



# Bharat Heavy Electricals Limited

(A Govt. Of India Undertaking)

Power Sector, Eastern Region

BHEL BHAWAN, PLOT NO. DJ-9/1 , SECOTR II ,

SALT LAKE CITY , KOLKATA ,WEST BENGAL, INDIA

Phone : 033-23216130-31,033-23216130 FAX : 033-23211960

## TCN-02

Sub	TENDER CHANGE NOTICE (TCN-02 DTD. 20/11/2017)
Job	"COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT CONTRACT OF IT EQUIPMENT & SERVICES OF BHEL: PSER FOR A PERIOD OF 02 (TWO) YEARS."
Ref	a) E-Tender No. PSER: PUR: MSX: 154(IX):089:(ENQ:17:PP:0015:PUR:118) Date: 30-10-2017. b) Pre Bid Discussion (PBD) dtd. 03/11/2017. c) TENDER CHANGE NOTICE (TCN-01 DTD. 09/11/2017).

1) [With reference to above, following clarifications, relevant to tender, may please be noted and complied with while submitting the offer.](#)

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
1	Point No. <b>(B)</b> <b>Financial</b> 4 (b), Annexure-1 Pre-Qualification criteria of tender in Page 10 of 338	Bidder must have earned profit in any 1 (one) of the last 3 (Three) Financial years ending on 31-03-2016. Audited Balance Sheet and Profit & Loss account of the company for last 3 (Three) Financial years, ending on 31-03-2016 need to be submitted in support of above.	We request you to amend this clause as "BIDDER MUST HAVE EARNED PROFIT IN ANY 1 (ONE) OF THE LAST 3 (THREE) FINANCIAL YEARS ENDING ON 31-03-2017. AUDITED BALANCE SHEET AND PROFIT & LOSS ACCOUNT OF THE COMPANY FOR LAST 3 (THREE) FINANCIAL YEARS, ENDING ON 31-03-2017 NEED TO BE SUBMITTED IN SUPPORT OF ABOVE	<b>As per existing Tender (no change in the criteria is envisaged).</b>
2	ANNEXURE-C	ANNEXRE - C (Certificate by Chartered Accountant on letter head)	We understood that only Micro & small business has to provide the ANNEXURE-C form Chartered Accountant	<b>As per existing Tender.</b>
3	Point No. 3 (A) of Annexure I of tender in Page 26 of 338	The vendor must keep provision in the contract that if BHEL feels necessary, number of machines may be increased from time to time for taking up execution by vendor within the contract period, at the same rates, and also by keeping all terms & conditions unaltered with reference to the no. of machines having already cleared by BHEL for taking up execution by vendor.	Could you please share the projected increases in assets on terms of % per annum.	<b>As per Point No. 8 (v) of Annexure-I of Tender in Page 42 of 338.</b>

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
4	Point No. 3 (B) of Annexure I of tender in Page 27 of 338	<p>The vendor has to provide back to back OEM support for the entire period for the following equipments:</p> <ul style="list-style-type: none"> <li>• RF devices (Refer: Annexure-II Asset List Sheet RF Device SI No 1 &amp; 2)</li> <li>• UPS devices (Rating 10 KVA and above: Refer: Annexure-II Asset List Sheet UPS SI No 1,2,3,5,9,10,11,12,13,19,20, 21,26 &amp; 28)</li> </ul>	<ol style="list-style-type: none"> <li>1. Does bidder need to provide the any documentary evidence in support of providing the B2B OEM support for the mentioned devices, please clarify.</li> <li>2. We understood that bidder has to do the back to back to alignment for the mentioned devices only which encompassed the RF devices &amp; UPS, please confirm.</li> <li>3. We request you to provide the necessary details of RP devices to get the back to back AMC Quote from the OEM such as Sr. no, part no, complete site address along with pin code.</li> <li>4. We understood that bidder has to do the B2B provision only for the mentioned serial nos. of UPS which is above 10 KVA rating.</li> <li>5. We assume that the UPS batteries would be out of scope, kindly confirm .</li> </ol>	<ol style="list-style-type: none"> <li>1. Bidder need to submit Authorization letter issued by OEM specific to this tender.</li> <li>2. Yes, Bidder has to do the back to back to alignment for the mentioned devices only which encompassed the RF devices &amp; UPS (rating 10 KVA and above only).</li> <li>3. As per existing tender. Please refer Page 76 of 338 for RF Device.</li> <li>4. Bidder has to do the back to back to alignment for the UPS (rating 10 KVA and above only).</li> <li>5. Yes, Out of AMC scope. But bidder has to quote rate for battery in Price Schedule Optional Items –UPS Optional.</li> </ol>
5	<p>Point No. 3 (B) of Annexure I of tender in Page 28 of 338</p> <p>Page 138 of 338</p>	<p>TOTAL 12 PERSONS (SIX: ON-SITE &amp; SIX: OFFSITE) shall be kept for Facility Management services at BHEL, PSER by the vendor - Six (6) on-site personnel shall be</p> <p>In addition to these eleven (11) FM Team members, there shall be one (1) no. offsite Project Manager to whom this FM team shall report.</p> <p>Annexure-IX (FM)</p>	<p>We understood that bidder has to deploy dedicated 11 resources for engagement &amp; out of 11, 6 would be dedicated onsite resources and deployed at BHEL HQ whereas remaining 5 would be offsite and 4 deployed as backup for onsite resources and 1 Linux Administrator who support remotely &amp; additional One Project Manager, Please confirm.</p> <p>We assume that offsite means bidder has to deployed 5 off site resources (except 1 PM) at any other location except HQ &amp; they would be act as a back for the onsite resources , where Linux administrator would support remotely &amp; do onsite visit as &amp; when required , Please confirm our understanding .</p> <p>There are total 28 sites as per as per ANNEXURE - IX (FM), so to support all these ,location bidder must have to factor few on call support engineers too, please confirm.</p>	<p>As per existing tender. Please refer page 31 of 338.</p> <p>As per existing tender. Please refer Page 31-32 of 338.</p> <p>As per existing tender. Please refer Clause F, Page 34 of 338.</p>

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
6	Note of Annexure I of tender in Page 33 of 338	All the first level & second level support personnel & off-site project manager should also submit copy of passport or any other certificate from competent authority as proof of their police verification. It is the responsibility of the vendor to provide the copy of the police verification documents/passport copies for all the onsite & offsite support personnel along with the project manager associated with the contract. such documentary evidence to be produced to BHEL by contractor after placement of LOI.	To meet this clause as documentary evidence we request you to accept the copy of police verification incase the support personnel will not having the passport.	As per existing Tender (no change in the criteria is envisaged).
7	Annexure IV of tender in Page 82 of 338	ANNEXURE IV, Locations to be covered under FM & PM	Please confirm. What is frequency of PM visit the location at which monthly PM visit is not required	As per existing tender. Please refer Clause F, Page 34 of 338.
8	Annexure VIII of tender in Page 90 of 338	ANNEXURE - VIII NAME OF THE STATES/UNION TERRITORIES FOR WHICH OPTIONAL RATES NEEDED FOR FM SERVICES	<p>1. We understood that the optional rate are not considered while evaluation of financial bid. So bidder may or may not quote it by choice and that would not a criteria of rejection, please confirm.</p> <p>2. Incase bidder wants to quote the Annexure No VIII but there is not clarity on asset count &amp; number of resources required to server these locations, please share the minimum required details.</p>	<p>1. Yes, Optional rate are not considered for evaluation, however, optional rates shall remain valid for entire contract period. Bidder has to quote for all optional items.</p> <p>2. Please refer Page 41 of 338 of tender → point 8 sub point (iii)</p>

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
9	General	General	<p>1. We request you to share the Price bid format as all the format provide format named as UNPRICED SCHEDULE.</p> <p>2. In the shared un priced schedule format there is weightage for total price for each item (Nearest to 9 decimal points) wrt to Grand total amount has mentioned. Does it means bidder has to do the financial working in the same manner or it may get vary, please confirm.</p>	<p>1. <b>Already uploaded in the website</b> <a href="https://bheleps.buyjunction.in">https://bheleps.buyjunction.in</a></p> <p>2. <b>Weightages will not vary.</b></p>
10	General	General	<p>We assume BHEL will provide the all the tools &amp; IT infrastructure required to support this engagement, please confirm.</p>	<p>BHEL will provide access to the vendor in network monitoring tool, complaint monitoring system, internet bandwidth monitoring tool, Microsoft Active Directory and Microsoft SCCM.</p> <p>Apart from this BHEL will not provide any tools to vendor.</p> <p>IT Facilities like terminals for Onsite support persons in Kolkata, common landline phone for communication with users of PSER HQ, sites and other 3rd party vendors shall be provided to the Onsite Support FM Engineers at BHEL PSER Kolkata HQ.</p>

Sl. no.	Description/ Tender clause	As appeared in tender	Bidder's query	Modified as
11	Point No. 6 of Annexure I of tender in Page 41 of 338	<p>The period of the CONTRACT under this scope is for Two (2) years, (start of contract shall be within 03 weeks from date of placement of LOI or as intimated by authorized IT representative from BHEL for the start of contract, whichever is later). The start date of work shall be intimated to successful bidder by Head (IT, Systems &amp; MSX), BHEL, PSER or his authorized representative for the job after placement of LOI.</p> <p>(Exception: Annexure II Asset List Sheet Projector Item SI No 36 to 38. AMC start date will be 01.12.2018 and end date will be contract end date).</p>	In-line with PBD dtd. 03/11/2017, The contract start date may be modified as 4-6 weeks from the date of issue of Work order.	<p>The period of the CONTRACT under this scope is for Two (2) years from the date of start of work (start of work shall be within 6 weeks from the date of work instructions issued by Authorized official of IT, SYS &amp; MSX. Work instruction will be issued after placement of LOI by BHEL).</p> <p>(Exception: Annexure II Asset List Sheet Projector Item SI No 36 to 38. AMC start date will be 01.12.2018 and end date will be contract end date).</p>

- 2) Due date of submission of offer against the subject tender is extended up to 24/11/2017 (15:00 hrs. IST). Techno-commercial bid shall be opened on 24/11/2017 (16:00 hrs. IST).
- 3) 'No deviation certificate' is attached. Bidder to submit their offer along with stamped & signed copy of this TCN & 'No deviation certificate' as per attached format only.
- 4) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,  
for BHARAT HEAVY ELECTRICALS LTD

DY. MANAGER (PURCHASE)

(Signature, date & seal of authorized representative of the contractor)

**FORMAT FOR NO DEVIATION CERTIFICATE**  
**(To be submitted in the bidder's letter head)**

To,  
BHARAT HEAVY ELECTRICALS LIMITED,  
Power Sector - Eastern Region,  
Plot no 9/1, DJ Block, Sector – II, Salt Lake City,  
Kolkata – 700 091

Sub	No Deviation Certificate.	
Job	<b>“COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT CONTRACT OF IT EQUIPMENT &amp; SERVICES OF BHEL: PSER FOR A PERIOD OF TWO (2) YEARS”.</b>	
Ref	1.0	E-Tender no. PSER: PUR: MSX: 154(IX): 089: (ENQ: 17: PP: 0015: PUR: 118) Date: 30-10-2017.
	2.0	TENDER CHANGE NOTICE (TCN-01 DTD. 09/11/2017).
	3.0	TENDER CHANGE NOTICE (TCN-02 DTD. 20/11/2017).
	4.0	All other pertinent issues till date.

Dear Sirs,

**With** reference to above, this is to confirm that as per tender conditions, we have visited site before submission of our offer and noted the job content & site conditions etc. We also confirm that we have not changed/modified the tender documents as appeared in the website/newspapers and in case of observance at any stage, it shall be treated as null and void.

**We** hereby confirm that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT *and confirm our acceptance to **reverse auctioning process*** and we hereby convey our unqualified acceptance to all terms and conditions as stipulated in the tender and NIT.

In the event of observance of any deviation in any part of our offer at a later date whether implicit or explicit, the deviations shall stand null & void.

We confirm to have submitted offer strictly in accordance with tender instructions.

Thanking you,

Yours faithfully,

(Signature, date & seal of authorized representative of the bidder)