logging the complaint with the Leasing company/ OEM and follow up for its timely resolution.

5.2.2 General (Common for items listed in Annexure I, Annexure II and Annexure III). The scope of the Contractor shall also include:

5.2.2.1 To ensure trouble free integration and un-interrupted connectivity of all the Hardware to the LAN and other required networks. The FMS Contractor shall work in coordination with other departments of BHEL/ their respective Contractors for resolving inter system problem.

5.2.2.1 To ensure un-interrupted connectivity of LAN and other required networks. The FMS Contractor shall work in coordination with other departments of BHEL / their respective Contractors for resolving inter system problem.

5.2.2.2 Integration/ connectivity of new H/W acquired during the period of the contract through intranet / internet to any new system / server of the own department and other departments of BHEL.

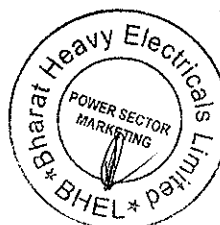
5.2.2.3 Time shall be the essence of the Contract.

- a) All Minor calls are to be attended and resolved within the same day.
- b) All Major calls (wherein the part replacement is required) are to be attended and resolved within 2 full working days excluding the day in which the call is logged.

5.2.2.4 In order to make the machine / system operational in shorter time to meet the user's requirement, contingent arrangement may be made, including using other available equipment/ components, laying temporary cable etc. The Contractor shall effectively plan for contingencies to ensure uptime.

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Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



BHARAT HEAVY ELECTRICALS LIMITED



5.2.2.5 The Contractor shall post at least one Qualified Resident Engineer(s) at:

- a) BHEL House, Sirifort, New Delhi (BHEL Dept Name - PS Mktg)
- b) PS-SSBG, A 8-10, Kribhco Bhawan, Sector 1, Noida, and (BHEL Dept Name - SSBG, Noida)

The Resident Engineer posted shall be at least 3 years diploma holder in electronics/ computers / hardware and shall have at least 6 months experience to provide support on the supplied equipments. He should have adequate knowledge in the field of networking of computer systems. The CV of all Resident Engineers shall be got vetted from BHEL. In case the Engineers posted at the site are not able to address a complaint, same shall be escalated to the senior Engineers of the contractor or OEM or expert agency handling such issues so as to resolve the problem in specified time. (Details at Clause no. 5.2.4).

However AMC services are to be provided as and when required to the following location:-

- Advant Navis business park, Sector 142 Noida (BHEL Dept Name - PS Mktg / Hydro & Nuclear)

5.2.2.7 To provide seamless support for 8 hrs (9 am to 5.30 pm with 30 min lunch break) in a day to user. In case of critical situations, services shall be provided beyond 5.30 pm and on holidays with availability of atleast one Engineer. Upto 10 additional hours a month, no extra payment shall be made. In case of requirement of more than 10 hrs a month, Contractor shall be compensated at the price identified in the Contract for which the bidder should quote in the Price Schedule 4 of Price Bid.

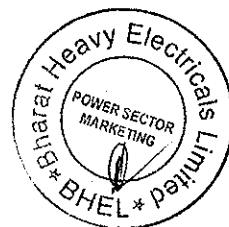
5.2.2.8 Data recovery in case of loss due to deficiency in the Services in the FMS/ AMC Contractor's shall be done at no extra cost.

5.2.2.9 The Contractor shall also be required to provide various optional/ additional items/ services as per **Annexure IV**.

5.2.2.10 In case any faulty item under AMC requires replacement, the same shall be undertaken by the contractor without any additional charges, except for the items explicitly specified under 'exclusions' clause 5.2.6 and under optional items list as per Annexure IV.

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Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



5.2.3 OTHER TECHNICAL SUPPORT

Following functional areas are to be covered by the call-coordinator at the helpdesk provided by the vendor:-

- Extending Telephonic support to resolve minor problem.
- Assigning call to Engineers. In addition Engineers should also be assigned mobiles enabling direct contact with them by System manager.
- Escalate the call if required for specialist support at no extra cost.
- Tracking of call status on day to day basis.
- For all the items, the contractor has to maintain a proper record of the issues / complaints / logs / replacements, etc. during the course of the contract.
- Co-ordination with BHEL's Anti-Virus vendor.

At any given point of time, the call report log of all the calls logged on weekly/ monthly should be available to the coordinator from BHEL's side.

The log should contain details of following:-

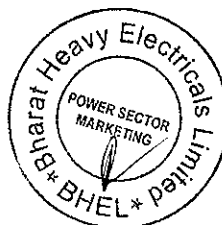
- Total Call Received on any month/year
- Response Time
- Nature of call
- Complaint description
- Status of recurring problems and steps undertaken to prevent them.
- Services to LAN/ WAN (in case of email & internet) along with fine tuning activities like disk cleanup, Disk Defragmentation, scanning of memory chips for RAM errors, Registry recovery, Preventive maintenance etc.
- Signature of user after satisfactory resolution of issue/complaint

5.2.3.1 Asset Management

- Inventory of Hardware including those taken out of service
- Physical audit of changed inventory status every month with user name
- Spares replaced as well as parts going out for repairs is to be recorded separately.
- Inventory management of PC's, Printers & other IT H/w & s/w.
- Services for Add/ move/ change/ upgrading of h/w & s/w.
- Inventory management of upgradation

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



- Desktop software license tracking
- Inventory management of consumables

5.2.3.2 Network Management

- Fault Management
- Configuration management like installation/updation of drivers of network interface cards and server configuration as & when required.
- Network performance analysis using software tools and hardware tools like penta-scanning when required.
- Network security audit (as and when required) and formulation of security policy in consultation with user.
- To manage LAN accounts, Active Directory, creation of ID, transfer and changes.
- Proper cabling management and ensuring proper network links. Minor LAN cabling jobs required for solving cabling issues, including minor extensions like I/O port replacement, crimping, patch cords etc.

5.2.3.3 Server Management

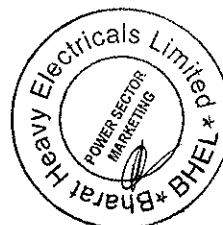
- Server management with rest of LAN using proper network equipment (hubs, switches etc.)
- OS administration & User ID/ login Management
- Loading and Re-loading of operating system on Server when necessitated by hardware failure or software corruption.
- Resolving configuration errors, route management etc.
- Email system management including connectivity between mail server, clients, gateways
- Server Data Security

5.2.3.4 Business Continuity Services and day to day trouble shooting and operations

- Assistance in Backup and storage management strategy i.e. Periodic/Daily Back-up reminders to users involved in critical operations and server
- Assistance in Disaster Recovery Planning & identification of sources of disaster to IT infrastructure

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Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



5.2.3.5 Scope of maintenance

Scope of maintenance during the period(s) of maintenance contract shall be as follows:

- Preventive maintenance shall be done regularly. Preventive Maintenance schedule shall be furnished by the vendor and strictly followed.
- The scope of all corrective and preventive maintenance services shall include replacement of all defective / worn-out parts of each item / equipment or the whole of the item / equipment if the situation so demands, (except those listed in exclusions' clause 5.2.6). Parts replaced shall be either of the same make and model / specifications or equivalent.

5.2.4 Human Resources

In line with clause 5.2.2.5 the Resident Engineer(s) deployed by the contractor should report daily in the morning at PS-Marketing Office, BHEL Asiad, Sirifort, New-Delhi and PS-SSBG Office, BHEL, Kribhco Bhawan, A 8-10, Sector-1, Noida as per office timings and on holidays in case of urgent requirements. Suitable replacement shall be provided by the contractor in case the resident engineer is on leave.

In case more than 4 complaints in a month remain unattended for 72 hours or more, BHEL shall have the right to demand replacement of the Resident Engineer.

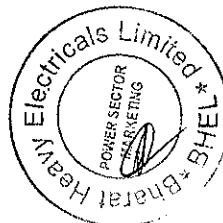
It may please be noted that frequent changing of Engineers at site is to be avoided (In any case not more than two times a year). In case of any anticipated change another Engineer should be posted one week in advance for smooth transition of operations.

5.2.5 Requirements shifting of equipment from a location to other location(s)

In case of shifting of entire/ part of the users to a new location, either within the building or outside the building, the contractor / vendor shall be responsible for supervising shifting of IT equipments and facilitate the same in a safe and secure manner. However, the necessary resources such as labour, packaging, transport facility, etc. shall be provided by BHEL. In case of partial shifting of the users to another building/premises, an additional engineer has to be

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



provided at the new location(s). The additional charges for placement of additional engineer shall be quoted in Price Schedule 4.

5.2.6 Exclusions:-

The AMC scope of supplies of machines listed in Annexure I&II shall be exclusive of supply of the following hardware items: UPS batteries, Toner cartridges and part/s damaged due to mishandling, Consumables like Printer's Fuser kit, Imaging Unit, Teflon coating, Laptop Batteries, Scanner Lamp, Scanner Glass top & Rubber parts. However, items listed in Annexure -IV may be supplied at extra cost, the price for which is to be quoted in Price Schedule 4.

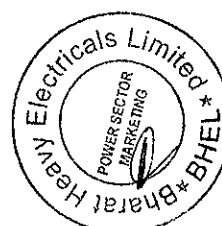
All other items are deemed to be included under AMC contract.

5.2.7 Change in Scope/ Quantities

During the contract, in case any item is withdrawn from the scope of service by BHEL, the maintenance contract for the same shall be short-closed on pro-rata basis. Similarly, BHEL may add new items in the FMS/ AMC or shift from FMS scope to AMC scope or vice versa, subject to a max variance of +/- 20% of the P.O. value. The rates identified in the Contract for similar item, shall be applicable for these additional items.

5.2.8 Additional facility required in future on IT equipment

In case any additional facility is required on the IT equipment requiring upgrade the Vendor/ Lessor shall provide the same at mutually agreed terms.



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6.0 Special Terms and Conditions of the Contract

6.1 System Availability.

- 6.1.1 Vendor will ensure a minimum up-time of 97% during the working hours on daily basis for each equipment (PC/ UPS/ Printer/ Laptops) individually.

However, in case of Server(s), 100% availability is essentially required on 24x7 basis and any issue pertaining to the Server(s) (even during non-working hours / days) shall be addressed on utmost priority.

- 6.1.2 Availability of each equipment shall be calculated on quarterly basis. If a particular Hardware, say a UPS, of the System is down, equipment to which it is connected shall also be treated as down, unless a replacement is arranged by the contractor.
- 6.1.3 If any equipment is not operating to its full specifications, it shall be treated as down for the purpose of computation of its availability.
- 6.1.4 For any equipment which is available for less than 97% during any quarter, deductions shall be made from its amount payable for that quarter as per the clause 6.3 below. However, downtime shall not be counted for problems arising due to the equipment (H/W & S/W) from reasons not attributable to the vendor.

6.2 COMPUTATION OF AVAILABILITY

The availability A (%) for any equipment /System (PC/ UPS/ Printers/LAPTOP/ software facility/ Server) during a quarter shall be calculated as follows:

Total working Hours -Total down time in Hours A= ----- X 100 Total Working Hours	
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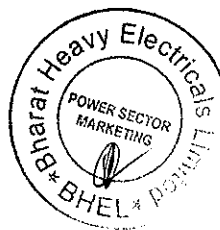
Total working Hours = Total no. of BHEL working days during the period under consideration X 8.

Down Time = Difference in working Hours between time of fault rectification and time of reporting of fault.

Total down time = Cumulative down time for an equipment during the period under consideration.

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Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



BHARAT HEAVY ELECTRICALS LIMITED



Down time is considered only during BHEL working days from 9 a.m. to 5.30 p.m. excluding the lunch interval from 1 p.m. to 1.30 p.m.

6.3 DEDUCTIONS

6.3.1 If availability of any equipment/ software facility during any quarter is less than 97%, deductions shall be made for the equipment/ software facility for the period under consideration, deduction factor (D) shall be worked out as per following formula:

$$\text{DEDUCTION FACTOR (D)} = \frac{C \times (97 - A)}{100}$$

Where,

C = Quarterly cycle basic cost of Equipment/ item as per the Price Schedule.

A = Percentage availability of the Equipment/ item during the quarter under consideration.

Deductions will be made in case the availability falls below 97 % as per table given below:

% Availability A	Deductions
Upto 97 %	No deductions
Less than 97% and equal or more than 94 %	Two times D (2xD) of equipment
Less than 94% and equal or more than 91 %	Three times (3xD) of equipment
Less than 91% and equal or more than 80 %	Four times D of Equipment
Less and equal to 80%	Whole of payable quarterly charges of System will be deducted.

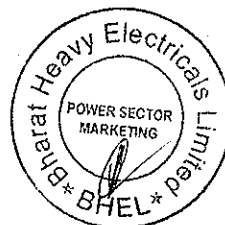
NOTE:

For the purpose of deductions, PC/ UPS/ Printers/ LAPTOP/Servers Software facility in the contract will individually be considered as equipment with following exceptions:-

- Servers: Downtime should be calculated for all the machines connected to the servers.
- If UPS is down then the computer connected to the UPS shall also be considered as down.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



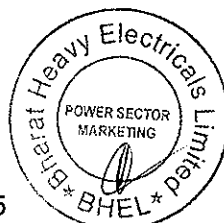
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- In case the deduction for a period exceeds the amount payable during that period, the balance recovery shall be made from the payment due for the next billing period.
- In case of any equipment being down the same may be temporarily replaced by standby equipment of equivalent or higher performance by contractor. In such cases deductions will be = $1/8^{\text{th}}$ of deductions as per clause 5.0 However the standby m/c shall be considered operational only after data transfer of the user & network/ print connectivity is established.
- The vendor shall maintain sufficient inventory for maintenance and take all possible measures to achieve minimum down time.

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



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:

- a. Technical information: Methods, drawings, processes, formulae, compositions, systems, 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 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.

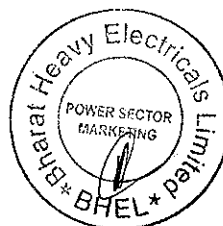
Dated at _____, this ____ day of _____, 20__.

Name

Company

Signature

(Signature and Seal of the bidder)



SCHEDULE - 2

Certificate Of Declaration For Confirming Knowledge On Site Conditions

We,

Hereby declare and confirm that we have visited the site under subject, and acquired full knowledge and information about the site conditions, systems conditions and the work involved. We further confirm that the above information is true and correct and will not raise any claim of any nature due to lack of knowledge of these conditions.

Renderer's Name and Address

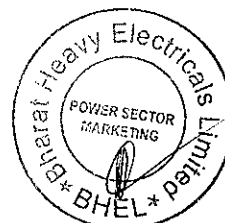
Place:

(Signature of Renderer)
(With Stamp)

Date:

(Signature and Seal of the bidder)

Tender Enquiry No. PSM/P&M/AMC-FMS/2014-15



SCHEDULE - 3

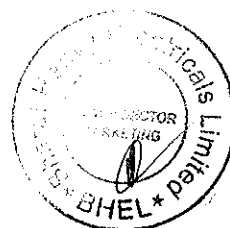
NO DEVIATION CERTIFICATE

This is to certify that our Bid No.....dated.....against your NIT No
.....dated For the Rate Contract of for Facility
Management Services (FMS) and Annual Maintenance Contract (AMC) of IT systems,
does not contain any deviation.

“Deviations, if any, mentioned elsewhere in bid (whether Techno-commercial bid or
Price bid) shall be treated as null and void by BHEL.”

Authorised Signatory
(With Signature and Stamp)

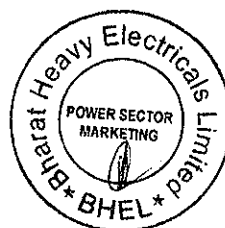
(Signature and Seal of the bidder)



Declaration

I/ We hereby declare that I / we have not been banned or de-listed by any PSU / Government Department / Financial Institution / Court and no case is pending with the police / court against our firm/ partner or the company.

Authorised Signatory
(With Signature and Stamp)



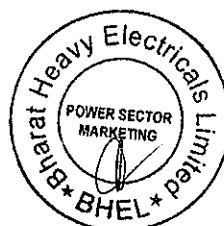
(Signature and Seal of the bidder)

DETAILS OF BIDDER

Sl. No.	Description	Details
1	Name of Bidder	
2	Address of the Bidder	
3	Contact Person's Name	
4	Contact Details	Land Line No.: Mobile No.: Fax No.:
5	Email ID of the bidder	

Authorized signatory
(With sign. & stamp)

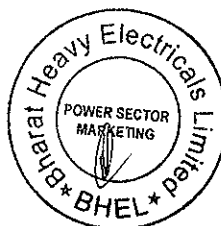
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Summary of items

SN	Equipment	Quantity (Nos.)			Total
		DEPT - PS-Mktg, Asiad, New-Delhi	DEPT - PS-Mktg (Hydro & Nuclear), Advant Navis, Sec - 142, Noida	DEPT - PS-SSBG, Kribhco Bhawan, Sec - 1, Noida	
(For AMC & FMS)					
1	PCs	65	-	28	93
2	Printers	36	-	10	46
3	Scanners	6	-	5	11
4	Laptops	24	-	4	28
5	Switches	12	-	-	12
6	Servers	3	-	-	3
7	UPS	67	-	-	67
	Sub-Total (AMC + FMS)	213	-	47	260
(For AMC Only)					
1	PCs	-	13	-	13
2	Printers	-	3	-	3
3	Scanners	-	1	-	1
4	Laptops	-	-	-	-
5	Switches	-	-	-	-
6	Servers	-	-	-	-
7	UPS	-	14	-	14
	Sub-Total (AMC Only)	-	31	-	31
(For FMS Only)					
1	PCs	47	-	31	78
2	Printers	6	-	8	14
3	Scanners	1	-	5	6
4	Laptops	6	-	2	8
5	Switches	2	-	3	5
6	Servers	-	-	-	-
7	UPS	42	-	32	74
	Sub-Total (FMS Only)	104	-	81	185
	Grand Total	317	31	128	476

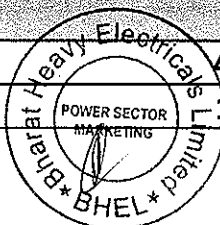
DETAILS AT ANNEXURE I, II & III



List of Owned Hardware items (For AMC & FMS)

Annexure I

SN	Equipment	Quantity (Nos.)		
		DEPT - PS-Mktg, Asiad, New-Delhi	DEPT - PS-SSBG, Kribhco Bhawan, Sec - 1, Noida	Total
1.1	Servers			
a	Servers – HP DL380G5 (Windows 2003 OS, Processor Xeon 5160 3.0 Ghz, Ram 4GB, HDD 146Gb, Qty 5 Hot Swapable)	1	-	1
b	Servers – HP DL380G5 (Red Hat Linux, Processor Xeon 5160 3.0 Ghz, Ram 4GB, HDD 146Gb, Qty 5 Hot Swapable)	1	-	1
c	Servers – HP DL380G5 (Windows 2003 Storage Server, Processor xeon 5160 3.0 Ghz, HDD 143 Gb Qty2 Hot Swapable, Ram 4GB), with Attached Storage of 146 GB Qty 10)	1	-	1
	Total Servers	3	-	3
1.2	PC s			
a	HP DC 7600 (Pentium® D Dual Core, 1GB, 80GB, DVD Rom, 13 Nos with TFT Monitors for PS-Mktg, Asiad) 20 TFT for SSBG	27	28	55
b	HP DC 7800 SFF PC (Core 2 Duo, 2GB, 80GB, DVD Rom, with TFT)	37	-	37
c	HP XW 4600 Workstation (with TFT)	1	-	1
	Total PCs	65	28	93
1.3	Printers			
a	HP Laserjet -9000N	1	-	1
b	HP Laserjet 1020	14	-	14
c	HP Laserjet 1022	1	-	1
d	HP CLJ CP3505n	15	-	15
e	HP CLJ 4700dn	2	1	3
f	HP CLJ 5550dn	2	-	2
g	HP Laserjet P1007	-	4	4
h	HP Laserjet 1320dn	-	4	4
i	HP Color Laserjet 3800	1	-	1
j	HP CLJ CP1025	-	1	1
	Total Printers	36	10	46
1.4	Scanners			
a	HP 8350 scanner	4	-	4
b	HP 7400 scanner	1	-	1

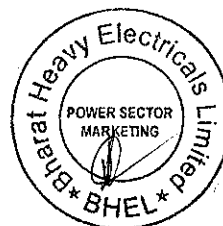


List of Owned Hardware items (For AMC & FMS)

Annexure I

SN	Equipment	Quantity (Nos.)		
		DEPT - PS- Mktg, Asiad, New-Delhi	DEPT - PS- SSBG, Kribhco Bhawan, Sec - 1, Noida	Total
c	Fujitsu 5750C Scanner	1	-	1
d	HP Scanjet 8290 Scanner	-	5	5
	Total Scanners	6	5	11
1.5 Laptops				
a	HP Notebook 2510 P (Intel Core 2 Duo processor, 2GB, 60GB,DVD-ROM)	12	-	12
b	HP NC 6400(Intel® Centrino® Duo processor,1GB,80GB,DVD-ROM)	12	4	16
	Total Laptops	24	4	28
1.6 UPS				
a	APC AVR 500 VA	5	-	5
b	Lanbit 500 VA	5	-	5
c	APC Small UPS 800 VA	26	-	26
d	Emerson Small UPS 1 KVA	27	-	27
e	Triton 625 VA	4	-	4
	Total UPS	67	-	67
1.7 Switches				
a	Dlink (8 port)	2	-	2
b	Compax (8 port)	1	-	1
c	Netgear (24 Port)	1	-	1
d	D-Link (16 port)	3	-	3
e	Wireless Access Point	2	-	2
f	Cisco 2960 (48 PORT)	3	-	3
	Total Switches	12	-	12

KINDLY NOTE: Hardware Items not mentioned as additional items in Annexure IV shall all be included in the AMC.

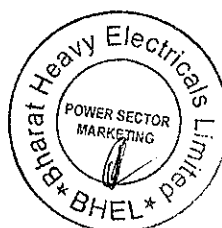


List of Owned Hardware items (For AMC Only)

Annexure II

SN	EQUIPMENT	Quantity (Nos.)	
		DEPT - PS-Mktg (Hydro & Nuclear), Advant Navis, Sec - 142, Noida	Total
2.1	PCs		
a	HP DC 7600 (Pentium® D Dual Core, 1GB, 80GB, DVD Rom, 13 Nos with TFT Monitors for PS-Mktg, Asiad)	5	5
b	HP DC 7800 SFF PC (Core 2 Duo, 2GB, 80GB, DVD Rom, with TFT)	8	8
	Total PCs	13	13
2.2	Printers		
a	HP CLJ CP3505n	2	-
b	HP CLJ 4700dn	1	-
	Total Printers	3	-
2.3	Scanners		
a	HP 8350 scanner	1	-
	Total Scanners	1	-
2.4	UPS		
a	APC Small UPS 800 VA	5	-
b	Emerson Small UPS 1 KVA	9	-
	Total UPS	14	-

KINDLY NOTE: Hardware Items not mentioned as additional items in Annexure IV shall all be included in the AMC.

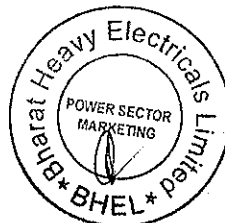




List of Leased Hardware items (For FMS only)

Annexure III

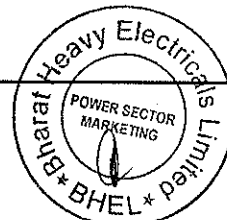
SN	Equipment	Quantity (Nos.)		
		DEPT - PS-Mktg, Asiad, New-Delhi	DEPT - PS-SSBG, Kribhco Bhawan, Sec - 1, Noida	Total
3.1	PCs			
a	HCL Infiniti Pro SL 1300 (with TFT) Core 2 Duo processor, 6 GB RAM, HDD - 160 GB, DVD Writer	27	-	27
b	Lenovo Engineering PC - PC02L (with TFT) Core i5 processor, 6 GB RAM, HDD - 320 GB, DVD Writer, Graphics Card	20	2	22
c	HCL Infiniti Pro SL 1300 (with TFT) Core 2 Duo processor, 2 GB RAM, HDD - 160 GB, DVD Writer	-	6	6
d	Lenovo General PC - PC01L (with TFT) Core i5 processor, 4 GB RAM, HDD - 500 GB, DVD Writer	-	23	23
	Total PCs	47	31	78
3.2	Laptops			
a	DELL Latitude E4300 Core 2 Duo processor, 4 GB RAM, HDD - 160 GB, DVD Writer	6	-	6
a	DELL Latitude E5400 Core 2 Duo processor, 4 GB RAM, HDD - 160 GB, DVD Writer	6	2	8
	Total Laptops	12	2	14
3.3	Printers			
a	HP Laserjet Printer A3 b/w - LJ9040	2	-	2
b	HP Laserjet Printer A3 Color - LJ5020	1	-	1
c	HP Laserjet Printer A4 Color - LJ500	3	1	4
d	HP Laserjet Printer A4 Color - LJ451	-	6	6
e	HP LJ P3015 (Mono)	-	1	1
	Total Printers	6	8	14
3.4	UPS			
a	Emerson Small UPS 1 KVA	42	31	73
b	Emerson UPS 2 KVA	-	1	1
	Total UPS	42	32	74
3.5	Scanners			
a	Fujitsu 5750C Scanner A3 Color High End	1	-	1
b	HP Scanjet 7500	-	2	2
c	HP Scanjet G3110 Photo Scanner	-	2	2
d	HP Scanjet 8420	-	1	1
	Total Scanners	1	5	6
3.6	Switches			
a	Cisco 2960 (24-port Layer 2 Switch)	2	2	4
b	Cisco 2960 (48-port Layer 2 Switch)	-	1	1
	Total Switches	2	3	5



Optional Items

ANNEXURE IV

SN	JOB
1	Data Recovery (per instance)
2	Quarterly charges for deploying additional engineer at different location (charges per Engineer) <i>(other than the 2 engineers to be deployed : 1 at Sec-1, Noida and Asiad, Delhi each as per Technical specifications clause no. 5.2.2.5)</i>
3	Extra hours of service - per hour basis (beyond 10 hrs / month) - Refer Clause 5.2.2.7 Of Technical specifications
4	OEM Lithium Batteries for CPUs
5	Cabling (Cat 6 or above) - (Make TYCO/PANDUIT/D-Link/AMP/SYSTIMAX or superior make)
5.1	Per port I/O
5.2	Cable (per metre)
5.3	Patch Cable - 3 feet (per piece)
5.4	Patch Cable - 7 feet (per piece)
5.5	RJ 45 Connectors
6a	Printer HP Laserjet -9000N Fuser Kit Imaging Unit User Maintenance Kit
6b	Printer HP Laserjet 1020 Transfer Roller Fuser Kit
6c	Printer HP Laserjet 1022 Transfer Roller Fuser Kit
6d	Printer HP CLJ CP3505n Transfer Roller Fuser Kit
6e	Printer HP CLJ 4700dn Transfer Roller Fuser Kit



SN	JOB
6f	Printer HP CLJ 5550dn Transfer Roller Fuser Kit
6g	Printer HP CLJ 3800 Transfer Roller Fuser Kit
6h	Printer HP Laserjet A3 b/w - LJ9040 Transfer Roller Fuser Kit
6i	HP Laser Printer Color HP 500 N Transfer Roller Fuser Kit
6j	Printer HP A3 Color LJ5020 Transfer Roller Fuser Kit
6k	Printer HP Mono P1007 Transfer Roller Fuser Kit
6l	Printer HP Color CP1025 Transfer Roller Fuser Kit
6m	Printer HP Mono 1320dn Transfer Roller Fuser Kit
6n	HP Laserjet Printer A4 Color - LJ451 Transfer Roller Fuser Kit
6 o	HP LJ P3015 (Mono) Transfer Roller Fuser Kit
7a	Laptop Battery - HP Notebook 2510P (As listed in Annexure I)
7b	Laptop Battery - HP NC 6400 (As listed in Annexure I)
7c	Laptop Battery - Dell E4300 (As listed in Annexure III)
7d	Laptop Battery - Dell E5400 (As listed in Annexure III)

SN	JOB
8a	HP 8350 scanner Glass Top Lamp
8b	HP 7400 scanner Glass Top Lamp
8c	Fujitsu 5750C scanner Glass Top Lamp
8d	HP 8290 scanner Glass Top Lamp
9	OEM Mouse (Additional in case of physical damage, theft, loss, etc)
10	OEM Keyboard (Additional in case of physical damage, theft, loss, etc)
11	OEM Batteries for UPS (UPS mentioned in Annex I)

NOTE: For parts, except for excusions mentioned in bid specifications, shall be coverd under AMC.

