



Bharat Heavy Electricals Limited

(A Govt of India Undertaking)
TIRUCHIRAPPALLI-620 014

TENDER NOTICE FOR EMPANELMENT OF COMMON AGENCY FOR CONDUCTING CUSTOMER PERCEPTION SURVEYS FOR BHEL UNITS/DIVISIONS

BUSINESS EXCELLENCE GROUP

Tender No. **BHE/TP/Q/BE/0809/01**
Tender Dt. **30.04.2008**

Sealed Offers (in **Two Parts** comprising **Part-I: Technical & Un-priced Commercial Bid** and **Part-2: Price Bid**) are invited from experienced consulting companies for empanelment for carrying out External Customer Perception Surveys for various Manufacturing Units/Service Divisions of BHEL located in India.

Last Date and Time for receipt of sealed offers at the office of the undersigned	-	24.05.2008, 2.00 P.M (Saturday)
Date and Time of opening of Part-I: Technical & Un-priced Commercial Bids at the office of the undersigned	-	24.05.2008, 3.00 P.M (Saturday)

Note: Tenderers may depute their representative to be present at the opening of **Part-I: Technical & Un-priced Commercial Bids** at the date and time indicated above if they so desire.

Sr Dy General Manager
Business Excellence
New Quality Building
BHEL High Pressure Boiler Plant
Tiruchirappalli-620 014
Tamil Nadu, India
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ANNEXURE-A : QUALIFICATION AND ELIGIBILITY CRITERIA

BHEL has been obtaining perceptions of Customers about the Products and Services supplied in order to improve the Customer Satisfaction levels. **For this purpose, through this Tender, it is proposed to empanel a common agency for conducting future customer perception surveys, the services of which will be used by all BHEL Units / Divisions during the currency of the contract.**

- 1.0 The bidder shall have sound organization capable of meeting BHEL's requirement with high degree of accuracy and timeliness. The organization shall have a countrywide networking having their own offices at major cities for effective and timely coordination with BHEL Units and Customer Locations.
 - 1.1 Experience in conducting Customer Perception Survey for organizations (heavy engineering - manufacturing / heavy engineering - service / process industries / automobile sector) with an annual turnover of not less than Rs. 1000 cr. is essential (e.g. NTPC, NHPC, PGCIL, ONGC, IOCL, Maruti Udyog, Tata / Aditya Birla group companies, L&T, Siemens, Reliance, Alstom, Crompton Greaves, Areva, etc.) They should have conducted surveys for a minimum of 5 such companies excluding SBUs / divisions of the same corporate in the last 8 years. They should submit a certificate of satisfactory performance / credentials from their clients.
 - 1.2 The bidder shall have a minimum of 8 years experience (inclusive of experience of their principal, if any) as an organization in conducting Customer Perception Surveys. The organization shall provide the list of Clients and reference list.
 - 1.3 The bidder shall have had an annual turnover of not less than Rs. 5 Cr. through such customer survey consultancy assignments, in each of the last three years.
 - 1.4 The bidder shall submit Annual Report for the last 3 years and in case the same is not available, then audited financial statements for the last three years.
 - 1.5 The organization shall have at least 15 number of experienced (Minimum 5 years) qualified surveyors on their rolls who have conducted identical surveys with reputed organizations like the ones mentioned above (1.1). The organization shall provide the list of such qualified surveyors.



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ANNEXURE-B : SCOPE OF WORK

BHEL consists of 14 Manufacturing Units, 4 Power Sector Regions and 8 Service Centres. The services of the common contractor finalized through this tender for conducting customer perception surveys will be utilized by all BHEL Units / Divisions who plan to go for such a survey (a list of BHEL Units / Divisions is given as List - 1). On an average, 7 to 10 Units / Divisions of BHEL are likely to utilize the services every year. Depending upon the operations of the specific BHEL Unit / Division, each survey may cover an average of 20 locations across the country (a typical list of BHEL Sites and Customer Headquarters is enclosed – List - 2).

Each Survey will be ordered by the respective Unit / Division of BHEL and will have Scope of Work as given below:

1.0 Pre-Survey

1.1 The contractor will participate in pre-survey workshop(s) with Unit / Division going for the survey to identify and finalise the following:

a. Scope of Survey

- i. Products / Projects to be covered under survey
- ii. Customers - Respondents and locations for pre-survey and Survey.

Generally, minimum 2 respondents at 3 to 5 levels of Customers per location shall be identified. The locations can be Head Quarters, Sites and any other Functional group of the Customer. The levels can be CEO, Member, Director, and Chief Engineer of various disciplines, Site in-charge and Executing Heads of various disciplines. The number of customers to be covered for the survey will be finalized during the pre-survey meet.

b. Time Frame: Identify the time - frame for completing the pilot survey, Survey and post-survey activities.

c. Definitions and attributes shall include (as minimum) the following processes

c1. For Manufacturing Units and Engineering Centres/Divisions of BHEL:

- (i) Project/contract co-ordination and management (this will include pre-contract)
- (ii) Engineering, including Project Engineering.
- (iii) Manufacturing
- (iv) Delivery
- (v) Erection & Commissioning/Erection & Commissioning support



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ANNEXURE-B : SCOPE OF WORK

- (vi) Product/System/Service performance including warranty performance
- (vii) Service after Sales including Spares.

c2. For Power Sector Regions (Erection, Commissioning and Servicing Divisions) of BHEL:

c2-i) INSTALLATION

- (i) Project/Contract co-ordination and Management (including pre-contract)
- (ii) Construction Management
- (iii) Materials Management
- (iv) Erection and Commissioning
- (v) Post Commissioning & Warranty

c2-ii) SERVICES AFTER SALES

- i) Project/Contract co-ordination and Management (including pre-contract, post-commissioning activities)
- ii) Site Management
- iii) Post Commissioning and Warranty

d. Definitions and attributes to obtain Image Perceptions of our company from our Customers.

e. Definitions and attributes for any other processes to be identified in the workshop.

f. Draft Survey Instrument (Questionnaire). The draft survey instrument shall be designed to obtain adequate data for the following:

- To obtain response from Customers through at least five response levels as given below (or equivalent) for every attributes (question)
 - (i) Dissatisfied
 - (ii) Needs improvement
 - (iii) Good
 - (iv) Satisfied
 - (v) Highly satisfied

Wherever the scoring is i, ii & iii, specific 'suggestions ' / 'areas to be improved ' have to be obtained from Customers.



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ANNEXURE-B : SCOPE OF WORK

- To calculate Customer Satisfaction Index (CSI) based on the weightage of the following factors.
 - (i) Product/System/Service performance (Quality) – 0.35
 - (ii) Price – 0.15
 - (iii) Delivery – 0.25
 - (iv) Service After Sales – 0.25
- To obtain Benchmark rating from customer for every attribute (In Comparison with competitors with whom the customers have operating experience).
- To obtain 'Customer Loyalty' rating based on the attributes to be agreed during the pre-survey Workshop. (eg. Loyalist, defector, critic etc)

1.2.The Contractor shall prepare and finalise the Survey Instrument (Questionnaire) in consultation with BHEL Unit/Division going for survey

2. Survey

- 2.1.Finalizing the questionnaire after discussing with the BHEL Unit / Division, taking into account the feedback received during the pilot survey.
- 2.2.Fixing of appointment with respondents: BHEL will provide assistance wherever required
- 2.3.Contractor shall ensure that appropriate hierarchy of surveyors is maintained during surveys in accordance with hierarchy of respondent of Customers. For this purpose, contractor shall communicate the details of surveyors identified (designation, qualification, experience etc..) for interviewing various levels of customer personnel to the respective BHEL Unit / Division beforehand.
- 2.4.Conducting the survey as per the final survey instrument by face-to face interview with respondents identified in Pre-survey workshop.
- 2.5.The contractor shall provide periodic status reports during survey period, on fortnightly basis, to the BHEL Unit for whom survey is being conducted.

3. Post Survey

- 3.1.Compiling the data and suitable Statistical Analysis of the responses:
Analysis shall include but need not be limited to:

Customer Satisfaction Index (computed as per the methodology agreed during Pre Survey Workshop with BHEL) for:



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ANNEXURE-B : SCOPE OF WORK

- Overall BHEL Unit/Division
- Product/project/process wise index
- Attribute wise index (e.g. Quality, Delivery, Price, etc.)
- Any other aspect as agreed during the pre-survey workshop with the respective BHEL Unit / Division

3.2 Computation of Customer Satisfaction Index (CSI) – a numerical figure, which indicates Customer wise and overall level of Customer Satisfaction of Product/ Project/ Unit / Division as per the methodology given below

The contractor will compute and report Customer Satisfaction Index (CSI) based on the following:

CSI Factor	Weightage	% Response Top 2 boxes (Satisfied & Highly Satisfied)	Satisfaction Index of Attribute %
(A)	(B)	(C)	(D)=(B) X (C)
Quality-Product/System/Service Performance	0.35		
Price	0.15		
Delivery	0.25		
Service After Sales	0.25		
CSI = (summation of column D)			

- The attributes given in column 'A' for calculating CSI index shall be taken from the questions identified under **c1 & c2 of 1.0.**
- Under each process, for each of the questions, identify whether the question addresses the Quality / Delivery / Price / Service After Sales aspects during the pre-survey meet itself to enable 'CSI' calculation.
- The average score of all the questions under various processes for Quality/Delivery/Price/service After Sales shall be averaged and the average value shall be taken in column 'C' for computing CSI

3.3 Identification of

- Areas of Strengths for further consolidation
- Areas for improvement pertaining to customer satisfaction



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ANNEXURE-B : SCOPE OF WORK

- c. Performance rating of competitors' products & services used as benchmarks
- d. Specific or any notable customer comments, which require immediate action / attention of BHEL
- e. Analysis of customer comments and recommendations for improvement

3.4 Preparation of draft report, discussion and submission of final report.

The report shall necessarily contain the following:

- Overall Customer Satisfaction Index for
 - the specific BHEL Unit/Division,
 - for every product covered under the survey
 - for every project covered under the survey
 - for each of the processes and
 - for each attribute.
- Customer Satisfaction Index for each group of Customers
 - Old/New,
 - PSU/Private,
 - Power/Industrial, and
 - Individual Customers.
- Detailed analysis and implications including
 - a. Areas of Strengths for further consolidation
 - b. Specific or any notable customer comments, which require immediate action/ attention of BHEL
 - c. Analysis of customer comments and recommendations for Improvement
- Identification of priority areas requiring Top Management focus for improving Customer Satisfaction across the Customer base
- Wherever the ratings are low ('Dissatisfied', 'Needs improvement' and 'Good'), indicate the identity of customers and their expectations, BHEL's performance and their suggestions for improvement. This is to enable to understand the problem clearly and also to take focused actions at BHEL.
- Verbatim comments of the Customers (voice of customer)



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ANNEXURE-B : SCOPE OF WORK

- Comparison of company's performance, benchmarked with competitors, as perceived by Customers.
- Customer Loyalty
- Suggested recommendations for improvement in overall rating and ratings in specific areas.
- Contractor shall also provide a report card using visual symbols (e.g. emoticons) to show at a glance process wise / overall satisfaction levels including loyalty for various customers

Contractor shall submit a preliminary / draft report to the executing authority prior to making Top Management presentation. BHEL Unit/Division going for the survey will approve the final report.

3.5 Feedback presentation to management of BHEL through workshop(s) and facilitation for Action Planning by providing all back up data and required clarifications and suggestions during the workshop.

3.6 Seven (7) Hard Copies and one Soft copy of the final accepted report will be provided to the BHEL Unit/Division going for the Survey, for every survey conducted.

4. Time Frame

4.1 Time period for completion of Scope of Work covered in Sl. No. 1.0 to 3.0 above for individual Unit/Division of BHEL shall be 10-12 weeks from date of order by the individual Unit/Division of BHEL.

4.2 Bidders shall confirm that they have adequate resources to conduct this survey for 5 to 7 BHEL Units simultaneously within a period of 4 to 6 months.



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ANNEXURE-C : TECHNO-COMMERCIAL TERMS AND CONDITIONS

1.0 QUOTATIONS

Bidders shall submit the offer in **TWO INNER ENVELOPES** as indicated below which shall be sealed in one outer envelope.

Envelope I - This sealed envelope should contain all the copies of technical bid together with un-priced commercial bid. This envelope should be clearly marked "**Part I - Technical and Un-priced Commercial Bid**", indicating Tender No., Due Date and Address & Reference of the Bidder.

Envelope II - This sealed envelope should contain **price details**. This envelope should be clearly marked "**Part II - Price Bid**", indicating Tender No., Due Date and Address & Reference of the Bidder.

Both the envelopes (Part I & II) shall be put in one cover, duly sealed, superscribing as Part I and Part II of Tender No., due date of opening and the address and reference of the Bidder.

The above offer should reach this office on or before the due date by 14.00 Hrs (IST).

Tender should not be addressed to any Individual's name but only by designation to:

Sr. DGM / BUSINESS EXCELLENCE
NEW QUALITY BUILDING
BHARAT HEAVY ELECTRICALS LIMITED
HIGH PRESSURE BOILER PLANT
TIRUCHIRAPPALLI - 620 014
TAMIL NADU, INDIA
Fax No.: 0431-2520730
Phone: 0431-2575658 / 94425 21202 / 0431-2520135

Tenders should be free from **CORRECTIONS AND ERASURES**, Corrections if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amount quoted in words and figures, amount quoted in words shall prevail.

Offers should be in **ENGLISH** and accompanied by detailed technical literature, catalogue, etc in **ENGLISH** or otherwise, the offers will not be considered.



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2.0 PART-I : TECHNICAL & UN-PRICED COMMERCIAL BID

2.1 Technical

This part shall include / indicate the following:

2.1.1. Offer should contain complete scope of supply with all technical details, specifications, delivery and other commercial terms and conditions.

2.1.2. Point by point confirmation for the Technical Specification enclosed is to be provided. If there are any deviations, the same should be clearly specified. Offers received without confirmation to our specification will be rejected.

2.1.3. List of customers to whom same or similar services have been provided along with performance certificates to be enclosed.

2.2 Un-Priced Commercial

This part shall include / indicate the following:

2.2.1. Terms of payment

2.2.2. Taxes, Service tax & duties including cess applicable.

2.2.3. Time Schedule

2.2.4. Offer validity

2.2.5. A copy of "Un-Priced Part II" i.e., a copy of the Price Bid **without the price details** to be enclosed (as per Enclosure-2 to Annexure-C).

2.2.6 Check list duly filled (as per Enclosure-1 to Annexure-C)

3.0 PART II (PRICE- BID)

This part shall contain the schedule of price particulars in the prescribed **Price Bid Format** (as per Enclosure-2 to Annexure-C) and should be correlated to the technical details provided in Part I.

4.0 OPENING OF TENDERS

The **Part I - Technical & Un-priced commercial bid** alone would be opened on the Tender opening date.

The **Part II - Price bid** of Technically suitable Bidders alone would be opened. The Technically suitable Bidders would be informed about the Price Bid opening date.

Clarifications if any required by BHEL for Technical evaluation / commercial evaluation would be sought from Bidders before opening of Part II - Price bid.



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5.0 GENERAL

5.1. Incomplete offers will not be considered.

5.2. **Fixed price:** The contract shall remain valid for three years from the date of placement of order. The price quoted under 1.0 above will be firm for the entire contract validity period. No enhancement of rate will be allowed.

A bid submitted with an adjustable price will be treated as non - responsive and rejected. Prices shall be written in words and figures. In the event of difference, the price in words shall be valid and binding.

5.3. **Bid currency:** Indian bidders should submit the prices only in Indian Rupees. Foreign bidders may submit their bid in their home currency, which should be clearly indicated in the un-priced commercial bid as well as in the price bid.

5.4. **Taxes and Duties:** All Taxes and Duties payable as extra to the quoted price should be specifically stated in offers.

5.5. **Validity:** The offer shall be kept open for acceptance for a period of **180 days (one hundred and eighty days)** from the date of opening of the tender (Part I).

5.6. Terms of Payment:

5.6.1 No advance will be paid along with the order.

5.6.2 The terms of payment to the contractor will be as given below:

- ❑ 20% of Contract value on finalization and approval of survey instrument (Questionnaire) after the completion of Pre-Survey, duly certified by the executing authority in the respective Unit / Division.
- ❑ 20% of Contract value on completion of Survey (as per Clause 2.0), duly certified by the executing authority in the respective Unit / Division.
- ❑ 40% of Contract value on submission of seven (7) hard copies and one soft copy of report, and acceptance of report by the executing authority in the respective Unit / Division.
- ❑ 20% of Contract value after presentation to BHEL and facilitating Action Planning Workshop as duly certified by the executing authority in the respective Unit / Division.

5.6.3 Any Bank charges are to be borne by the contractor.



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5.6.4 Payment shall be made against submission of invoices duly certified for completion of concerned activities by the executing authority in the respective Unit / Division. The invoices shall be in order in all respects. The payment shall be made within 45 days from the date of certification of the invoice.

5.6.5 Based on CVC directives, E-Payment would be the preferred mode of payment. Hence, vendors are requested to confirm their acceptance to E-Payment in their offer along with bank details.

5.6.6 Service Tax and Income Tax for Services rendered: Any service charges payable will be released after deduction of Income Tax as per the Govt. of India rules. The TDS certificate will be issued by BHEL. Applicable service tax will be payable extra. The liability of depositing the same to the Govt. will be that of the contractor.

5.7. **Liquidated damages:** Survey (including pre and post survey activities) will be completed within the time frame to be decided between the agency and BHEL Unit/Division going for the survey as per Scope of Work. Any delay in execution beyond the agreed period will attract penalty @ half percent of Contract value per week subject to maximum 10% of contract value for each Unit / Division.

5.8 **Risk purchase clause:** If the contractor fails to render the services as per the scope identified within the delivery period specified in the purchase order, BHEL will be entitled to terminate the contract and obtain from elsewhere, at the risk and cost of the contractor, either the whole of the services or any part of the services which the contractor has failed to provide within the delivery period mentioned in the purchase order.

5.9. **Force Majeure clause:** If at any time during the continuance of this contract the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason, of any war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, explosions, epidemics, quarantine, restrictions or acts of GOD (hereinafter referred to as events) then provided notice of happening of any such events is given by either party to other within twenty one days from the date of occurrence thereof neither party shall reason of such events be entitled to terminate this contract nor shall either party have any such non performance and delay is resumed as soon as practicable after such events has come to an end or ceased to exist. If the performance in whole or part of any obligation under this contract is prevented or delayed by reason or any such event claims for extension of time shall be granted for period considered reasonable by the purchaser subject to prompt notification by the seller to the purchaser of the particulars of the events and supply to the purchaser if required of any supporting



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evidence. Any waiver of time in respect of partial instalment shall not be deemed to be a waiver of time in respect of remaining deliveries.

6.0 CONFIDENTIALITY: All the data collected, reports generated shall be kept confidential and shall be property of BHEL. Any loss at any stage sustained by BHEL by breach of contract, shall be ascertained by BHEL and shall be made good by the contractor.

7.0 Along with the tender, Earnest Money of **Rs. 1 lakhs** is to be paid by each tenderer to ensure that the tenderer does not refuse to execute the work after it is awarded to him.

EMD is to be paid in cash (as permissible under Income Tax Act – presently Rs. 20000), Pay order or Demand Draft only.

8.0 EMD by the Tenderer will be forfeited if

- After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.
- The tenderer does not commence the work within the period as per LOI / Contract. In case the LOI / contract is silent in this regard then within 15 days after award of contract.

9.0 EMD given by all unsuccessful tenderers shall be refunded normally within fifteen days of acceptance of award of work by the successful tenderer. In the case of the successful tenderer, the EMD will be retained as part of Security Deposit to be paid by the successful tenderer under clause 10.0 below.

10.0 Security Deposit should be collected from the successful tenderer. The rate of Security Deposit will be as below:

Up to Rs. 10 lakhs	10%
Above Rs. 10 lakhs up to Rs.50 lakhs	Rs 1 lakh + 7.5% of the amount exceeding Rs. 10 lakhs.
Above Rs. 50 lakhs	Rs 4 lakhs + 5% of the amount exceeding Rs. 50 lakhs.

The security Deposit should be paid by the contractor before start of the work to the BHEL Unit / Division placing order for conducting External Customer Perception survey based on this contract.

11.0 Security Deposit may be furnished in any one of the following forms:



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- i. Cash (as permissible under the Income Tax Act- presently Rs.20000)
- ii. Pay Order, Demand Draft in favour of BHEL
- iii. Local cheques of scheduled banks, subject to realization.
- iv. Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc.
(Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
- v. Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act subject to a maximum of 50% of the total security deposit value. The balance 50% has to be remitted either by cash or in the other form of security. The Bank Guarantee format should have the approval of BHEL.
- vi. Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
- vii. Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be collected before start of the work and the balance 50% may be recovered from the running bills.
- viii. EMD of the successful tenderer shall be converted and adjusted against the security deposit.
- ix. The security deposit shall not carry any interest.

NOTE: Acceptance of Security Deposit against Sl. No. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith.

12.0 Earnest money deposit (EMD) and security deposit will not carry any interest.

13.0 Once contract is awarded, failure to complete the contract will entail cancellation of the contract with its consequences, i.e. forfeiture of security deposit and operation of risk purchase clause.

14.0 Security deposit shall not be refunded to the contractor except in accordance with the terms of the contract.

15.0 In all cases of disputes emanating from and in reference to the contract, the matter shall be referred to sole arbitrator, i.e. the Head of BHEL Unit/Division placing the order or any other person (including an employee of BHEL, even



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though he had to deal with the matter relating to the contract in any manner) nominated by said Head of Unit/Division to act as sole arbitrator. The arbitration shall be under 'THE ARBITRATION AND CONCILIATION ACT OF 1996' and the rules thereunder. The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award.

- 16.0 Any suits in respect of this shall lie in the Courts having jurisdiction over the State of the Unit / Division placing the order or entering into contract
- 17.0 BHEL shall not be liable for any loss or accident or injury sustained / suffered by any of the employees / persons engaged by the contractor for this survey, anywhere in India or abroad.
- 18.0 For all communications/ clarifications, SDGM/ Business Excellence shall be the contact person at the address given below;

SDGM/ Business Excellence
Bharat Heavy Electricals Ltd (BHEL)
Tiruchirappalli-620014
Fax No.: 0431-2520730
Phone: 0431-2575658 / 94425 21202 / 0431-2520135
Email: tsg@bheltry.co.in



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ENCLOSURE-1 TO ANNEXURE-C : CHECK LIST

Bidder's acceptance to BHEL's Techno-Commercial Terms & Conditions
(to be submitted along with the offer – please do not change the format)

Tender Enquiry No. Dated Due on	Bidder's Confirmation / response
Technical confirmation to BHEL's Specification	Furnished / Not Furnished
Prices have been quoted on "FIRM PRICE" basis only	Yes / No
Currency in which quoted (please specify)	
Validity of offer (we require a minimum period of 120 days from the date of Tender opening – please specify)	
Time frame for contract execution <input type="checkbox"/> Time period for completion of Scope of Work covered in Sl. No. 1.0 to 3.0 above for individual Unit/Division of BHEL shall be 10-12 weeks from date of order by the individual Unit/Division of BHEL. <input type="checkbox"/> Bidders shall confirm that they have adequate resources to conduct this survey for 5 to 7 BHEL Units simultaneously within a period of 4 to 6 months.	Accepted/Not accepted Confirmed/Not confirmed
Liquidated damages as per clause 5.7 (we require acceptance to @ ½% per week subject to a maximum of 10%).	Accepted/Not accepted
Payment terms (Please specify) {Preferred terms as per clause 5.6.2. are:- <input type="checkbox"/> 20% of Contract value on finalization and approval of survey instrument (Questionnaire) after the completion of Pre-Survey, duly certified by the executing authority in the respective Unit / Division. <input type="checkbox"/> 20% of Contract value on completion of Survey (as per Clause 2.0), duly certified by the executing authority in the respective Unit / Division. <input type="checkbox"/> 40% of Contract value on submission of seven (7) hard copies and one soft copy of report, and acceptance of report by the executing authority in the respective Unit / Division. <input type="checkbox"/> 20% of Contract value after presentation to BHEL and facilitating Action Planning Workshop as duly certified by the executing authority in the respective Unit / Division.	

Signature & Office Seal of the bidder



Bharat Heavy Electricals Limited

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ENCLOSURE-2 TO ANNEXURE-C : FORMAT OF PRICE BID

Tender Enquiry No. Dated Due on
.....

Sl.No	Description	Basic Rate Per Location Rs.	Service Tax @% (Rs)	Total Rs.
(A)	(B)	(C)	(D)	(E=C + D)
1	Lump sum rate per location covering professional charges, travel and incidentals for conducting the Customer Perception Survey as per the Scope of Work given in Annexure-B and the Techno Commercial Terms and Conditions given in Annexure-C of the above Tender			

(NOTE: THE TENDERERS SHOULD FILL UP THE RATES IN THIS FORMAT & SUBMIT ALONGWITH TERMS & CONDITIONS OF THEIR OFFER DULY SIGNED & STAMPED IN ENVELOPE NO.2.

IN ENVELOPE NO.1, AN **UNPRICED** COPY OF THE ABOVE PRICE BID FORMAT SHOULD BE SUBMITTED DULY SIGNED AND STAMPED)

1. The above offer is valid for a period of six months from the date of opening of the tender.
2. Our Service Tax Registration number is
3. We understand that Service Tax at the applicable rate paid by us will be reimbursed on production of proof of payment.

Signature & Office Seal of the bidder



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LIST-1 : LIST OF BHEL UNITS/DIVISIONS

- Heavy Electricals Plant (HEP)
Piplani, BHOPAL-462 022 (Madhya Pradesh)
- Heavy Electrical Equipment Plant (HEEP),
Ranipur, HARDWAR-249 403 (Uttarakhand)
- Central Foundry Forge Plant (CFFP)
Ranipur, HARDWAR-249 403 (Uttarakhand)
- Heavy Power Equipment Plant (HPEP)
Ramachandrapuram, HYDERABAD-502 032 (Andhra Pradesh)
- High Pressure Boiler Plant (HPBP)
TIRUCHIRAPPALLI-620 014 (Tamil Nadu)
- Boiler Auxiliaries Plant (BAP),
Indira Gandhi Industrial Complex, RANIPET-632 406, Vellore Distt (Tamil Nadu)
- Industrial Valves Plant (IVP)
433, Industrial Complex, GOINDWAL-143 423, Distt Tarn Taran (Punjab)
- Electronics Division (EDN)
P.O. Box 2606, Mysore Road, BANGALORE-560 026 (Karnataka)
- Electro Porcelains Division (EPD)
Prof. CNR Rao Circle, Opp. IISc, Malleswaram, BANGALORE-560 012 (Karnataka)
- Transformer Plant (TP)
P.O. BHEL, JHANSI-284 129 (Uttar Pradesh)
- Insulator Plant (IP)
Jagdishpur Industrial Area, JAGDISHPUR-227 817, Distt Sultanpur (Uttar Pradesh)
- Component Fabrication Plant (CFP)
RUDRAPUR-263 153, Distt Udham Singh Nagar (Uttarakhand)
- Heavy Equipment Repair Plant (HERP)
Tarna, Shivpur, VARANASI-221 003 (Uttar Pradesh)
- Electrical Machine Repair Plant (EMRP)
Plot No. D-1, Cross Rd-C, Rd No.16, MIDC, Andheri (E), Mumbai-400 093
(Maharashtra)



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LIST-1 : LIST OF BHEL UNITS/DIVISIONS

Power Sector–Northern Region (PS-NR)

Plot No.25, Sector 16A, NOIDA–201 301 (Uttar Pradesh)

Power Sector–Eastern Region (PS-ER)

BHEL Bhawan, Plot No.9/1, Sector-II, Salt Lake City,

KOLKATA–700 091 (West Bengal)

Power Sector–Western Region (PS-WR)

Shree Mohini Complex, 345, Kingsway, NAGPUR– 440 001 (Maharashtra)

Power Sector–Southern Region (PS-SR)

No.690 (Old No. 474), Anna Salai, Nandanam, CHENNAI–600 035 (Tamil Nadu)

Project Engineering Management (PEM)

Plot No.25, Sector 16A, NOIDA–201 301 (Uttar Pradesh)

Transmission Business Group (TBG)

Integrated Office Complex, Lodhi Road, New Delhi–110 003

Industrial Systems Group (ISG)

PB No. 1249, Prof. CNR Rao Circle, Opp. IISc, Malleswaram,

BANGALORE–560 012 (Karnataka)

Corporate R&D Division

Vikas Nagar, HYDERABAD–500 093 (Andhra Pradesh)



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TENDER NOTICE FOR EMPANELMENT OF COMMON AGENCY FOR CONDUCTING CUSTOMER PERCEPTION SURVEYS FOR BHEL UNITS/DIVISIONS

LIST-2: TYPICAL LIST OF BHEL SITES & CUSTOMER HEADQUARTERS

BHEL SITES

North	South	East	West
Vindhyachal	Kayamkulam	Bakreshwar	Khaperkheda
Singrauli	Kothagudem	Jojobera / Jamshedpur	Wanakbori
Bhatinda	Tuticorin	Digboi	Jamnagar
Ranjit Sagar	Simhadhri	Kahalgaoon	Gandhinagar
Suratgarh	North Madras	Mejia	Vadodara
Panipat	Ramagundam	Tenughat	Korba
Ropar	Rayalaseema	Kathalguri	Raigarh
Anpara	RINL Vizag	Chandrapura	Rihand
Gail Pata	Nalco Angul	Farrakka	Tarapore
Tanda	Talcher	Muzaffarpur	Hazira
Dadri	Raichur	Barauni	Birsinghpur
Rajghat	Srisailam	Koderma	Dhuvaran
Indraprastha	Kuttalam	Santaldih	Dahanu
Faridabad	Vijayawada	Durgapur	Chandrapur
Kota	Gersoppa	Maithon	Bilt/Sinarmas
Parichha	Nellikuppam	Bongaigaon	Aonala
Unchahar	Kovillakalpal	Sail Bhilai	Trombay
Ghanvi	Bellary		New Parli
Chaabra	Vijjeswaram		Paras
Harduaganj	Vallur		Giral
Sikka	Bhoopalapalli		Ukai
Lehra Mohabbat	Sirpur		Bhusawal
Renusagar	Nalco, Damanjodi		Amarkantak
Jhajjar	Neyveli		Hindustan Zinc
	Sipat		SLPP Mangrol
			NLC Barsingsar
			Kutch Lignite
			BORL
			Bhushan Steel
			Dholpur
			GACL



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LIST-2: TYPICAL LIST OF BHEL SITES & CUSTOMER HEADQUARTERS

BHEL CUSTOMER HEAD QUARTERS

North	South	East	West
Delhi	Hyderabad	Kolkatta	Mumbai
NOIDA	Chennai	Jamshedpur	Vadodara
Patiala	Bangalore	Bhubaneshwar	Gandhinagar
Lucknow	Vizag	Raipur	Jaipur
Dehradun		Shillong	Jabalpur
Panchkula			Ankleshwar
Faridabad			Pune
Sundarnagar/Simla			
Renukoot			