



An ISO 9001
Company

Bharat Heavy Electricals Limited

(High Pressure Boiler Plant)

Tiruchirappalli – 620014, TAMIL NADU, INDIA

MATERIALS MANAGEMENT

TITLE: PROCUREMENT OF MICROSOFT EXCHANGE SOFTWARE	Phone: +91 431 2577331 Fax : +91 431 252 07 19 Email : srchandran@bheltry.co.in Web : www.bhel.com , http://tenders.gov.in
------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Reference Number: Enquiry 2651100014	Enquiry Date: 01.06.11	Due date for submission of quotation: 28.06.11
You are requested to quote the Enquiry number date and due date in all your correspondences. This is only a request for quotation and not an order			

Procurement of Microsoft Exchange Software under 5 Years Financial Lease

BHEL commercial terms & conditions with Technical specifications can be downloaded from BHEL web site http://www.bhel.com or from the Government tender website http://tenders.gov.in (public sector units) Bharath Heavy Electricals Limited) under enquiry reference "2651100013"	
Tenders should reach us before 14:00 hours on the due date Technical bid will be opened at 14:30 hours on the due date Tenders would be opened in presence of the tenderers who have submitted their offers and who may like to be present.	Yours faithfully, For Bharat Heavy Electricals Limited Manager / Capital Purchase/ Manufacturing



ENQUIRY
(INDIGENOUS)

BHARAT HEAVY ELECTRICALS LIMITED

(A Government of India Undertaking)
HIGH PRESSURE BOILER PLANT
PURCHASE DEPARTMENT - FOSSIL BOILERS
THIRUCHIRAPALLI - 620014
TAMILNADU (INDIA)

Page
1/1

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Web:

429-002/A

Vendor Code :	Enquiry No	Enquiry Date	Due Date for Quotation
Vendor Name :	2651100014 - 49	01.06.2011	28.06.2011
Please quote Enquiry No, Date and due date in all correspondences. This is only a request for quotation and not an order			

Item	Description	Unit	Quantity	Delivery Quantity	Schedule Date
10	PROCUREMENT OF MICROSOFT EXCHANGE SOFTWARE ON FIVE YEAR FINANCIAL LEASE RENTAL BASIS. DETAILED SPEC.ENCLOSED SEPARATELY PROCUREMENT OF MICROSOFT EXCHANGE SOFTWA	AU	1.000	1.00	01.08.11

General Note:

NOTE:

- PLEASE SUBMIT YOUR DETAILED OFFER IN TWO PART BID SYSTEM i.e PART-1.. TECHNICAL AND COMMERCIAL (UNPRICED BID) IN SEALED COVER.
- PART-II. PRICED OFFER IN ANOTHER SEPARATE SEALED COVER ALL COVERS DULY SUPERSCRIBED WITH TENDER REFERENCE AND DUE DATE OF OPENING. THESE COVERS SHALL BE PUT IN A SINGLE COVER AND ADDRESSED TO US.
- OFFERS
 - DEMANDING ADVANCE PAYMENT,
 - WITH OFFER VALIDITY OF LESS THAN 4 MONTHS
 - NON ACCEPTANCE FOR LD & RP CALUSE,WILL LEAD TO REJECTION OF SUBMITTED OFFER.
- IF THE DUE DATE OF TENDER OPENING HAPPENS TO BE ON A HOLIDAY, THOSE TENDERS WILL BE OPENED ON NEXT WORKING DAYS.
- CORRIGENDUM IF ANY (ie.. CHANGE OF SPEC & EXTENSION OF DUE DATE ETC.) WITH RESPECT TO THE THIS TENDER WILL BE HOSTED ONLY IN THE WEBSITE (<http://www.bhel.com> or <http://tenders.gov.in> . YOU ARE REQUESTED TO GET UPDATED REGULARLY THROUGH THE WEB PAGES

Enclosures:

"LD clause has to be confirmed without fail."

"Payment to vendors will be made only thro E-Payment mode"

The offers should reach us 30 minutes before the time of opening of tenders.
The offers will be opened at 14.30 hrs on the due date of tender in the presence of tenderers who have submitted their offer and who may like to be present for the tender opening.Late and delayed offers are liable to be rejected.

Yours faithfully,
For BHARAT HEAVY ELECTRICALS LIMITED


S. RAMESH CHANDRAN
Senior Manager

Purchase/CP, SP & WC
BHEL, TRICHY - 620 014.

Bharat Heavy Electricals Limited

High Pressure Boiler Plant

Tiruchirappalli



Informatics Centre

Tender Document

for

**Supply of Microsoft Exchange Software on finance lease
for a period of 5 years**

01-06-11

Procurement of Microsoft Exchange Software – 2011

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1. Requirement and Procurement process

BHEL, Trichy proposes to implement a new messaging system. The system is required on 5 year financial lease. The bidder shall be responsible for the total implementation of the messaging solution and support during the entire period of contract.

1.1 Introduction

Information Technology in BHEL Trichy

BHEL Trichy is extensively using information technology to meet its business requirements. All the servers, network and online business applications are being managed by an internal qualified team of engineers in Informatics Centre, BHEL Trichy. The organization is relying on email for many of its business processes and this reliance continues to grow.

To protect the growing business information of the organization, BHEL Trichy has implemented Information Security Management System ISO 27001.

Existing Deployment of Messaging solution

Current messaging system of BHEL Trichy is based on open source platform Postfix and Dovecot-IMAP/POP on Red Hat Enterprise Linux.

BHEL Trichy has registered internet domain name “bheltry.co.in”. All internet services like DNS, web and mail are being managed on premises by Informatics centre, BHEL Trichy.

The messaging system consists of two mail servers, namely, Internal mail server and External mail server. The Internal mail server is in the LAN, while the External mail server is in the DMZ. Users in the LAN get connected to the Internal mail server for mail transfer. The External mail server is used as internet gateway for outgoing mails. This same server is also used for hosting webmail to enable users access their mail through internet.

The user database is maintained in OpenLDAP, an open-source directory service. Presently there are close to 2500 mail users.

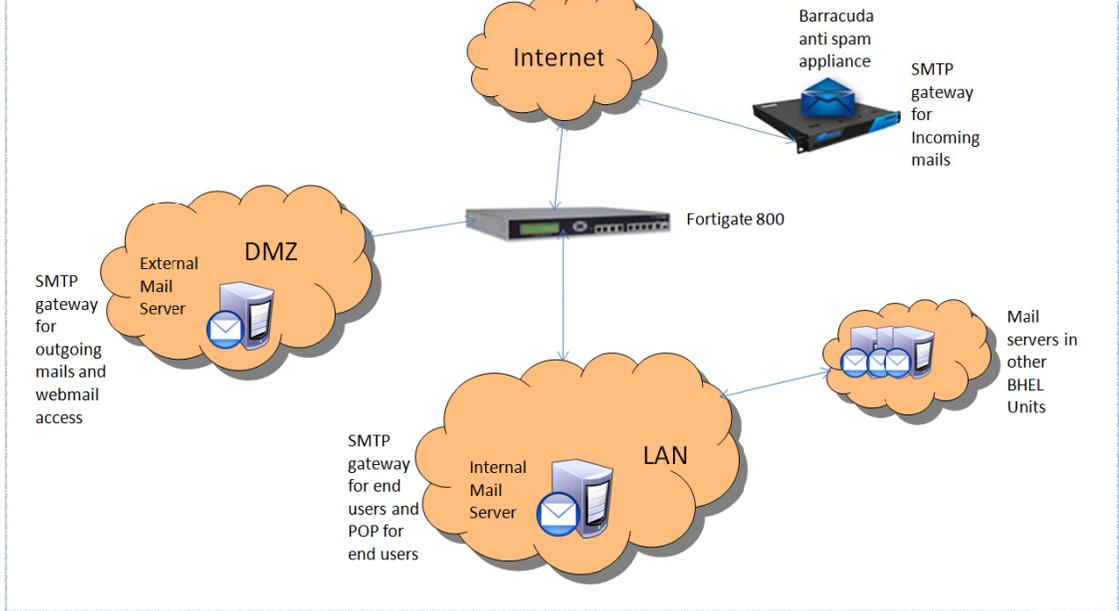
Internet bandwidth from two service providers are availed to receive and send external mails. Barracuda Antispam appliances are deployed at each of the internet gateway for incoming mails. Load balancing among the antispam appliances is taken care by FatPipe Link load balancer.

Sophos antivirus software is being used for antivirus checking of the emails (both incoming and outgoing).

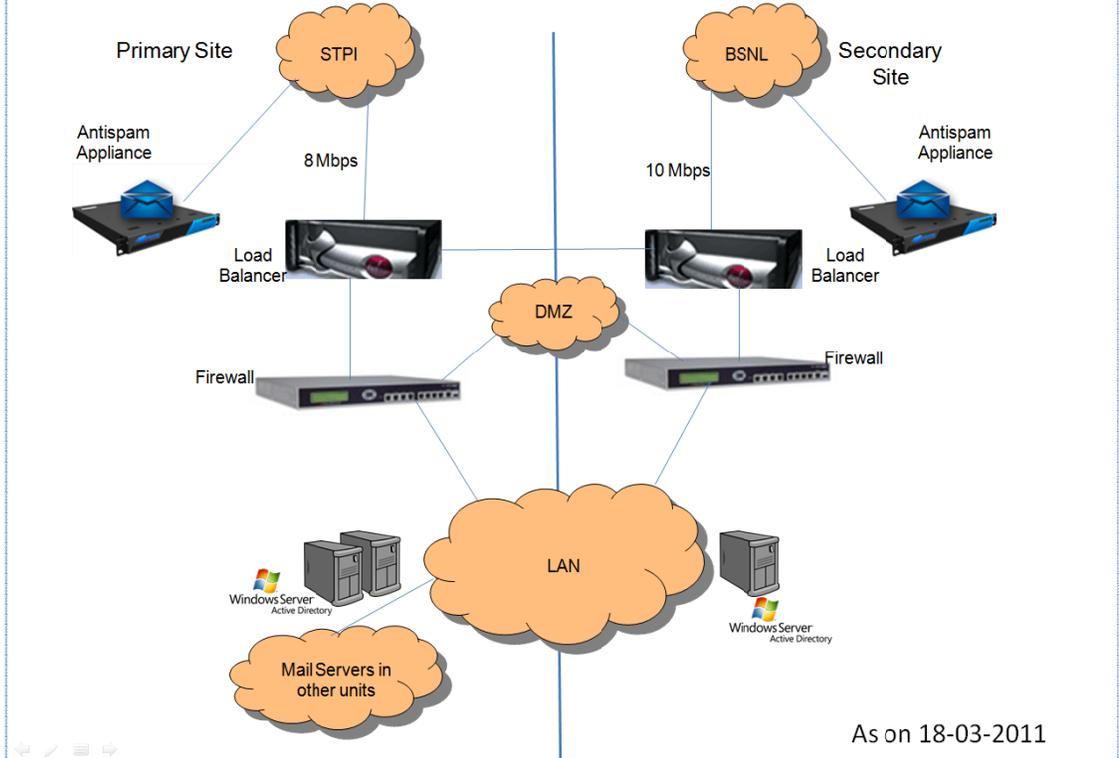
Netscape communicator is used as the mail client for POP3 service.

The mail servers have been duplicated in a different location within the campus (secondary site) and they serve as offline standby servers. Transfer of user database and user mailboxes is made daily to the offline standby servers. Other units of BHEL are connected to BHEL Trichy's LAN through MPLS. Mails from other units reach BHEL Trichy through this MPLS LAN and not through internet.

Current Messaging Solution at BHEL Trichy



Existing LAN / WAN Setup



As on 18-03-2011

1.2 Proposed Deployment

It has been proposed to replace the present messaging system with Microsoft Exchange 2010. The proposed messaging system shall be secure and reliable with high availability, featuring centralized management of mail data, along with deployment of a production

ready mail archival solution. It shall provide greater mobility to users with a secure means to access their mail communication from anywhere - through internet or intranet or through mobile devices. It is proposed to implement single sign on for the messaging system through Windows Server 2008 Active Directory services. The bidder is expected to supply software and support components as per bill of material and implement the solution as per the scope of work indicated in this tender. The messaging system shall use the following hardware provided by BHEL Trichy. The maintenance of this hardware is BHEL's responsibility. BHEL Trichy has already purchased the required OEM Operating System licenses. BHEL Trichy shall provide LAN/WAN Infrastructure & Internet bandwidth for implementing the messaging system.

Available Hardware

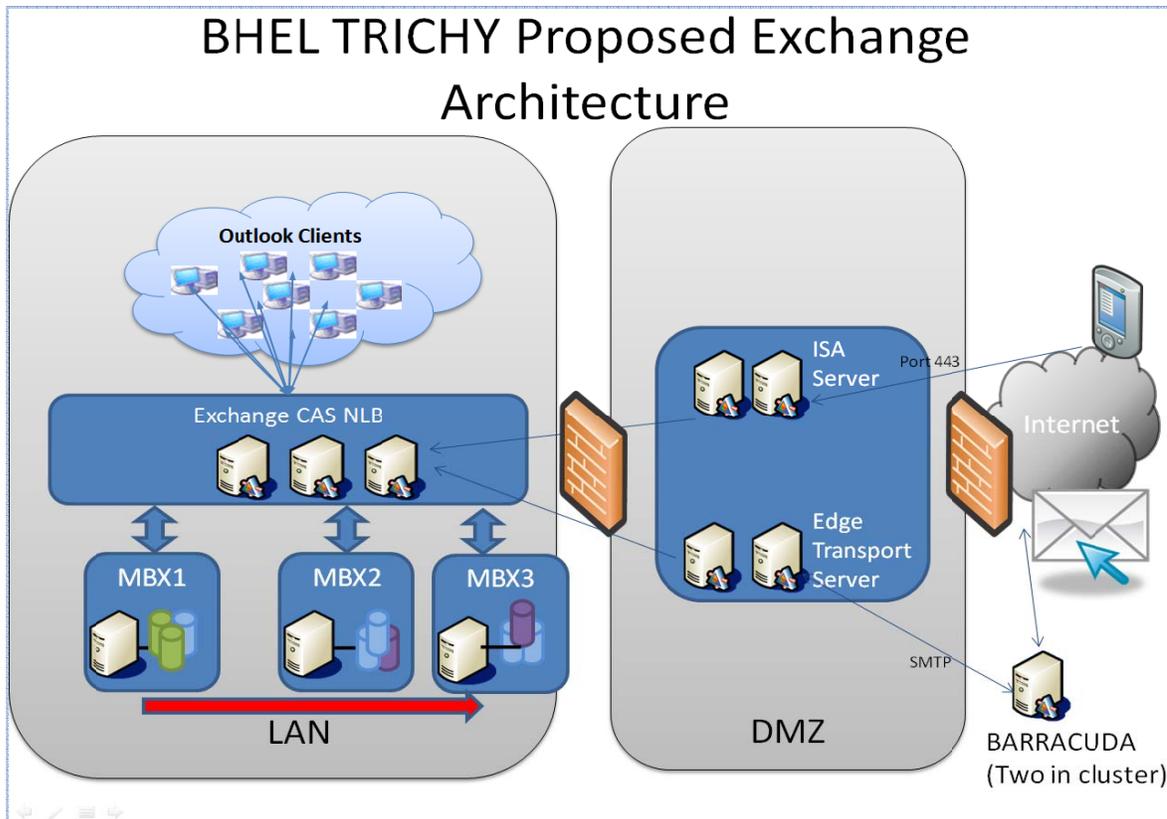
Servers:

Sno.	Server Type	Exchange Role to be installed	Processor	RAM	Hard disk	Number of servers
1	HP Proliant DL380 G6	HUB/CAS	2 x Intel Xeon 5504 Quad Core	16GB	6x 300GB SAS	3
2	HP Proliant DL380 G6	Mailbox	2 x Intel Xeon 5520 Quad Core	32GB	6x300GB SAS	3
3	HP Proliant DL380 G6	ISA	2 x Intel Xeon 5504 Quad Core	16GB	6x300GB SAS	2
4	HP Proliant DL380 G6	Edge	2 x Intel Xeon 5504 Quad Core	16GB	6x300GB SAS	2

Storage:

Sno.	Storage Type	Size	Number of disks	Disk size	Quantity
1.	HP SAN EVA 4000	7.3 TB	50	146GB	2

The E-Mail setup along with E-Mail Archival solution shall be configured based on the best practices envisaged by Microsoft as per Microsoft Exchange Best Practice Analyzer (ExBPA). The report shall be generated for the same after completion of deployment and submitted to BHEL Trichy with resolution of all configuration issues.



a) The servers shall be deployed in two locations namely primary and secondary site. The primary and secondary site will be connected with LAN/WAN link.

b) Primary site:

- i. 2 HUB / CAS Servers
- ii. 2 mailbox servers
- iii. 1 ISA server
- iv. 1 Edge transport server
- v. 1 SAN
- vi. 1 Barracuda anti spam appliance
- vii. ISP 1

c) Secondary site

- i. 1 HUB/CAS server
- ii. 1 mailbox server
- iii. 1 ISA server
- iv. 1 Edge transport server
- v. 1 SAN
- vi. 1 Barracuda anti spam appliance
- vii. ISP 2

Bill of Materials (To be supplied by the bidder):

S.No	PartNumber	ItemName	Qty
	PGI-00422	ExchgEntCAL SNGL LicSAPk OLP D DvcCAL woSrvcs	2500
	395-02478	ExchgSvrEnt SNGL LicSAPk OLP D	3
	312-02199	ExchgSvrStd SNGL LicSAPk OLP D	3
	381-03406	ExchgStdCAL SNGL LicSAPk OLP D DvcCAL	2500
	7AH-00350	LyncSVrEnCAL SNGL LicSAPk OLP D DvcCAL	50
	6NH-00141	LyncSvrStd SNGL LicSAPk OLP D	2
	6ZH-00276	LyncSvrStdCAL SNGL LicSAPk OLP D DvcCAL	50
	4VD-00208	FrFrntTMGEnt SNGL LicSAPk OLP D 1Proc	2
		Symantec Exchange BackupExec Client	3
		Sophos Antivirus interface for MS Exchange (For 5 years)	2500
		200 Hours of Microsoft Premier Support Service(PSS)	1
		Onsite support for entire lease period (2 Service Engineers)	1
		Implementation as per specification	1
		Any extra software other than the ones listed in the BOM, required to meet the specification provided, shall be included in the scope of supply and should be clearly listed in the deviation list.	

1.3 Amendment of bidding documents

BHEL Trichy 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 BHEL Trichy. Amendments made prior to submission of bid will be communicated to all the bidders.

1.4 Documents to be submitted along with the bid

Following documents shall be submitted in the bid. The Bidder shall bear all costs associated with the preparation and submission of its bid and BHEL Trichy will in no case be responsible or liable for those costs. The bid, all correspondence and documents related to the bid shall be in English.

Documents related to Technical and Unpriced Commercial bid

1. Acceptance of Technical Terms and Conditions
2. Acceptance of Commercial Terms and Conditions (Annexure-B)
3. Technical Brochures
4. Other Documents to support the compliance
5. Deviations, if any, as per BHEL Trichy's Format or "No-Deviations" Certificate
6. Un-priced Commercial offer as per Price Format
7. Non Disclosure agreement (Annexure-A)

Document to be submitted for the Price Bid

1. Price in the Price Format

1.5 Late bids

Any bid received by BHEL Trichy after the deadline for submission of bids will be summarily rejected and returned unopened to the bidder.

1.6 Evaluation of bids

BHEL Trichy will evaluate the bids as follows;

Stage-I: Evaluation of Technical & Un-priced Commercial Bids

Technical and un-priced commercial bid of the bidder shall be opened and evaluated for acceptability of Technical offer, deviations and their acceptability, technical suitability, acceptance of technical and commercial terms. BHEL Trichy will evaluate the Technical bid submitted by the Bidders. During the Technical Evaluation of the bid, BHEL Trichy may ask for additional information / resources to validate the bid. These may include technical documents / white papers from OEM or third party, references, demonstration of a proof of concept or solution, visit to OEM's lab or their clients reference site, etc. Failure to furnish all information as required or to submit a bid not substantially responsive to the bidding documents may result in rejection of the bid. If there are any deviations in the technical solution offered, without affecting the functional requirement, they shall be filled-in the Deviation format issued with the tender document and submitted along with the bid. In case of no deviations, "No Deviation Certificate" shall be submitted. The deviations from the tender specification shall be clearly indicated giving the reference of the specification, if any, as per format for declaring deviations. If deviation other than what is specified in the list is found, the bid will be liable for rejection.

BHEL Trichy reserves the right to accept or reject any deviation.

Bids meeting BHEL Trichy's technical and commercial requirements only will be considered for Stage-II price evaluation.

Stage –II: Evaluation of the Price Bid:

Price bids of the Bidders clearing the Stage-I evaluation will only be considered.

Bidder shall quote the quarterly rental charges (including principal repayment, tax, interest, support charges, etc.) for 5 years, for software, implementation, migration and support during the lease period of the MS Exchange solution at BHEL, Trichy.

The bid having the least total cash outflow for 5 years will be considered for order placement.

1.7 Sub Contracting

The bidder shall not sub contract any part of scope of work covered by this tender without getting exclusive written permission from BHEL. Bidder may indicate in offer itself such works intended to be sub contracted.

1.8 BHEL Trichy's right to accept or reject any or all bids

BHEL Trichy reserves the full right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the Bidders.

2. Technical terms and conditions

2.1 *Scope of work*

- a) Installation and Configuration of both Server Operating System and Exchange 2010 on H/W Servers provided as per the requirement of BHEL Trichy.
- b) Implementation of the Microsoft Exchange 2010 Mail Messaging Solution in High Availability mode as per the architecture provided in Section 1.2.
- c) Integration of the Mail Messaging Solution to the Windows 2008 Active Directory Services already implemented at BHEL Trichy, and the same shall be used for Address book and Single Sign-On Authentication.
- d) Installation of Sophos Antivirus interface for virus scanning of all Incoming and Outgoing Emails.
- e) Bidder shall get clearance from Microsoft Consulting Services (MCS) at the end of each project phase/milestone before proceeding to the next phase/milestone. The phases/milestones can be agreed at the start of the engagement between BHEL Trichy, MCS & Vendor.
- f) Integration of the Mail Messaging System with the existing Firewall (Fortigate 800) and Antispam(Barracuda).
- g) Installation & configuration of Microsoft TMG as reverse proxy for publishing OWA, ActiveSync (Mobile Access) & Outlook Anywhere capabilities.
- h) Migration of existing mail users and user mail data in the desktops (Mostly Netscape communicator and few other mail clients) to Exchange/Outlook Solution.
- i) Configuration shall be done to accept mails and send emails to/from other mail servers in LAN. (Other mail servers include mail servers in other BHEL units which are connected through MPLS.)
- j) MS Exchange Servers should be placed in a secure LAN. The bidder shall specify the necessary ports required for user access. The secure LAN infrastructure will be provided by BHEL Trichy.
- k) All the installation and configuration shall be done by a personnel who is Microsoft Certified Architect for Exchange Server. The personnel should have experience in deploying installations of more than 2500 users with MS Exchange 2010.
- l) Enterprise software assurance for all Microsoft products in the BOM for 2 years and support (Bug Fixes, Patches, Service Packs) for the next 3 years. Other than Microsoft products all other software shall have support for 5 years (Including updates and upgrades).
- m) All software to be provided as part of the solution shall be licensed to “Bharat Heavy Electricals Limited - HPBP”. All documents, manuals, administration manuals and software CD/DVDs shall be submitted to BHEL Trichy before commissioning the systems. All software shall come with at least two sets of CDs/DVDs, etc.
- n) Any damages, if caused to BHEL Trichy’s property due to Bidder’s activity/negligence during the contract period, shall be rectified, repaired by the bidder at their own cost.
- o) Any other feature not indicated in the specification but found to be required for the completeness of the solution shall also be implemented by the bidder.

2.2 *Installation*

- a) Bidder shall install and implement the following services:
 1. Email, Calendar, Contact Management
 2. Outlook Native Connectivity & Outlook Anywhere
 3. Outlook Web Access
 4. Active Sync
 5. POP & IMAP

- b) Bidder shall implement following capabilities through Microsoft Lync Server
 - 1. Instant Messaging / Presence
 - 2. Multiparty Audio / Video/Web Conference
 - 3. Secure file transfer
 - 4. Group IM
- c) Bidder shall implement journaling, search and auditing as per BHEL Trichy policies and requirements.
- d) Bidder shall deploy Role based Access Control for various categories of users as per BHEL Trichy requirements.
- e) Bidder shall ensure minimum downtime for Email migration of the users. For this the bidder shall closely coordinate the migration activities with BHEL Trichy's IT team.
- f) Bidder shall deploy Exchange 2010 in secure way with End to End Encryption. BHEL Trichy shall arrange for internet Subject Alternative Name certificate.
- g) Bidder shall integrate the MS Exchange 2010 with MS SharePoint Server 2010 in BHEL Trichy to enable management of emails as documents in SharePoint.
- h) Bidder shall harden the Exchange 2010 servers to disable all unnecessary services to reduce surface area of attack
- i) Bidder shall configure and implement the following:
 - 1. Failover capabilities per database basis for mailbox servers and per server basis for other servers (HUB/CAS, ISA, Edge).
 - 2. Population of the AD database with user email id.
 - 3. Enforcement of mailbox quota & mail attachment size policies – as defined by BHEL Trichy.
 - 4. Enforcement of user based policies for sender authentication, delivery restriction, maximum recipients per message, maximum attachment size, public folder size restriction and mailbox size restriction.
 - 5. MAPI for Outlook access from LAN, HTTPS for OWA access from internet and intranet, SMTP for mail transfer and IMAP/POP for mail access.
 - 6. Offline folder support for e-mail, calendar, contacts, discussions and Offline Address book configuration to optimize bandwidth utilization on the Enterprise Wide Network.
 - 7. Outlook 2007 and Outlook 2010 clients for accessing email Inbox, Calendar, Contacts and Task Management without any connectors. The bidder may have to install Office 2010 if older version of MS Office is installed on Desktop/Laptop.
 - 8. Recover deleted items. BHEL Trichy will define the maximum period for which a mail, which has been removed from the recycle bin, be kept for the end user to recover.
 - 9. Define separate Quota for Primary mailbox and Archive Mailbox.
 - 10. Web Access with the following features
 - i. Out of office messages
 - ii. Scheduling assistant to book meetings
 - iii. Global address list search
 - iv. Instant Messaging and Presence
 - v. HTML view of the attachments like DOC, XLS, PDF & PPT without hosting applications on the PC.
 - vi. Side By Side Calendar View

- vii. Access Archive emails
 - viii. Access to Lighter version of web access to work effectively on slow connections.
 - ix. Managed email folder access.
 - x. Information search.
11. Notifications (Both WebAccess and Outlook client)
- i. Out of Office – The first few words of the recipient’s Out of Office.
 - ii. Large Audience – The number of recipients, if larger than the set number.
 - iii. External Recipients in a Distribution List – when the Distribution List addressed contains external recipients
 - iv. Moderated Recipient
 - v. Oversize Message
 - vi. Restricted Distribution List.
 - vii. Mailbox Full.
 - viii. Reply-All on BCC (web Access) – displays that you were BCCd on the original message.
12. Establish nickname cache so that the user need not re-type email address used earlier.
13. Delegate task management.
14. Create and manage distribution Groups.
15. Move emails from Primary mailbox to Archive mailbox using retention policies.
16. Mobile access with the following features.
- a) Enforce Mobile Device PIN Policy Deploy capability to issue a remote wipe request to supported mobile device should it be lost or stolen, and Add senders to the safe or block list all within Web Access of Messaging system.
 - b) Search for Information. Ability to search both the local device store and the user’s entire mailbox.
 - c) Receive new or updated e-mail, calendar, contacts, and tasks as soon as they arrive on the server without a manual sync.
 - d) Set Out of office message.
 - e) Browse the calendars.
 - f) Ability to reply to a meeting invitation with a message, forward the invitation to another person, and view acceptance tracking for meeting attendees.
 - g) Enforce Policy on Devices for requiring PINs of varying length and strength and enforcing a device wipe of data and applications, should the device be lost or stolen.
 - h) Mobile access on all mobiles which have Active/Sync application.
17. Establish and enforce regulatory or corporate policies on inbound or outbound e-mail.
18. Enforce retention policy for email.
19. Journal the messages based on per database, per Distribution List & per user.
20. Journal messages - External, Internal or both.
21. Delegate Multi-Mailbox search rights to HR, Vigilance and Legal Officer.

22. Multi-mailbox search for Email, contacts, calendar across primary mailbox and archives.
23. Search filters for Sender, receiver, expiry policy, message size, sent/receive date, cc/bcc, regular expressions, protected items.
24. Get email alert when search is complete.
25. Export search results to specific Mailbox or SMTP address.
26. Provide separate mailbox for archiving users emails.
27. Search in Primary mailbox and Archive Mailbox simultaneously.
28. Stop user from deleting or editing emails.
29. Define Signature formats and Disclaimers to all outgoing emails.
30. Restrict user to take approval from his Manager before sending emails to a particular recipient.

2.3 Activities related to migration

Server:

- a) During the migration of clients from postfix messaging system to MS Exchange messaging system, both the system will coexist.
- b) Handling of email communication between users of the Postfix system and users of MS Exchange system shall be managed by the bidder.
- c) There should not be any downtime during the above process.

Client:

- a) Bidder shall be responsible for migration of existing mail data (in Netscape client), configuring address book and migration of personal address book from Netscape to Outlook on the desktop to the proposed mail messaging system (Outlook 2007/Outlook 2010).
- b) The bidder shall use a migration tool of his own choice. The license of the migration tool is the responsibility of the bidder.
- c) This activity shall require desktop configuration by bidder.

2.4 Implementation Schedule

- a) Installation and configuration of the MS Exchange messaging system as per the Scope of Work and Installation - 15 working days.
- b) User mailboxes migration – Not exceeding 50 working days for 2500 mail users.

(The bidder shall deploy adequate qualified manpower (subject to BHEL Trichy's approval) to do the migration. The bidder shall ensure that there is no loss of data during the migration process.)

2.5 Backup and restoration

- a) Bidder shall supply and install agents for Symantec Backup Exec 12.5 for Exchange 2010, and configure the backup scheme.
- b) It shall be possible to recover individual messages, folders and mailboxes from the backup and the bidder shall demonstrate the same.
- c) Backup agent shall be configured for online and offline backup and restore.
- d) Bidder shall also give documentation and training on backup and restore procedure.
- e) Bidder shall demonstrate restoration of exchange objects.
- f) Bidder shall demonstrate the restoration of all servers.

2.6 Documents to be submitted after completion of commissioning/migration

- a) Configuration details of the deployed MS Exchange messaging system.
- b) Security scheme for the entire solution.
- c) Software license documents for all software listed in BOM.
- d) Clustering and failover details.
- e) MS Exchange administration guide.
- f) A detailed restoration plan for all servers.
- g) Details of backup solution and backup/restore procedure.

2.7 Business Continuity Plan

The bidder shall demonstrate the functionality of the Messaging system during the following events. These tests shall be carried out prior to the performance guarantee test.

- a) Shutdown one HUB/CAS server.
- b) Shutdown one mailbox server.
- c) Shutdown one ISA server
- d) Shutdown one edge server.
- e) Shutdown one SAN storage.
- f) Shutdown one Active directory server.
- g) Shutdown all servers and SAN in primary site.
- h) Shutdown all servers and SAN in secondary site.

2.8 Performance Guarantee test

- a) Bidder shall demonstrate the uninterrupted service of the messaging system performance for 15 days continuously after migration of all users without any performance issues.
- b) All BCP tests shall be carried out prior to the PG test.

2.9 Commissioning certificate

BHEL Trichy will issue a Commissioning Certificate on successful completion of Performance Guarantee Test.

2.10 Support shall include the following

- a) Two Service engineers shall be posted to attend user calls.
- b) User calls include installation, troubleshooting and configuration related to MS Outlook.
- c) Service engineers shall be at least diploma holders in Computer Science / Information Technology / Communication (Subject to BHEL Trichy's clearance).
- d) They shall work in 2 shifts (6:00 hrs to 14:00 hrs and 14:00 hrs to 22:00 hrs).
- e) 6th and 7th year's support charges shall be quoted for the 2 service engineers. If required, BHEL Trichy will opt for this support at the expiry of the contract.
- f) If additional client licenses are procured by BHEL Trichy during the lease period, the bidder shall support the additional client desktops also.

2.11 Training

- a) The bidder shall provide 3 day administration training to 3-5 administration staff at BHEL Trichy along with complete documentation of the configuration performed for BHEL Trichy.
- b) The training shall be conducted using experienced Microsoft Exchange 2010 certified personnel only.
- c) The bidder shall provide end-user training on MS Outlook to four groups of staff of BHEL Trichy each consisting of 25 users.
- d) Training infrastructure shall be provided by BHEL Trichy.
- e) The bidder shall provide extensive lecture notes, handouts and other training documentations.
- f) The boarding and lodging of trainer faculty will be responsibility of the bidder.
- g) 5 days of training for system administrators (5 people) on Microsoft Exchange Server 2010 Management at Microsoft certified training centre.
- h) 5 days training for system administrators on Microsoft Lync server (5 people) at Microsoft certified training centre.

2.12 Terms of payment

- a) Lease period will start after issue of Commissioning Certificate by BHEL Trichy.
- b) Quarterly lease rental charges become payable at the end of each quarter after certification by BHEL Trichy.
- c) Bidder shall submit the invoice in triplicate for processing the bills.
- d) Pro rata deduction will be made from the lease charges for service deficiency.

2.13 Warranty and support

If any document / manual / CD supplied by the Bidder is found to be inadequate / incomplete within the period of the contract, the supplier shall replace/complete such document/manual/CD at their cost within 15 days' time. The document / manual / CD released with upgrades and updates shall be supplied free of cost as and when they are released.

No Deviation Certificate

(To be given in bidders letter head)

Ref: BHEL's Enquiry No. _____ Dated _____

It is Certified that the offered solution vide Enquiry No. _____ dated _____ in response to BHEL's enquiry mentioned under reference has no Technical deviation from the requirement of BHEL, Trichy given vide the Technical Specification (Requirement).

Date:

Bidder's Signature with seal

 BHEL - TRICHY	THIRD PARTY NON-DISCLOSURE AGREEMENT	Doc.No. : ISMS-04/TP/011	
		Ver. No: 2.0	Rev. No: 00
		Date : 01 - 10 - 09	

Anexure-III

THIRD PARTY NON-DISCLOSURE AGREEMENT

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with BHEL, Trichy on contract is confidential and that the nature of the business of the BHEL, Trichy is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the BHEL, Trichy Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data,

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to BHEL, Trichy all documents and property of BHEL, Trichy, including: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to BHEL, Trichy 's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the BHEL, Trichy and are reasonable given the nature of the business carried on by the BHEL, Trichy I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this ____ day of _____, 20__.

Name

Company

Signature

ELIGIBILITY CRITERIA FOR BIDDERS**General**

SL No.	Description	Vendor's Response
1	This bidding process is open to System Integrators satisfying the qualifying criteria mentioned in this tender.	
2	There can be only 1 bid from each Bidder.	
3	Bidder shall have to quote for all the Items of the Tender Enquiry as specified in the Bill of Material.	
4	Relevant portions, in the documents submitted in pursuance of eligibility criterion shall be highlighted. If the offer is not accompanied by all documents mentioned, the same would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances.	
5	Purchaser reserves the right to verify / confirm all original documentary evidence submitted by vendors in support of clauses of eligibility criteria. Upon verification, evaluation / assessment, if any information furnished by the vendor is found to be false / incorrect, their total bid shall be summarily rejected and no correspondence on the same shall be entertained.	

Eligibility Criteria:

SL No.	Description	Vendor's Response
1	Bidder should be an established Organization/Firm/Company engaged in providing System Integration (SI) services in India for last 5 years.	
2	Bidder should be a Certified Large Account Reseller (LAR) of Microsoft in India. A certificate from OEM (Microsoft) must be submitted to this effect	
3	Bidder should be a profitable Organization/Firm/Company in India with minimum Annual Turnover of Rs. 100 Crore from IT Sales & Services for last 3 years	
4	Bidder should have successfully implemented Microsoft Exchange (2010 / 2007 / 2003) based Mail/Messaging Solution in at least 2 Organizations/ Firms/Companies in India with minimum of 4000 mailboxes (in each of the implementations). Bidder must submit relevant documents from these Organizations/ Firms/Companies to this effect	
5	Bidder should have successfully implemented Microsoft Exchange 2010 (minimum 500 mailboxes) Mail/Messaging Solution in at least one Organization/Firm/Company of repute in India. Bidder must submit relevant documents from these Organizations/ Firms/Companies to this effect	

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

1.Envelope I : This sealed envelope should contain all the documents of technical bid together with un-priced commercial bid. This envelope should be clearly marked “Part I - Technical and commercial bid”, indicating Enquiry No., Due Date and Address & Reference of the Bidder.

2.Envelope II : This sealed envelope should contain price details. This envelope should be clearly marked “Part II - Price bid”, indicating Enquiry No., Due Date and Address & Reference of the Bidder. The two envelopes (Part I & II) shall be put in one cover, duly sealed, superscribing as Part I and Part II of Enquiry 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). Late offers will not be considered. Tender should not be addressed to any Individual’s name but only by designation to:

Sr.MANAGER / CAPITAL PURCHASE / MFG

4th Floor-24 Building

BHARAT HEAVY ELECTRICALS LIMITED

HIGH PRESSURE BOILER PLANT

TIRUCHIRAPALLI - 620 014

TAMIL NADU, INDIA

Tenders should be free from CORRECTION AND ERASURES. Corrections if any, must be attested. All amount 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 and detailed dimensional drawings in ENGLISH or otherwise, the offers will not be considered.

3. Opening Of Tenders

The Part I- Technical & commercial bid would be opened on the Tender opening date. Clarifications if any required by BHEL for Technical evaluation would be sought from Bidders before opening of Part II - price bid.

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

4. BHEL reserves the right to go for a Reverse Auction (RA) instead of Opening the submitted sealed price bid, which will be decided after techno-commercial evaluation. Information and general terms and conditions governing RA are given below.

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5. General Terms and Conditions of RA

Against this enquiry for the subject item/system with detailed scope of supply as per enquiry specifications, BHEL may resort to “REVERSE AUCTION PROCEDURE” i.e., On-Line Bidding On Internet.

5.1 For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.

5.2 BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on-line bidding on internet.

5.3 BHEL will inform the vendor in writing in case of reverse auction, the details of Service Provider to enable them to contact & get trained.

5.4 Business rules like event date, time, start price, bid decrement, extensions etc. also will be communicated through service provider for compliance.

5.5 Vendors have to fax the compliance form in the prescribed format (provided by Service provider) before start of Reverse auction. Without this, the vendor will not be eligible to participate in the event.

5.6 BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at “Total Net cash outflow to BHEL” considering Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the vendor to enable them to fill-in the price and keep it ready for keying in during the Auction.

5.7 Reverse auction will be conducted on scheduled date & time.

5.8 At the end of Reverse Auction event, the lowest bidder value will be known on the network.

5.9 The lowest bidder has to Fax the duly signed Filled-in prescribed format as provided on case-to-case basis to BHEL through Service provider within 24 hours of Auction without fail.

5.10 Any variation between the on-line bid value and the signed document will be considered as sabotaging the tender process and will invite disqualification of vendor to conduct business with BHEL as per prevailing procedure.

5.11 In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL’s standard practice.

5.12 BHEL reserves the right to negotiate if need be, with the L1 vendor of the Reverse Auction.

6 . Liquidated damages: It is clearly understood among the parties to the contract the “Time is the essence of the contract”. Therefore, the delivery of the goods specified in the purchase order should be made within the time prescribed. Where the seller supplies or despatches the goods, beyond the delivery period specified, the purchaser will have no obligation to accept the goods. If accepted liquidated damages at the rate of ½% of the value of goods delayed for each week of delay subject to a maximum of 15% of the order value will be levied. Liquidated damages @ ½% per week subject to a maximum of 15% of the implementation Charges shall be applicable for delay in the Period for completion of Installation & configuration work

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7. Risk purchase : Alternatively the purchaser at his option will be entitled to terminate the contract and to purchase elsewhere at the risk and cost of the seller either the whole of the goods or any part which the supplier has failed to deliver or despatch within the time stipulated as aforesaid or if the same were not available, the best and the nearest available substitute therefore. The supplier shall be liable for any loss which the Purchaser may sustain by reason of such risk purchases. If the delivery / installation and commissioning is delayed due to reason not attributable to BHEL, BHEL reserves the right to go for alternative procurement.

8. Inspection & Testing: All goods shall be subject to inspection by BHEL or its authorized representatives at supplier's works or at BHEL destination or at any other place in India indicated by BHEL as the case may be. The supplier will not charge for the facilities provided for inspection of goods. The final inspection and acceptance of the project will be carried after installation of the p at BHEL, Tiruchirappalli.

9. Ethical Standard:

Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, BHEL will reject a proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract. For the purposes of this provision, the terms set forth below are defined as follows:

- a) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
- b) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the benefits of competition to BHEL.

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, it is the owner of the Intellectual Property Rights. Willful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that BHEL take.

10. Non Disclosure Agreement:

The bidder shall sign a Non Disclosure Agreement (NDA) with BHEL. By signing the NDA, the bidder agrees not to disclose any confidential information, business or proprietary, as covered by the agreement. The proforma for the Non Disclosure Agreement is attached as Annexure-A.

11. Delivery & Project Implementation Schedule:

The Bidder shall be responsible for timely delivery, installation & commissioning of all the software given in the scope of supply/work at the BHEL's premises. All the software shall be delivered within 2 months (60 days) from the date of placement of order and successfully installed and commissioned within 3 months (90 days) from the date of delivery of software.

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12. Income Tax Depreciation:

Income tax depreciation will be claimed by BHEL.

13. Offered items shall be "New". Re-built / Re-conditioned / Used items will not be accepted. Incomplete offers will not be considered for further processing Fixed price:

14. Prices quoted by the bidder shall be fixed and not subject to any escalation whatsoever during the period of bid validity and execution of the Purchase Order. 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. Unit prices shall be considered correct in the event of any discrepancy with regard to total price.

15. Taxes and Duties : All Taxes and Duties payable as extra to the quoted price should be specifically stated in offers along with CST & TIN No / Tariff No. etc., failing which the purchaser will not be liable for payment of such Taxes and Duties. Our TIN No. 33243560005, TNGST No. 3560005, CST. No. 239383 Dt. 11-06-1991 & BHEL ECC No. AAACB4146PXM012, Assessment circle Tiruverambur

13. AGREEMENT The successful Bidder shall be required to enter into a formal Contract agreement and non-disclosure agreement with BHEL within Thirty (30) days of the award of the Contract.

For any queries / clarifications the bidders may contact us through our FAX NO. +91 431 2520719 or through e-mail [srchandran @bheltry.co.in](mailto:srchandran@bheltry.co.in)

Bharat Heavy Electricals Limited, Trichirapalli – 620 014**MM : CAPITAL PURCHASE****(To be filled and submitted along with offer)**

BHEL Commercial Terms and Conditions for Indigenous Supplies		Vendor's Confirmation / Comments
Technical confirmation to BHEL's Specification as called for in BHEL Format shall be furnished. If needed additional sheets shall be used.		
Prices shall be quoted item wise only as per the model format enclosed. An unpriced copy shall be submitted along with technical bid (Part-I) where in the applicable Taxes and Duties Shall be clearly specified		
Prices shall be quoted on "FIRM PRICE" basis only. The prices should be only on F.O.R / Despatching station basis inclusive of Packing & Forwarding charges if any. Applicable % of ED & Sales Tax , Freight & Insurance, Installation & Commissioning Charges should be clearly indicated.		
Validity of offer shall be for a minimum period of 120 days from the date of Tender opening		
Delivery period (for supply portion) from the date of Letter of Intent / Purchase order shall be clearly mentioned in the offer.		
Period for completion of the Installation & Commissioning work at BHEL shall be clearly specified in the offer		
Liquidated damages @ ½% per week subject to a maximum of 15% of the order value shall be applicable for delay in deliveries.		
Liquidated damages @ ½% per week subject to a maximum of 15% of the implementation Charges shall be applicable for delay in the period of completion of implementation.		
Following Risk Purchase clause shall be applicable: The purchaser at his option will be entitled to terminate the contract and to purchase elsewhere at the risk and cost of the seller either the whole of the goods or any part which the supplier has failed to deliver or dispatch within the time stipulated or if the same were not available, the best and the nearest available substitute therefore. The supplier shall be liable for any loss which the Purchaser may sustain by reason of such risk purchases.		
Payment terms for supply portion: The quarterly rental charges will be payable at the end of each quarter		
All Equipments / Services including concern Personal for carrying out the implementation of the Equipment shall be arranged by the vendor. If any Services is availed from BHEL, it is only on chargeable basis unless otherwise specified.		
Any warranty replacement during warranty period shall be supplied free of charge on FOR BHEL, Trichy basis.		
Offers should be submitted only in sealed cover super-scribing clearly the Enquiry reference and due date.		
As per Clause 5.1 of Annexure-V acceptance for participation in Reverse auction (RA). Yes/No to be indicated		
Company Full address		
Name of the person for participating reverse auction.		
Land Line Number		
Fax Number		
Mobile Number		
E-mail ID		
Pan No	TIN No	CST No
Ser.Tax No.		

NOTE:-

a) Your specific acceptance to our Payment terms, LD, Risk Purchase Clause & Submission of EMD amount are essential for consideration of your offer. Other wise your offer is liable for rejection.

b) No row shall be left blank. Please indicate NA, in case the item is "not applicable"NOTE:-

Format for Submitting the Outright Price details of Supply of Microsoft Exchange Software under 5yrs finance lease

BHEL, Tiruchy-14

S. No.	Item Description	Item Qty	Outright Purchase (including AMC upto 5 th year)						
			Price for total quantity without any warranty & Excluding Taxes A	Std. Warranty period in no. of years B	Price with standard warranty excluding taxes C	Specify % of Tax & Duties D	Tax Value E=CxD	AMC value after warranty period upto end of fifth years including taxes F	Total Price including Taxes, Duties and AMC G=(C+E+F)
1	ExchgEntCAL SNGL LicSAPk OLP D DvcCAL woSrvcs	2500							
2	ExchgSvrEnt SNGL LicSAPk OLP D	3							
3	ExchgSvrStd SNGL LicSAPk OLP D	3							
4	ExchgStdCAL SNGL LicSAPk OLP D DvcCAL	2500							
5	LyncSVrEnCAL SNGL LicSAPk OLP D DvcCAL	50							
6	LyncSvrStd SNGL LicSAPk OLP D	2							
7	LyncSvrStdCAL SNGL LicSAPk OLP D DvcCAL	50							
8	FrFrntTMGEnt SNGL LicSAPk OLP D 1Proc	2							
9	Symantec Exchange BackupExec Client	3							
10	200 hours of Microsoft premier support service	1							
11	Onsite support (2 Service Engineers)	1							
12	Implementation charges	1							
13	Sophos antivirus interface for exchange (for 5 years)	2500							
	Total								
S. NO.	Onsite support charges for 6th and 7th years	Amount							
1	Quarterly Maintenance Charges for 6th year (Onsite support - 2 service Engineers)								
2	Quarterly Maintenance Charges for 7th year (Onsite support - 2 service Engineers)								

**Format for Submitting the Lease Price details of Supply of Microsoft Exchange Software under finance lease
for a period of 5 years
BHEL, Tiruchy-14**

S. No.	Item Description	Item Qty	5 Year Finance Lease Option (Quarterly Rental)					Total Quarterly Rental including Tax F=(A+B+C+E)
			Quarterly Principle rate for total quantity A	Quarterly Interest for total qty B	Quarterly Maintenance Charges for total qty C	Lease / Service tax (%) D	Quarterly Lease / Service tax (Value) for total qty E	
1	ExchgEntCAL SNGL LicSAPk OLP D DvcCAL woSrvc	2500						
2	ExchgSvrEnt SNGL LicSAPk OLP D	3						
3	ExchgSvrStd SNGL LicSAPk OLP D	3						
4	ExchgStdCAL SNGL LicSAPk OLP D DvcCAL	2500						
5	LyncSVrEnCAL SNGL LicSAPk OLP D DvcCAL	50						
6	LyncSvrStd SNGL LicSAPk OLP D	2						
7	LyncSvrStdCAL SNGL LicSAPk OLP D DvcCAL	50						
8	FrFmtTMGEnt SNGL LicSAPk OLP D 1Proc	2						
9	Symantec Exchange BackupExec Client	3						
10	200 hours of Microsoft premier support service	1						
11	Onsite support (2 Service Engineers)	1						
12	Implementation charges	1						
13	Sophos antivirus interface for exchange (for 5 years)	2500						
	Total							T=
								Total Rental Charge for 5 years=Tx5x4
S. NO.	Onsite support charges for 6th and 7th years		Amount					
1	Quarterly Maintenance Charges for 6th year (Onsite support - 2 service Engineers)							
2	Quarterly Maintenance Charges for 7th year (Onsite support - 2 service Engineers)							