



**Bharat Heavy Electricals Limited, Bhopal**  
**Digital Transformation Group**

01  
19.08.21

**M/s Connectivity IT Solutions**  
**Private Limited**

**Work order no. : HR/DTG/2122/0134**  
**Work order issue date :**

Reference Tender No.: **GEM/2021/B/1287115 Dtd: 22.06.2021**

GeM Contract No.: **GEMC-511687735331417 dtd.: 19.08.2021**

**Subject: Award of Contract for Nexus Core Switch AMC installed at BHEL, Bhopal for One Year on service basis.**

**1. DESCRIPTION OF WORK:**

Annual Maintenance Contract (AMC) for Cisco Nexus Core Switch installed at BHEL Bhopal for one year. Vendor has to provide complete support and maintenance as per the Bid terms & conditions.

**2. CONTRACT VALUE:**

Value of contract (including Taxes) is Twenty Two Lacs Thirty Eight Thousand and Nine Hundred Fifty Eight Rupees only (Rs. 22,38,958/-) for one year. Price Break up is detailed as below:

| Sl. No. | Description                   | Unit | Qty | Unit Price (Including Taxes) | Total Price (Including Taxes) |
|---------|-------------------------------|------|-----|------------------------------|-------------------------------|
| 1       | AMC OF NEXUS 9504 CORE SWITCH | No.  | 2   | 11,19,479                    | 22,38,958                     |

**3. PERIOD OF CONTRACT**

Contract work will start within two weeks from the date of acceptance of work order. The duration of the contract will be One year from the work start date.

**4. SECURITY DEPOSIT**

The security deposit is Rs. 1,11,948/- for the contract as per the tender terms & conditions. EMD of Rs. 56,640/- would be converted to Security Deposit. Balance Rs. 55,308/- has to be deposited in one of the manner given in clause 6.7 of the tender document as agreed by the contractor.

**5. PAYMENT TERMS**

The payment will be made on quarterly basis after completion of each quarter and submission of invoice(s) in triplicate (clearly indicating taxes applicable on verified invoices) along with all statutory documents like PF, ESI & salary details of Resident Engineer after deduction of downtime (if any). Payment will be released within 60



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days (45 days for MSE Vendor) of submission of verified invoices. MSE Bidder has to submit the MSE Certificate along with Techno-commercial Bid.

GST shall be extra as applicable. Any loss of tax credit or additional liability on BHEL due to the reason attributable to the vendor shall be recovered from them along with interest.

**6. DEDUCTION FOR DOWNTIME**

Vendor shall be responsible for running the equipments at the uptime of 99.9% per month. Uptime below this will be treated as down time and penalty for downtime will be calculated as below.

| Downtime Percentage (B)  | Downtime Factor (D) |
|--------------------------|---------------------|
| $\leq 0.1\%$             | 0                   |
| $> 0.1\%$ and $\leq 1\%$ | 5                   |
| $> 1\%$ and $\leq 10\%$  | 7.5                 |
| $> 10\%$                 | 10                  |

Working calculation for deduction

Let downtime in a month = A hours

Downtime percentage B) =  $A \times 100 / (24 \times 30)$

Monthly AMC Charges = M Rupees

Amount of deduction =  $M \times B \times D / 100$  Rupees

Downtime calculation will be applicable for non-availability of Network services arising because of malfunctioning of either Switches, or components listed as per scope of tender.

At the end of the contract period if any equipment under this AMC is found down, final payment for the contract will be made only after system is made up.

**Note:**

1. If the uptime for an equipment falls below 99.9% continuously for 1 month, the equipment shall have to be replaced by the Vendor, without any extra charge.
2. Deduction from payment will be made for non-availability of Hardware equipment supplied as per Scope of Tender.

**7. PENALTY FOR DELAY IN WORK**

**a) For delay in start of Work:**

If the Contract work has not been started within specified time period, penalty shall be levied at 0.5% per week, subject to maximum of 5% of the total work order value. In case the penalty amount to be deducted is more than the first quarter charges, the same will be adjusted from the consecutive quarters.

**b) For delay in any work related to Scope of tender:** will be as per Downtime clause of tender.



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**c) Penalty for absence of Resident Engineer:**

In case of absence of RE (without substitute), Rs. 500/- shall be deducted per day per RE from the Bills.

GST on penalty shall be charged extra.

**8. MANPOWER REQUIREMENT**

Vendor shall deploy one resident Engineer for the whole contract period. Project engineers (RE) should be equipped with industry certifications like Cisco CCNA or equivalent, specializing in specific domains like LAN switching, security etc. to assist the project manager.

**9. Detailed terms & conditions shall be as per tender document ref. no. GEM/2021/B/1287115 Dtd: 22.06.2021. In case of any discrepancy in clauses, tender document will prevail.**

  
Sanjeev Lugun  
Mgr. (DTG)  
BHEL Bhopal  
संजीव कुमार लुगुन  
प्रबंधक, डिजिटल ट्रांसफॉर्मेशन ग्रुप  
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