

BEML LIMITED

(A Government of India Schedule 'A' Company under Ministry of Defence)
Regional Office, #3-6-114, St No: 18, Himayat Nagar, Hyderabad- 5000 029.
Phone: 040-29887924 / 29881735. FAX: 040-23221794

TENDER No: 6300034392

Date: 28.09.2020

TENDER DOCUMENTS

**REQUEST FOR QUOTATION THROUGH ONLINE-MODE FOR AMC FOR IT EQUIPMENTS IN
BEML LTD, REGIONAL OFFICE, HIMAYATHNAGAR AND SPARE PARTS DEPT / SERVICE
CENTRE ESTABLISHMENT, MOULA ALI, HYDERABAD**

LAST DATE FOR SUBMISSION OF THE BID IS 19/10/2020 BEFORE 4.00 PM

**BEML LIMITED,
REGIONAL OFFICE,
#3-6-114, ST NO: 18, HIMAYATNAGAR
HYDERABAD- 500 029.
TELANGANA STATE**

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1. Introduction

General Information

BEML LTD is a leading public sector undertaking under the Ministry of Defense for manufacturing a wide range of mining, earthmoving, railways and defense truck & equipment.

BEML LTD has manufacturing divisions in Bangalore, Mysore, KGF and Palakkad with Head Quarters at Bangalore and Marketing Network all over India Including Hyderabad.

COMPREHENSIVE AMC FOR COMPUTERS / LAPTOPS, PRINTERS, SCANNERS AND NETWORK DEVICES for 2 years at BEML Ltd, Regional Office, Himayatnagar, Hyderabad and BEML Ltd, Spare Parts dept & Service Centre Establishment, TSIIC-IDA, Moula-Ali, Hyderabad.

2. Scope of work

Annual maintenance contract of IT Equipment's in BEML LTD, Regional Office, Himayat Nagar and Service Centre Moula Ali.

- a) Desktop – 21 Nos.
- b) Laptop – 01 No.
- b) Printers – 10 Nos.
- c) Network Components like Modems / Routers / Network switches – 08 Nos.

Period of contract: The Contract Period is 24 Months from the date of Purchase order & further extendable for one more year on mutual acceptance.

- 01) Guaranteed response of Within 4-5 hour after complaint log, 7 days/week, 24 hours / 365 days
- 02) 24 hours turnaround time (complaint resolving)
- 03) Includes 100% parts coverage (except consumables like, printer head, toners, cartridge, and printer ribbons) / unlimited breakdown calls.
- 04) Defective parts found during maintenance can either be repaired or replaced by new parts. Spares replaced will be either of the same make or equivalent. BEML shall decide whether defective parts are to be replaced or repaired. Parts removed shall be of property of your contract.
- 05) Includes 100% labour and travel expenses incurred while doing / attending the repair work at our premises. (BEML Limited, Regional Office, #3-6-114, St. No18, Himayat Nagar, Hyderabad – 500 029 and BEML Spare Parts stores and Service Centre Establishment, # B14 & B23, TSIIC-IDA, Moula-Ali, Hyderabad – 500 040. AMC Services to be provided at both the locations)

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- 06) Servicing / Repair work to be carried out by your company / factory trained authorized engineer
- 07) Includes Four pre-scheduled / quarterly preventive maintenance services in a year
- 08) Preventive maintenance includes the following
 - a) Cleaning of Computers / laptops, printers, scanners and other network devices
 - b) Cleaning of all equipment using vacuum air / soft brush and soft muslin clothes
 - c) Checking tightness of internal / external hardware and heating of systems
 - d) Checking if there is carbon content banking on PCB's.
 - e) Checking the software / cleaning of virus if exists.
 - f) Checking overall Health of all Electronic peripherals.
 - g) The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine they will be required to arrange themselves from their sources.
- 09) Thorough preventive maintenance shall be done only during shutdown provided by BEML and pre-intimation before 3-4 days.
- 10) At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the computer systems/electronic devices are in satisfactory working condition and that no fault or complaints are pending.
- 11) Compensation to your workmen payable if any, under the prevailing workmen compensation act of state / central government, caused to them or their vehicles or their properties during rendering said services at BEML premises shall be to your account. BEML will not entertain / not responsible for any such claims in this regard.
- 12) Provide a standby unit at our office, of the same capacity in good working condition, free of charges, during major repair / overhaul of the unit under AMC
- 13) The agency will comply with the orders given by the officials of BEML Ltd., regarding COVID-19 safety features like wearing mask, hand glouse, sanitizing hands etc before entering our office premises and security in the office premises while carrying the works.
- 14) For indulgency of disobedience / misbehavior / malpractice / fraud or any act of misdemeanor of the representative of the agency while on the job a penalty of Rs.500/- per incidence will be levied.
- 15) In the event of replacement of the computers / printers, prior intimation should be given to the concerned officers at Regional Office, Himayatnagar, Hyderabad and Service Centre, Moula Ali, Hyderabad. However, replacement should be done in consultation with the officer concerned.
- 16) The agency should have a contact point for 24 hrs. and the Telephone / Mobile numbers shall be given to the officer concerned.

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- 17) Rates quoted by the tenderer shall remain firm for the entire contract period and no increase on account of market price fluctuation shall be allowed.
- 18) AMC charges will be paid on completion of each quarter – i.e. on Quarterly basis on submission of GST Invoice and Service Report of Preventive Maintenance at both the places
- 19) BEML'S RISK Purchase Clause applicable during the contract period.

3. Bid Submission Process

You are required to submit bid in two parts viz. **Pre-Qualification bid, Technical bid and Commercial bid**. BEML may at its sole discretion amend the bidding documents at any time prior to the deadline for submission of bids. However, in case of such amendment, the bid submission date may be extended at the discretion of BEML. Amendments made prior to submission of bid will be provided in the form of corrigendum to the bidding documents and will be posted on the SRM-Portal / BEML website (6300034392)

BEML LIMITED invites tender from Service providers for following Electronic devices: -

Description	Comprehensive AMC for IT Equipments for a period of two years
Quantity	21 Nos. Desktop Computers, 01 No LAPTOP 10 Nos. Printers, 08 Nos. Network devices As per Annexure-D, E & F
Validity of Price	The quoted price should firm for a period of 90 days from the date of opening of tender.

Note: To participate in this e- tender you should have Valid Class 3 digital signature.

Vendors willing to participate in the tender may contact through e-mail: admin.srm@beml.co.in to obtain the user name & password for submitting the bids. In case of any queries relating to bid submission, you may send the same by e-mail to admin.srm@beml.co.in or you may contact BEML SRM Team on phone no. 080-22963269/141.

Any Clarifications regarding IT Assets / other details at Hyderabad contract at E-mail mhp@rm.beml.co.in, hydnhp@gmail.com Ph : 040-2988 7924 / 040-2988 1736

The last date for submission of the bid is on or before 19.10.2020 @ 14.00hrs.

This Tender consisting of TWO parts:

PART - A	Pre-Qualification Bid and Technical Bid through E-Mode on BEML SRM System
PART - B	Price Bid through E-mode on BEML SRM System

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PART-A

PRE-QUALIFICATION BID

1. **Earnest Money Deposit**: The Pre-Qualification Bid must be accompanied by an **Earnest Money Deposit of Rs. 10,000.00/- (Rupees Ten thousand Only)** which must be submitted through NEFT/RTGS/Other electronic means by the bidders before the date & time of closing of tender. The bidder has to indicate transaction (UTR) Number of such payment in the bid.

2. The Earnest Money Deposit will be returned to all unsuccessful bidders within a period of 15 days from the date of award of contract. No interest shall be payable on Earnest Money Deposit in any case. **Tender Fees of Rs.500.00 (Rs Five hundred only) to be paid through** NEFT/RTGS/Other electronic means by the bidders before the date & time of closing of tender. The bidder has to indicate transaction (UTR) Number of such payment in the bid. Tender Fees is not refundable.

3. The above said Bank Guarantee/ EMD Exemption Certificate shall be submitted by the bidder.

4. EMD in the form of online payment is to be made before the bid closing date and time. EMD and Tender Fees is exempted for agencies / vendors producing Valid NSIC certificate / MSME Certificate (firms claiming EMD /Tender Fees exemption) etc and to be submitted by the bidder well within due date of Tender.

5. For successful bidder whose bid has been accepted and contract is awarded, the EMD shall be returned within 15 days from the date of acceptance of Bank Guarantee for Contract Performance. Tender Fees is not refundable to any bidder.

Beneficiary Name : BEML Limited
Beneficiary Bank : State Bank of India
Address of the Bank : SBI OMQ Branch, Himayat Nagar Hyd- 29
Account No : 10287201150
IFS Code : SBIN0001880

While making NEFT / EFT / IMPS / or any other mode of online payment towards EMD and Tender Fees Please mention Vendor Name and Rfx No: 6300034392 for easy identification of receipt of EMD and Tender Fees in Bank Statement

6. A copy of the proof / documents of the above payments (i.e. cost of tender document and EMD) made through RTGS / NEFT is to be uploaded (i.e. scanned copy) along with the technical bid documents to be submitted by the bidders.

EMD & Tender Fees exempted for MSME Holders & small-scale Industries, by submitting the duly attested certificate of Proof.

7. Non-submission of cost of tender document and EMD or MSME or NSIC certificates shall lead to disqualification of tenderers.

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8. E-bids shall be submitted in two bid system as follows: - Technical bid – Earnest Money Deposit (EMD) and other documents as required Notice Inviting Tender and Price bid.
9. Failure to do so will result in rejection of the bid.

TECHNICAL BID

Please upload the following documents in the Collaboration Folder in the system as part of Technical Bid.

The following documents signed with company seal are to be scanned and uploaded in the collaboration folder:

1. General Data in respect of your company as per **Annexure 'A'**
2. Undertaking as per **Annexure 'B'**
3. Undertaking as per **Annexure 'C'**
4. List of Desktop Computers, Printers & Network Components as per **Annexure 'D', 'E' & 'F'**.
5. Special Conditions arising out of implementation of GST as per **Annexure 'G'**

Note:

1. Technical bid will be opened first subject to receipt of original DD/Exemption Certificate/Online Payment for EMD.
2. The vendors must ensure that the documentary proofs to substantiate clauses above are given, without which the bid is liable to be rejected.
3. Relevant documents are to be meticulously uploaded by the bidder and the bid will not be considered if any of the documents is not uploaded.
4. Please ensure that no price details are mentioned in the technical bid (attachments to the Collaboration Folder). Offers with price details in technical bid (under part B) will not be considered and their offer will be rejected.
5. *BEML Ltd reserves the right to seek above documents through manual mode if there is any shortfall of required documents as per NIT or reject the offer without assigning any reason.*
6. Firms participating in this Tender Should have minimum two years of experience in last six years preferably in Govt organization in the same / similar AMC works and duly self-attested work orders to this effect to be uploaded in technical bid
7. All the documents to be self-attested with firms seal before uploading

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PART-B

Price to be quoted in the BEML SRM Portal under Item data.

SI No	DESCRIPTION	Consolidated Amount for the entire quantities for TWO YEARS Basic Price (Rs.)
1	Consolidated Price for Comprehensive AMC Charges of computers, Printers and Networking devices in Regional Office Hyderabad and Service Centre Moula Ali for TWO Years as per IT Assets mentioned in Annexure D, E and F.	Through SRM E-mode

Consolidated BASIC PRICE FOR TWO YEARS TO BE QUOTED and the rates of the GST IGST / CGST & SGCT to be quoted separately

4. General Terms and Conditions

1. **Contract Period:** The period of contract is for two years. Further extendable for one more year with the same price terms and conditions on mutual acceptance of BEML Ltd and Service provider.
2. **PAYMENT TERMS:** Quarterly Payments will be made after inspection / preventive maintenance and servicing of Computers / Printers / LAPTOPs and other Electronic peripherals at Regional Office Hyderabad and Service centre, Moula-Ali (Inspection report to be submitted).

TDS at as applicable will be deducted and necessary deduction certificate will be issued by BEML Ltd.

In order to enable BEML Limited to avail Input Tax Credit (ITC), the bidder registered under GST should submit Tax Invoice as per the provisions of GST Act.

3. **Price:** Rates quoted by the bidders shall remain firm till the completion of contract.

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4. Deputation Liability

- a) BEML Ltd will not be responsible for any injury, damages etc, if caused to the service provider's assets or personnel while carrying out maintenance activity at BEML premises.
- b) The necessary compensation should be borne by the service provider directly.

5. Risk Purchase Clause

In case of nonperformance of the order placed on you, BEML Ltd will have an option to award the contract to an alternate source and recover the cost from you.

6. Confidentiality

The successful bidder shall not divulge any information with regard to goods and documents etc. to any person or agency without express permission from BEML. In any such event the contract will automatically stand cancelled.

7. Right of Buyer

BEML reserves the right to partially or totally accept or reject any/all bids without assigning any reason whatsoever. BEML Ltd also retains the right to allot the requirement to more than one bidder or consolidate the requirements among one or more bidders.

8. Termination

In the event of any breach by the bidders of any condition herein or in the General Terms and Conditions of Purchase of BEML or in the event of any misconduct on the part of the bidders or on the part of his employees, BEML shall be entitled to terminate this agreement forthwith without giving any notice.

9. Uptime to be maintained at 95% level. In case of default in service, penalty deduction will be made in the next payment equal to notional rental value of the affected equipment for the breakdown period.

A) Continuous breakdown at any site should not exceed 24 hours after reporting the same to service provider.

B) In case of complete breakdown of system, service provider will be responsible for the loading of Operating System and Utilities.

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10. Labeling / Marking

The Service Provider, in consultation with concerned authorities shall ensure that all the equipments under AMC are labeled for easy identification.

11. if Key boards and mouse are malfunctioning to be replaced with new-ones.

Kindly Note:

- a) If taxes are not mentioned separately in the item data / bidders' remarks, it will be considered as the price quoted is inclusive of GST.
- b) If validity of the offer is not mentioned in the bidder's remarks, it will be considered as per terms and conditions of the tender enquiry.
- c) If payment terms are not mentioned in the bidder's remarks, it will be considered as per terms and conditions of the tender enquiry.

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Annexure –A

General Data in respect of your Company (i.e. company profile).

Sl. No.	Description	To be Filled and/ or documents to be uploaded
1	Name of Bidder	
2	Company Address Telephone no: Contact Person Mobile No. e-mail ID.	
3	Bank account numbers with Banker's Name, Address & Contact Number:	Bank account number: - Bank Name: - Address: - IFSC code:
4	PAN Number	PAN Card Uploaded
5	GST Number	GST Registration Certificate Uploaded
6	Description of Business & Business background	
7	Firm should have minimum two years of experience in last six years preferably in any Govt Organization in the same / similar filed of work and work orders to this effect to be uploaded	WORK ORDER UPLOADED

I / we hereby certify that all the information given above is factual.

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure - B

NO BANNING CERTIFICATE

This is to certify that _____ (Name of the Firm) has not been banned / black listed / debarred from Trade by any Central /State Govt. Dept. / Autonomous Institution / PSUs in India.

I / we hereby certify that all the information given above is factual.

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure - C

UNDERTAKING

To:
The Regional Manager
M/s. BEML LTD
Hyderabad-49

Dear Sir,

Having examined the Bid # 6300034392 dated 28.09.2020 the receipt of which is hereby duly acknowledged, we, the undersigned, hereby confirming that we read, understood and accepting all the terms & conditions available in the tender. Further, we indicate that upon selection, we will execute the assignment as per the tender terms and conditions.

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure - D

SCHEDULE OF REQUIREMENTS

The list of IT Peripherals for Comprehensive AMC is enclosed herewith:

SI No	Description	Qty
1	COMPUTERS (14 Nos in Regional Office Himayat Nagar and 7 Nos in Service Centre, Moula-Ali)	21 Nos
2	LAPTOP (HP-450) Regional Office Himayat Nagar	01 No.
3	PRINTER (10 Nos in Regional Office Himayat Nagar and Spare Parts & Service CENTRE MOUL-ALI) HP-P1007 X 2, HP1020PLUS X4, HP P1008, HP 1010	10 Nos.
4	NETWORK (Routers/ Modems/ Switches)	08 Nos.

Management reserves the right to shift the computers/printers as per the requirement of the office.

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure - E

IT ASSETS DETAILS

We have inspected following Computers / printers and other IT peripherals before submitting our offer

SINo	Department	Description	Qty
01	Regional Manager - Room	LAPTOP	01
02	SERVICE DEPT	DESKTOP COMPUTERS	04
03	SALES and PS to MH	DESKTOP COMPUTERS	03
04	ACCOUNTS	DESKTOP COMPUTERS	03
05	HR DEPT and EDP Room	DESKTOP COMPUTERS	02
06	DEFENCE	DESKTOP COMPUTERS	02
07	PARTS DEPT – MOULA-ALI	DESKTOP COMPUTERS	05
08	SER CENTRE – MOULA-ALI	DESKTOP COMPUTERS	02
09	PARTS DEPT – MOULA-ALI	HPLASER JET 1010 PRINTER	01
10	PARTS DEPT – MOULA-ALI	HPLASER JET 1020 PRINTER	01
11	SERVICE DEPT	HPLASER JET 1020 PLUS PRINTER	01
12	SALES and PS to MH	HPLASER JET 1020 PRINTER	02
13	ACCOUNTS & DEFENCE	HPLASER JET 1020 PRINTER	02
14	Regional Manager – Room	HPLASER JET 1010 PRINTER	01
15	SER CENTRE – MOULA-ALI	HPLASER JET 1020 PRINTER	01
16	SER CENTRE – MOULA-ALI	HP M1536DNF MFP PRINTER / SCANNER	01

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure - F

NETWORK COMPONENTS SWITCH DETAILS

We have inspected following Computers / printers and other IT peripherals before submitting our offer

BEML Himayat Nagar and Service Centre, Spare part Moula-Ali, Hyderabad

SI No	Model	Qty
1	CISCO-ROUTER	1
2	NEATGEAR ROUTER	1
3	D-LINK MODEM	2
4	CISCO-ROUTER	1
5	D-LINK MODEM	2
6	NEATGEAR ROUTER	1

Signature with date of Authorized signatory

Name: _____

Designation: _____

Firm's Seal: _____

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Annexure –G

Special Conditions arising out of implementation of GST
(Which is to be signed and submitted along with the offer)
Tax Indemnity clause

1. The supplier of Goods / Services shall comply with all the procedural requirements and relevant provisions under GST Law so as to enable BEML Limited (BEML) to avail Input Tax Credit (ITC) in a timely manner. BEML has the right to recover tax loss along with consequential interest and penalty suffered by BEML due to any non-compliance of tax laws by the supplier. Any GST liability arising on the supplier on account of loss of GST credits for reasons such as failure of the supplier to provide the details for raising invoice with necessary particulars, delay in payment of consideration beyond stipulated time period and the interest thereon would be on the suppliers themselves and BEML shall not be liable to compensate the same.
2. The supplier shall ensure that the Taxes which have been collected / with-held on behalf of BEML have been duly paid / will be paid to the Government account within the due dates specified under various Tax Laws in India and Rules made there under. It may please be noted that if BEML is not able to avail any tax credit due to any short coming on the part of the supplier (which otherwise should have been available to BEML in the normal course), then the supplier at his own cost and effort will get the short coming rectified. If for any reason the same is not possible, then the supplier will make 'good' the loss suffered by BEML due to the tax credit it lost in that transaction.
3. Under the GST Law, any economic or tax benefit arising out of the implementation of GST is mandatory and required to be passed on to BEML by the supplier. Similarly, the benefits enjoyed by the supplier and other players in the supply chain are also required to be passed on to the supplier by them, which in turn shall be passed on to BEML by way of price reductions. The suppliers shall indemnify BEML against any direct or indirect loss arising out of not passing on the aforesaid benefits. As responsible suppliers of BEML, the responsibility to pass on the above benefits vests with the supplier and BEML reserve the right to seek the manner in which such benefits is passed on to BEML.
4. Any amount paid to the suppliers including job-workers / sub-contractors shall be first attributable to the GST Tax charged in the invoice and the balance shall be considered towards the 'value' of supply of goods / services.
5. Timely provision of invoices / Debit Note / Credit Note: The supplier has to timely provide invoice / Debit Note / Credit Note to enable BEML to claim tax benefit on or before stipulated time period as per GST Law. All necessary adjustment entries (Credit Note, Purchase Returns, Debit Notes) shall be made before September of the succeeding Financial Year.

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6. HSN for goods shall be specifically included to avoid disagreement on classification at a later stage.
7. BEML shall identify the Place of supply to enable to avail the GST credit at right location.
8. Advance payment if any made before supply of goods/services or raising of invoices, would attract GST. In case of receipt of advance, the supplier undertakes to raise the necessary statutory document. Further the supplier declares to raise the prescribed documentation governing the movement of goods.
9. Any known discount shall form part of terms of the agreement to enable Supplier / BEML to claim tax adjustment.
10. THREE copies of the invoices are mandatory and need to be provided by the suppliers and wherever the law requires, an Electronic Reference Number for each invoice should be provided. Further, the invoices for supplies shall clearly bear the GSTIN No. / UID No. along with purchase order number and date accompanied by dispatch advice and date of packing list.
11. Wherever applicable, BEML has the right to deduct "Tax deducted at source" at the rate prescribed under the GST law and remit the same to the Government of India.
12. Any local levies and or other charges levied by any Central / State / Local authorities wherever applicable shall be extra and supplier shall be liable to discharge the same.
13. The supplier shall be responsible to issue documents required for movement of goods and the logistic partner shall not be liable for any loss arising due to confiscation of goods by government agencies on account of lack of proper documents, deficiencies in documentation or any wrong declaration.
14. Any Liability arising out of dispute on the tax structure, computation and payment to the Government will be to the Supplier's account.
15. Where the supply of goods / services is liable to GST under reverse charge mechanism, then the supplier should clearly mention the category under which it has been registered and also that "the liability of payment of GST is on the Recipient of Service".
16. The invoice should be clearly specified with any abatement, if any claimed or otherwise from the Taxable Value, while calculating the GST.
17. The Bid evaluation criteria will include but not limited to 'GST Compliance rating' when introduced and operational by GSTN. The Purchase Order shall be void, if at any point of time the supplier is found to be a blacklisted dealer as per GSTN rating system and further no payment shall be entertained.

Place:

Date:

Company seal with signature