

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/2017-18

DATED - 10th July '17

BHEL Coordinators:-

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2. Mr. Amit Gupta

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Noida, UP - 201 301
Telephone no.: 0120-2474080
Email: ssbgamit@bhel.in

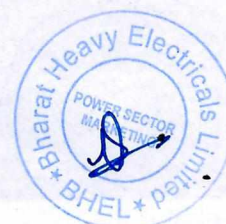
LAST DATE FOR SUBMISSION OF BIDS – 10th July'17 (Monday) at 1200 HRS

LAST DATE FOR OPENING OF TECHNO-COMMERCIAL BIDS – 10th July'17 (Monday) at 1500 HRS



CHECKLIST OF ENCLOSURES

Sl. No.	Description	Yes / No
PART-I (ENVELOPE-1)		
1	EMD	
2	EFT Details along with Cancelled Cheque for refund of EMD money	
3	Technical Offer (with sign on each page)	
4	Details of documents supporting Qualification Requirement (Certified Copies of Financial statements and Work Satisfactory certificate, as per Clause 4.3.2)	
5	Duly Signed Non-Disclosure Agreement (Schedule 1)	
6	Duly Signed Certificate Of Declaration For Confirming Knowledge On Site Conditions (Schedule 2)	
7	Duly Signed No Deviation Certificate (Schedule 3)	
8	Duly Signed Declaration by the Bidder (Schedule 4)	
9	Duly Signed Details of the Bidder (Schedule 5)	
10	UNPRICED Price Schedules 1 to 5 (confirming submission of all items in Part II)	
11	Copy of Valid PAN Number of the company.	
12	Documents in support of GST Registration	
PART-II (ENVELOPE-2)		
1	PRICED Price Schedules 1 to 5	



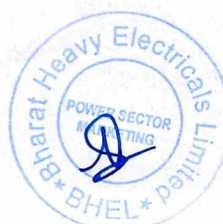
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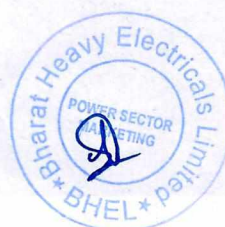
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BID SPECIFICATIONS

REQUEST FOR PROPOSAL

1. 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 (as per Annexures I to V) at various Power Sector divisions, presently located at:

- BHEL House, Sirifort, New Delhi (BHEL Dept Name - PS Mktg, MSX)
- Kribhco Bhawan, A 8-10, Sector-1, Noida (BHEL Dept Name - SSBG, PS-F/MSX)
- Advant Navis business park, Sector-142, Noida (BHEL Dept Name - HBG, PCSG/MSX)
- Mindmill Corporate Tower, Plot No. 24A, Sector-16A Noida (BHEL Dept. Name - NBG)

(In case of a shift in the location of above mentioned department(s) within NCR, the same will be informed and the services shall be provided there at no extra cost)

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

2. QUALIFICATION CRITERIA

2.1. Average Annual Financial turnover during the last 3 years ending 31st Mar'17 should be minimum **Rs. 4 lakhs**.

2.2. Experience of having successfully completed similar works during last 7 years (upto 31.03.17) should be either of the following:

Three similar completed works costing not less than **Rs. 5 lakhs**

OR

Two similar completed works costing not less than **Rs. 6 lakhs**

OR

One similar completed work costing not less than **Rs. 9 lakhs**

Similar completed work means:

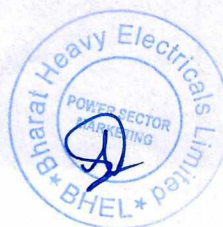
Bidder must have satisfactorily executed AMC/ FMS order in any of Delhi / Noida based units of BHEL which includes at least 100 PCs/ Laptops.

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)

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3. GENERAL INSTRUCTIONS FOR THE BIDDERS

3.1. Last date of submission of Techno-commercial & Price Bids is **10th July '17 at 1200 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.

3.2. Earnest Money Deposit (EMD)

3.2.1. Earnest Money Deposit (EMD) for the tender is Rs. 22,000/- (Rupees Twenty Two Thousand only) in the form of Demand Draft / Banker's Cheque/ Electronic Fund Transfer credited in BHEL account before tender opening (A/c Details - A/c No: (172502000000190), Bank- Indian Overseas Bank, IFSC Code: IOBA0001725, Address: Krishak Bharti Co-operative Kribhco Bhavan, Plot no. A-8 To A10, Sec 1 Noida Pin: 201301).

3.2.2. The EMD Shall not carry any interest.

3.2.3. Forfeiture of EMD

EMD by the Bidder will be forfeited as per NIT conditions, if:

- i) After opening the tender and within the offer validity period, the Bidder revokes his tender or makes any modification in his tender which is not acceptable to BHEL.
- ii) The Contractor fails to deposit the required Security deposit or commence the work within the period as per LOI/ Contract.

4. INSTRUCTIONS & GUIDELINES TO BIDDERS

4.1. 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:

- BHEL House, Sirifort, New Delhi (BHEL Dept Name - PS Mktg, MSX)
- Kribhco Bhawan, A 8-10, Sector-1, Noida (BHEL Dept Name - SSBG, MSX)
- Advant Navis business park, Sector-142, Noida (BHEL Dept Name - HBG, MSX)
- Mindmill Corporate Tower, Plot No. 24A, Sector-16A Noida (BHEL Dept. Name - NBG)

(Signature and Seal of the bidder)

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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 three months, subject to satisfactory services, mutual agreement and fulfilment of certain BHEL policy conditions.

4.2. BIDDER TO INFORM HIMSELF FULLY

4.2.1. 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.

4.2.2. 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.

4.3. PROCEDURE FOR SUBMISSION & OPENING OF BIDS

4.3.1. 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.

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

This part shall consist of the following:

- a) EMD of **Rs. 22,000/- (Rupees Twenty-Two Thousand only)** in the form of Demand Draft / Banker's Cheque in favour of "Bharat Heavy Electricals Limited" payable at New Delhi or Electronic Fund Transfer (EFT) credited in BHEL account before tender opening (**A/c Details** -A/c No: (172502000000190), Bank- Indian Overseas Bank, IFSC Code: IOBA0001725, Address: Krishak Bharti Co-operative Kribhco Bhavan, Plot no. A-8 to A10, Sec 1 Noida Pin: 201301). to BHEL at the time of bid submission. **In the absence of submission of EMD, the offer will be rejected.**
- b) EFT Details along with Cancelled Cheque for refund of EMD money

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- c) The Techno-commercial bid, comprising:
- 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.
 - Certified copies of **financial statement(s) of the company** in support of QR stated in **clause no 2.1**
 - Work satisfactory certificate** in support of the qualification criteria at **Clause No. 2.2.**
 - Schedules 1-5** as defined in checklist of enclosures.
 - Un-priced** Copy of the price bid as per enclosed **Price Schedule 1 to 5** formats.
 - Copy of **Valid PAN Number** of the company.
 - Documents in support of **GST registration**. (as applicable)

4.3.3. PART-II: PRICE BID (ENVELOPE-2)

- Price bid, containing PRICES, is 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.
- 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).

4.4. MARKING ON ENVELOPE

- 4.4.1. 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

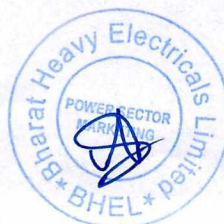
PART II:
(ENVELOPE-2)

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

- 4.4.2. Both Envelopes i.e. 1 & 2 shall be enclosed further in a **Third main Envelope-3** duly sealed and super scribed as "**TENDER FOR FMS and**

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**AMC of IT systems of PS-Mktg & SSBG, NOIDA” clearly mentioning
TENDER ENQUIRY NO: PSM/P&M/AMC-FMS/2017-18 & DUE DATE 10th
July, 2017.**

4.4.3. Checklist of Enclosure shall also be placed inside the Third Envelope.

4.4.4. The Bids shall be addressed to the following official:

Mr. Nikhar Shukla
Sr. Engineer (PS-Mktg)
Bharat Heavy Electricals Limited,
4th Floor, A-B Wing,
BHEL House, Sirifort, New Delhi -110049

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

4.5. BID SUBMISSION

4.5.1. Bids are to be submitted in the **TENDER BOX**, which is placed at the following address:
A-B Wing, 4th Floor,
BHEL House, Sirifort, New Delhi -110049

Any queries regarding bidding process may be addressed to the following official:

Mr. Pankaj Kumar Sharma
Dy. Engineer (PS-Mktg)
Bharat Heavy Electricals Limited,
3rd Floor, BHEL House, Sirifort, New Delhi -110049
Telephone no.: (011)-66337864
Email: pks@bhel.in

4.5.2. Any proposal received after the deadline for submission of proposal shall be summarily rejected and returned unopened to the bidder.

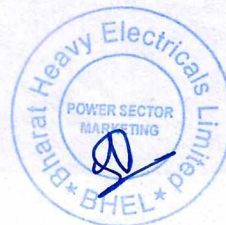
4.6. BID OPENING

4.6.1. Part-I (EMD & Techno-commercial bid) shall be opened on the due date and time as specified in Clause 3.1, in the presence of bidders who may like to attend. Part-II (Price Bid) of technically qualified bidders shall be opened subsequently at a later date to be intimated separately.

4.6.2. Not more than two representatives from the bidder's side will be permitted to be present for the tender opening.

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- 4.6.3.** No correspondence shall be entertained from the bidders after the opening of Price Bid(s).
- 4.6.4.** 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.
- 4.6.5.** 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.
- 4.6.6.** 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.
- 4.6.7.** Purchaser reserves the right to negotiate, if required.

4.7. VALIDITY OF OFFER

- 4.7.1.** Offer shall be kept valid for THREE months from the due date of tender opening (Part-I) for Purchaser's acceptance (i.e. 10th October, 2017).
- 4.7.2.** In exceptional circumstances, BHEL may solicit the Bidder's consent for an extension of the period of validity of 90 days. The request and the responses thereto shall be made in writing. The validity of EMD provided shall also be suitably extended. A party may refuse the request without forfeiting its Bid Security. The party granting the request will neither be required nor permitted to modify its Bid.

4.8. 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.

4.9. LANGUAGE & CORRECTIONS

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- 4.9.1.** The bidder shall quote the rates in English numerals only. The metric system of units shall be used for the purpose of tender.
- 4.9.2.** 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.
- 4.9.3.** 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.
- 4.9.4.** However, if any cancellations, corrections and insertions are in the bid, the same shall be duly attested by the bidder.

4.10. REJECTION OF BID AND OTHER CONDITIONS

- 4.10.1.** 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.
- 4.10.2.** No change in specifications, clauses of contract, Terms and Conditions, etc. shall be entertained by BHEL under any circumstances.
- 4.10.3.** 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.
- 4.10.4.** Any clarification pertaining to this tender enquiry must be submitted and received in writing by the undersigned on or before 6th July '17. BHEL will not entertain or respond to bidders' queries received thereafter.
- 4.10.5.** 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.

(Signature and Seal of the bidder)

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4.10.6. 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.

4.10.7. Late bids are liable to be rejected.

4.10.8. 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.

4.10.9. 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.

4.10.10. If the Prices/ Rates of one or more of the enquired equipment have not been quoted, the offer is liable to be rejected.

4.10.11. Non-compliance with any of the requirements and instructions of the Tender Enquiry may render the bid liable to be rejected.

4.11. TENDER EVALUATION

4.11.1. 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 Price Schedules 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 Price 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.**

4.11.2. 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

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ordering purpose, the lowest unit rate received for that particular item shall be considered.

4.11.3. 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).

4.11.4. 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.

4.11.5. The tender is **NOT divisible**.

5. COMMERCIAL TERMS AND CONDITIONS FOR BIDDERS

5.1. 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.

5.2. 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, one subsidiary, six 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 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.

(Signature and Seal of the bidder)

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Expectations from Bidders

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

5.3. SUPPLY CONDITION

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

5.4. RATES

Rates to be quoted shall remain **FIRM without any variation** till completion of the contract. However, taxes will be payable as per actuals.

5.5. 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), PS-MSX (New Delhi) and PS-SSBG (Sec-1, Noida). The payment of the above mentioned invoices shall be released separately by the respective departments.

5.6. 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.

5.7. 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.

(Signature and Seal of the bidder)

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