

**Bharat Heavy Electricals Ltd, Bhopal
Informatics Centre**

**BHARAT HEAVY ELECTRICALS LTD
Informatics Centre
Computer Building, Ground Floor,
BHARAT HEAVY ELECTRICALS LTD., PIPLANI,
BHOPAL, M.P. – 462022
Telephone no.: (0755) 2505094, Email: ska@bhelbpl.co.in**

1. REQUEST FOR PROPOSAL

BRIEF SCOPE OF WORK

Bharat Heavy Electricals Ltd. (A Govt. of India Undertaking) invites tenders from bidders who qualify as per criteria listed below. The tender is invited for the Rate Contract on Lease basis for supply, installation & maintenance of **Notebooks, PCs, Servers, Printers, Switches, UPS & other Computer Peripherals** throughout India at more than 20 locations for a period of FIVE years. The tender has to be submitted in TWO PARTS namely TECHNO-COMMERCIAL & PRICE.

QUALIFICATION CRITERIA

1. Bidder shall be either OEM or System Integrators of OEMs. Bidders other than OEMs must obtain and submit authorization letter mentioning BHEL's tender reference number i.e. **AA:CIT:P31:LEASE/2010** from any qualified OEM specifically for this tender only. For this tender, definition of OEM means manufacturer of **Group I or Group II equipments only**.
 - a. Group I – PC's & Notebooks
 - b. Group II – Servers & Workstations
 - c. Group III – Printers
 - d. Group IV - Network Devices
 - e. Group V - UPS
 - f. Group VI – Storage Devices (NAS, SAN)
 - g. Group VII - Scanners
 - h. Group VIII – Plotters & MFS
 - i. Group IX – Miscellaneous Items
2. Bidder shall have at least Rs.100 Crores turnover in last three consecutive financial years. A copy of the audited Balance Sheet & Profit & Loss Account shall be submitted as proof in this regard.
3. Bidder shall have support offices in at least 20 locations in India capable of serving the locations as per BHEL requirements.
4. Bidder shall have supplied and is maintaining equipment in at least 20 locations in India under single contract.
5. OEMs of equipment (Groups I, II, III, IV, V & VI ONLY) to be offered must have registered offices and service centres in India.
6. Bidder must have executed at least one Annual Maintenance Contract (AMC) or Facility Management Services (FMS) for one or more installations consisting of more than 1500 PCs/Peripherals in different locations of India.
7. Bidder must have executed at least two lease OR rental orders in the last 4 years. The total value of these two orders must be Rs.5.00 Crore or more.

2. GENERAL INSTRUCTIONS FOR THE BIDDERS

- 2.1 Tender documents (non-transferable) will be available from Monday 24th of January 2011 between 2 PM to 3 PM from DGM(EDP), Bharat Heavy Electricals Ltd., Informatics Centre, Computer Building, Ground Floor, Piplani, BHOPAL, M.P. 462022. Tender documents can be obtained by depositing Rs.25,000/- (non-refundable) in the form of a Demand Draft in favour of "Bharat Heavy Electricals Limited" payable at Bhopal.
- 2.2 Alternatively the tender can be downloaded from the BHEL website. In this case, the tender fee of Rs.25,000/- in the form of a Demand Draft in favour of "Bharat Heavy Electricals Limited" payable at Bhopal shall have to be deposited along with tender documents.
- 2.3 Last date of submission is **11:00 Hrs.** on Friday, 18th of February 2011 and technical bids shall be opened at **14:00 Hrs.** on Friday, 18th of February 2011.
- 2.4 Earnest Money Deposit (EMD) for the tender is Rs.2,00,000/- (Rupees Two Lakhs only).
- 2.5 Tender Fee and EMD are to be submitted through separate Demand drafts.



3. INSTRUCTIONS & GUIDELINES TO BIDDERS

3.1 INTRODUCTION

M/s Bharat Heavy Electricals Limited (A Govt. of India Undertaking) incorporated under the Companies Act 1956 having registered office at BHEL House, Siri Fort, New Delhi-110 049 through its office at New Delhi (hereinafter referred to as "BHEL", which expression shall include its successors and assigns), invites offers for Leasing of Equipments / Services in BHEL, as per requirements and Commercial Terms and Conditions detailed in the tender documents.

3.2 RATE CONTRACT UNDER LEASING SCHEME

Lease Period under the Leasing scheme shall be FIVE years and the Total Price shall be for the complete scope as per technical specifications, inclusive of comprehensive on-site maintenance including repair/replacement of parts during the lease period, insurance and any other incidental charges. The taxes like Lease Tax/ Right-To-Use (RTU) Tax will be payable extra as per actuals.

Lease Period of Five years shall start from the date of successful installation by Bidder and acceptance by BHEL at respective locations. Pro rata lease rental charges will be payable for the quarter in which installations & acceptance takes place. Details of acceptance procedure, if any, are enclosed separately along with technical specifications. Bidder shall be responsible for comprehensive on-site maintenance of the supplied equipments & services during the entire lease period. Payments shall be released on quarterly basis, as per Payment terms and other Commercial Terms & Conditions.

The summary of requirements is enclosed in **Section 8.0** and quantities mentioned are indicative only. The rates for the various items will be finalized centrally and orders will be placed for the projected quantities from respective places. The bi-partite lease agreement will be signed centrally. The payment of lease charges will be from the place unit/office which has placed the order.

The placement of orders for the leasing of items covered in this enquiry will also be available to Purchaser for a period of **SIX months** on the finalized rates. BHEL, at its discretion may ask the Bidder for the latest specifications in this period at the same rental charges.

3.3 TENDERER TO INFORM HIMSELF FULLY:

3.3.1 The bidder shall closely peruse all the clauses, specifications and requirements etc., indicated in the tender documents, before quoting. Should the bidder have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the specifications or if the tender documents are found to be incomplete or require clarifications on any of the technical aspects, scope of work etc., he shall at once contact the official inviting the tenders, for clarifications, as per **Clause 3.11.12** before submission of the tender.

3.3.2 Bidders are advised to study all the tender documents carefully. Any submission of tender by the bidder shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof.

3.4 PROCEDURE FOR SUBMISSION & OPENING OF BIDS

3.4.1 Bids shall be accepted by the official inviting the tenders, in two parts, as described below, on or before the due date & time indicated in the Tender Notice.

PART-I : EMD & TECHNO-COMMERCIAL BID

This part shall consist of the following:

- 1) Tender Fee in the form of Pay Order/ Bank Draft of Rs.25,000/- (Rupees Twenty Five Thousand only) in favour of "Bharat Heavy Electricals Limited" payable at Bhopal in case the tender documents have been downloaded from the website. In the absence of submission of tender Fee, the offer will be summarily rejected.
- 2) EMD in the form of Pay Order/ Bank Draft of Rs.2,00,000/- (Rupees Two Lakhs only) in favour of "Bharat Heavy Electricals Limited" payable at Bhopal. In the absence of submission of EMD, the offer will be summarily rejected.
- 3) Bounded volume, with numbered pages, of:
 - i. Technical offer/ details including literature/leaflets. The bidder can offer only as per technical specifications of the equipments. The Purchaser reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed Bidders and meeting qualification criterion will be opened.
 - ii. Authorization by OEM's as per enclosed format.
 - iii. No Deviation Certificate as per enclosed format.
 - iv. Checklist of PRICE BID (Unpriced Copy) as per enclosed format.
 - v. Enclosures as defined in checklist of enclosures.

PART-II : PRICE BID

Price bid containing PRICES only is to be submitted (in the enclosed Price Schedule format only). Prices shall be quoted in Indian Rupees only. Bidder has to give details of applicable taxes clearly in the price bid formats. The changes in the tax rates will be applicable as per actuals, subject to documentary evidence during the complete lease period.

Price Bid should not contain any technical details and/or Commercial Terms & Conditions as the same are supposed to be contained in PART-I only, so that the same can be evaluated before opening of Price Bid(s).

3.5 MARKING ON ENVELOPE

Part-I and Part-II offers shall be submitted in two separate sealed envelopes with bidder's distinctive SEAL and super-scribed as follows:

PART-I :

1. TENDER ENQUIRY NO. AND ITEM DESCRIPTION
2. DUE DATE OF OPENING
3. "EMD & TECHNO-COMMERCIAL BID".

PART II :

1. TENDER ENQUIRY NO AND ITEM DESCRIPTION
2. DUE DATE OF OPENING
3. "PRICE BID" as per enclosed Format.

Un-sealed envelopes or envelopes not super-scribed as above may not be accepted/considered.

3.6 BID SUBMISSION

3.6.1 Bids shall be addressed to the following official inviting Bids by name and designation:

**Bharat Heavy Electricals Ltd, Bhopal
Informatics Centre**

DGM(EDP),
Bharat Heavy Electricals Limited,
Informatics Centre,
Computer Building, Ground Floor,
Piplani, Bhopal, M.P. 462022
Telephone no. : (0755) 2505094
Email : ska@bhelbpl.co.in

3.6.2 Bids shall be dropped in the **“Tender Box for Works Contract only” located in the Tender Room, Ground Floor, Administrative Building, BHEL Bhopal plant up to 11:00 Hrs of Due Date only.**

3.6.3 Bids submitted by post shall be sent by "REGISTERED POST" only and shall be posted with due allowance for any postal delay. Bids shall be submitted latest by 11.00 AM of the due date. Any proposal received by BHEL after the deadline for submission of proposal shall be summarily rejected and returned unopened to the bidder.

3.7 BID OPENING

3.7.1 PART-I (EMD & Techno-commercial bid) may be opened on the due date and time as specified in the Enquiry Letter, in the presence of bidders who may like to attend. Part-II (Price Bid) shall be opened subsequently. However, Purchaser reserves the right to open both the parts simultaneously i.e. Part-I and Part-II together.

3.7.2 In case of public opening, date and time of Price Bid (Part-II) opening shall be intimated to the technically and commercially acceptable bidders only.

3.7.3 Purchaser also reserves the right to open the earlier i.e. superseded price bids, if any, submitted by the bidder(s), if required.

3.7.4 Not more than two representatives will be permitted to be present for the tender opening.

3.7.5 No correspondence shall be entertained from the bidders after the opening of Price Bid(s).

3.7.6 Standard pre-printed conditions of the bidders attached to the offer will not be accepted and only those mentioned in the body of his offer will be considered.

3.7.7 Unsolicited bids shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process and will lead to automatic disqualification of the party's bid.

3.7.8 Literature, Pamphlets other than what is specified need not be enclosed. All such enclosures shall be considered as unread and also will not be considered as part of the quotation.

3.7.9 Manufacturer's name, trade Mark or Patent No., if any, should be specified.

3.7.10 Purchaser reserves the right to negotiate, if required.

3.8 VALIDITY OF OFFER

Offer shall be kept valid for FOUR months from the due date of tender opening (Part-I) for Purchaser's acceptance.

3.9 DEVIATIONS

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Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the Tender Enquiry. Bidders have to submit a "No Deviation Certificate" in Part-I of the offer as per sample enclosed.

Technical & Commercial - No deviation is acceptable.

3.10 LANGUAGE & CORRECTIONS

- 3.10.1 The bidder shall quote the rates in Hindi/English language and international numerals only. The metric system of units shall be used, for the purpose of tender.
- 3.10.2 Bidder shall fill the tender documents as per formats enclosed in this tender enquiry. All entries and signatures in the bid shall be in **BLUE/BLACK INK** only. Each page of the bid shall be signed and stamped using official seal of the company by the bidder.
- 3.10.3 All entries shall be filled in neat and legible handwriting. No over-writings, erasures and corrections are permitted and may render such bids liable for rejection.
- 3.10.4 However, if any cancellations, corrections and insertions are in the bid, the same shall be duly attested by the bidder.

3.11 REJECTION OF BID AND OTHER CONDITIONS

- 3.11.1 Notebooks (NB01L, NB02L & NB03L) shall be of same OEM. No mix and match is allowed.
- 3.11.2 PC's (PC01L, PC02L) shall be of same OEM. No mix and match is allowed.
- 3.11.3 Servers (SR01H, SR02H and SR03H) shall be of same OEM. No mix and match is allowed.
- 3.11.4 Workstations (WS01L and WS02L) shall be of same OEM. No mix and match is allowed.
- 3.11.5 The laser printers (LJ01L, LJ02L, LJ03L, LJ04L, LJ05L, LJ06L & LJ07L) shall be of same OEM. No mix and match is allowed.
- 3.11.6 The network devices (NS01H, NS02H, NS03H, NS04H, NS08H, NS09H & NS10H) and add-on items (SFP01, SFP02, SFP03) shall be of same OEM. No mix and match is allowed.
- 3.11.7 Any format not properly filled, partially filled or not filled will make the bid liable for rejection. Bidders are requested to note that all columns, rows and spaces provided to fill up the data must be filled with relevant data without fail. In case any bidder fails to do so or fills up irrelevant data, BHEL is not bound to seek clarifications on such items and will be free to reject the tender summarily.
- 3.11.8 If required, BHEL is entitled to ask for any equipment (covered under Group I) for sample evaluation and all bidders are requested to note that they shall provide equipment exactly as per specification without any charge and precondition(s) to BHEL. Upon completion of such evaluation BHEL shall return the equipment to the bidder.
- 3.11.9 Bidders may note that in case of Group IV – Network Devices, the switches are likely to be installed at locations already having networking switches of CISCO make. CISCO network management software is used to manage these devices. Hence, bidder shall quote switches compatible with the installed hardware and software base.
- 3.11.10 Equipment offered must have **current certifications** as detailed in relevant sections. Future expectations of certification, conditional certifications, variation in certification

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and certification for equipment different from the make and model offered in the bid is not acceptable.

3.11.11 Locations and tentative number and type of equipment to be supplied are indicated under heading "SUMMARY OF REQUIREMENTS AND LOCATION DETAILS".

3.11.12 No change in specifications, clauses of contract, Terms and Conditions, etc. shall be entertained by BHEL under any circumstances.

3.11.13 Enclosures consisting of all specified documents shall be bound and cross-referenced with respect to relevant clause of this tender document. This shall be submitted along with the technical bid as a separate volume. A check list of such documents has also been incorporated into the tender to guide the bidders.

Any clarification pertaining to this tender enquiry must be submitted in writing to the undersigned on or before 04.02.2011. The reply to the same will also be made available from the undersigned by 10.02.2011. BHEL will not entertain or respond to bidders' queries received after 04.02.2011.

Amendments made prior to submission of bid will be provided in the form of Addenda / Corrigendum to the Bidding Documents and will be posted on the BHEL website (<http://www.bhel.com>) in Tender Notification section under the original tender enquiry number.

3.11.14 Canvassing in any way concerning this tender, wrong declaration, incorrect information, misleading or incorrect certifications, etc. shall make the Bidder debarred to participate in this tender and also for a further period of 3 years in any tender of any of the BHEL units.

3.11.15 The Purchaser reserves to itself, full rights for the following without assigning any reasons, whatsoever:

- a) to reject any or all the bids.
- b) to increase or decrease the quantities.

3.11.16 Late bids are liable to be rejected.

3.11.17 The offer is liable to be rejected, if it is found after the Price Bid Opening that the Checklist of Price Bid submitted by the bidder, as a part of Part-I offer, is different from the Price Bid.

3.11.18 If the bidder deliberately gives wrong information in his bid, Purchaser reserves the right to reject such a bid at any stage or to cancel the Order/Contract, if awarded and forfeit the EMD/ security deposit/ Performance Bank Guarantee, if any.

3.11.19 If the Prices/Rates of one or more of the enquired equipments have not been quoted, the offer is liable to be rejected.

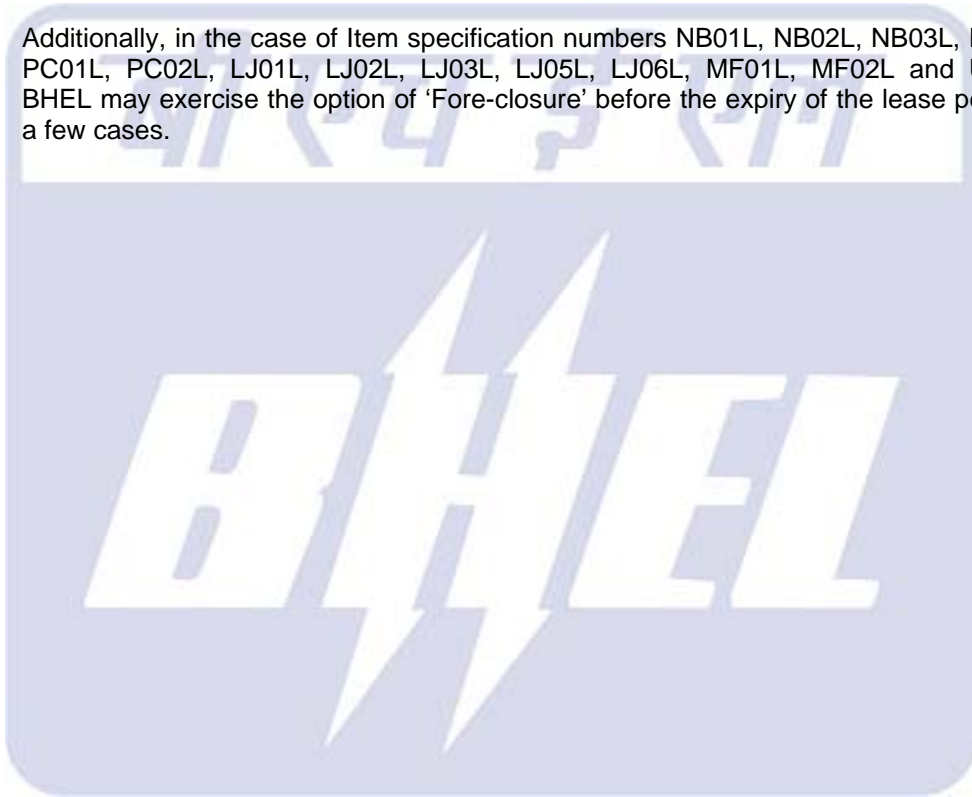
3.11.20 Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the bid.

3.12 TENDER EVALUATION

3.12.1 Totals/ Gross Total of Prices should be indicated both in words as well as in figures. If there is a difference between price quoted in words and figures or if there is any other price discrepancy, higher value(s) will be considered for evaluation and lower values will be considered for ordering.

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- 3.12.2 Though offer of higher warranty/configuration/rating, than what is required as per tender specifications, may be accepted, no extra weightage or preference will be given for the same.
- 3.12.3 Prices of optional items, if any, shall not be considered for Price evaluation and comparison, unless stated otherwise. The Lease Tax / RTU Tax shall be extra at actuals and will not be considered for price evaluation and comparison.
- 3.12.4 BHEL will claim depreciation as per provisions of the Income Tax Act
- 3.12.4 After finalizing the techno-commercial offers, BHEL may adopt Reverse Auction process for arriving at the lowest price offer.
- 3.12.6 The evaluation will be on the basis of total Lease Charges for all the items having specification numbers from NB01L to MS13L (including Add-Ons) and software licenses having specification numbers from SW01H to SW18L and OP01H. Further the tender is **NOT divisible**.
- 3.12.7 Additionally, in the case of Item specification numbers NB01L, NB02L, NB03L, NB04L, PC01L, PC02L, LJ01L, LJ02L, LJ03L, LJ05L, LJ06L, MF01L, MF02L and UP01L, BHEL may exercise the option of 'Fore-closure' before the expiry of the lease period in a few cases.



4.0 COMMERCIAL TERMS AND CONDITIONS FOR BIDDERS

4.1 GENERAL

The words incorporating singular shall include plural and vice-versa, in the words importing masculine gender shall include feminine and vice-versa and the words importing persons shall include bodies; corporate, limited liability companies, partnership and other legal entities.

4.2 EXECUTIVE SUMMARY

About BHEL

Bharat Heavy Electricals Limited (BHEL) is today one of the largest engineering enterprise of India with an excellent track record of performance. The company has 14 manufacturing divisions, 8 Service centres and 4 power sector regional centres, besides project sites spread all over India and abroad and also regional operations divisions in various state capitals in India for providing quick service to customers. BHEL manufactures over 180 products under 30 major product groups and meets the needs of core-sectors like power, industry, transmission (including railways), defence, telecommunications, oil business, etc. Products of BHEL, make have established an enviable reputation for high quality and reliability.

Expectations from Bidders

Bidder is required to give a total solution & services as per specifications enclosed. The full working of all IT Equipments and Services is the responsibility of the Bidder. In case any extra item is required for complete functioning of the system, the same must be quoted.

4.3 SUPPLY CONDITION

All equipment supplied and installed at the stipulated locations shall be NEW and conforming to the contract technical specifications. The certificate of newness is to be furnished.

The Bidder has also to produce a certificate from his principal OEM for back-to-back support for the complete lease period for all items as per the enclosed format.

4.4 LOCATION & CONSIGNEE

The tentative list of consignees and respective locations with quantity and type of equipment to be delivered is detailed in Section 8.0.

4.5 DELIVERY

Delivery (i.e. Supply and installation) period shall start from the date of placement of firm order.

Item wise "Delivery and Installation period" shall be as detailed below and it will be counted from the date of Order:

Item	Delivery Period	Installation Period (From delivery date)
All items	12 weeks	2 weeks

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4.6 RATES

Rates to be quoted are net F.O.R. destination inclusive of freight, handling and packing charges, transit insurance, installation, regular insurance and on-site comprehensive maintenance including spares at stipulated locations during the entire lease period and shall remain FIRM without any variation till completion of the lease contract. However, taxes like Lease Tax / VAT and Service Tax will be payable as per actuals.

Rates are to be quoted as per Price Bid Format providing details of prevailing rates of taxes and duties. Bidders, in their own interest, are requested to check up the different tax tariff like "Right to use" etc. at stipulated locations. After opening of Price Bid, no request for any corrections in the quoted rates/tariffs etc. will be entertained.

4.7 PAYMENT TERMS

The Lease agreement will be signed centrally; however, the payment of lease charges will be made on quarterly basis after completion of each quarter and submission of invoices(s) in triplicate to the respective payment centres from where the payments will be directly released. Payment will be released within 30 days of submission of verified invoices.

Bidder has to complete installation at the locations to be identified by BHEL along with Order. The lease quarterly payment will be due after completion of the quarter from the date of successful completion of installation & acceptance by BHEL. However, 1st quarter lease payment will be proportionate as per installation dates of various equipments.

4.8 BANK CHARGES

Unless otherwise specified, the Bank charges, if any, shall be to the account of Bidder.

4.9 PENALTY FOR LATE DELIVERY

For the delay in delivery, penalty shall be levied at the rate of **0.5% per week (or part thereof) subject to maximum of 5%** of the total lease rent for entire lease period for the equipment(s) not delivered in time as per delivery schedule. This penalty will be deducted from the first quarter rental charges, in case the penalty amount to be deducted is more than the first quarter rental charges, the same will be adjusted from the consecutive quarter.

4.10 Downtime calculation for IT Equipment

Bidder shall be responsible for running the Equipment at the uptime of 98% per month. The support level required on various items is as per the table below:

No.	Item Code	Support Level Required
1	UP03H to UP09H, ST01H, ST02H, SR01H to SR04H, NS01H to NS13H, MS05H, MS06H, MS08H, SW01H to SW03H, SW05H, SW07H to SW09H and OP01H	24 x 7
2	All Other Items	8 x 6

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The deduction for downtime will be calculated for the uptime below the minimum level for each equipment as mentioned below:

Downtime in Delhi (NCR), Haridwar, Bhopal, Mumbai, Kolkatta, Chennai, Hyderabad, Bangalore, Trichy, Nagpur	Downtime in all Other Cities	Deduction factor
0 to 2%	0 to 5%	Zero
2 to 5%	>5 to 8%	1.00
>5 to 10%	>8 to 13%	1.25
Above 10%	Above 13%	1.50

Working calculation for deduction

Let downtime in a month	= A hours
Downtime percentage	
Server, SAN, NAS & Networking Equipment	= $A \times 100 / (24 \times 30) = B$
PC's & Peripherals	= $A \times 100 / (8 \times 30) = B$
Deduction factor according to the table	= D
Monthly equipment lease charges	= Equipment Quarterly lease / 3 = M
	Rupees
Amount of deduction	= $M \times B \times D / 100$ Rupees

Note:

If the uptime for equipment/system falls below 95% continuously for 3 months, the system/ equipment shall have to be replaced by the Bidder, without any extra charge.

4.11 MAINTENANCE

Maintenance service shall cover services, repairs and replacements necessary to keep the equipments in good working order on reasonable use of the equipments during the lease period. Preventive maintenance, wherever required, should be carried out to keep the equipments in good working conditions. Maintenance shall include, but not limited to, all plastic and/or rubber parts, UPS batteries, Notebook batteries, adapters and printer/plotters heads. However it will NOT include inkjet cartridges, toner cartridges, drum cartridge and ribbons.

The bidder shall replace all UPS & Notebook batteries after every 2.5 years and whenever the batteries get faulty.

4.12 TRAINING CHARGES

Training of BHEL personnel will be part of the contract. During installation at respective locations the associated BHEL users will be guided on the configuration being made and usage.

4.13 INDEMNITY

Bidder shall fully indemnify and keep indemnified the Purchaser against all claims which may be made in respect of the use of System / Software / Item(s) / services supplied / rendered by the Bidder, for infringement of any rights protected by patent, registration of designs or trademarks and legality of the Software. However the Bidder will have no obligation for any claim of infringement arising from third party products not supplied in the order, modifications and technical information/ instructions advised by purchaser and use of products prohibited by product manuals.

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All such claims in this regard will be settled as per Indian Laws.

In the event of any such claims being made against the Purchaser, Purchaser will inform in writing to the Bidder who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.

4.14 INSURANCE

Insurance for the complete Systems/Goods shall be arranged by the Bidder at his own risk and cost during transit, movement, storage and throughout the period of lease. Purchaser, under any circumstances, will not be responsible for any loss/damage/theft of any Systems/goods, due to any reasons, whatsoever. Claim(s) etc., if any, will be dealt with the underwriters directly by the Bidder.

Evidence of insurance policy shall be submitted to BHEL. If the bidder fails to renew the policy before the expiry, BHEL may renew the insurance and adjust from the due lease rentals

4.15 NON DISCLOSURE AGREEMENT

The successful bidder shall sign a Non Disclosure Agreement (NDA) as per BHEL format in compliance to Information Security Management System.

4.16 CONFIDENTIALITY

Bidder and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents, etc. Belonging to the Purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.

4.17 FORCE MAJEURE

Bidder shall not be responsible for delay in delivery resulting from acts/events beyond his control, provided notice of the happening of any such act/event is given by the Bidder to the Purchaser within 15 days from the date of its occurrence. Such acts/events shall include but not be limited to acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations superimposed after the date of order/contract.

4.18 RISK PURCHASE

Purchaser shall reserve the right to terminate the order/contract and purchase from elsewhere at the risk and cost of the Bidder, either the whole or part of the Systems/goods, which the Bidder has failed to deliver within the stipulated delivery period or if the same were not available, the best and the nearest available substitute(s) thereof. The Bidder would be liable to compensate the Purchaser for any loss, which the Purchaser may sustain by reason of such purchase. This clause will be operated only after completion of delivery period including extended period with penalty.

4.19 PATENTS & TRADEMARKS

Bidder shall at all times indemnify the Purchaser against all claims which may be made in respect of the Systems/goods/Software supplied by the Bidder, for infringement of any right protected by patent, registration of designs or trade marks and legality of usage of Software. In the event of any such claims being made against the Purchaser, Purchaser will inform the Bidder who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.

4.20 SUB-CONTRACTING

Order/contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the Purchaser which will not be unreasonably withheld.

4.21 TERMINATION OF THE ORDER/ LEASE AGREEMENT & ITS CONSEQUENCES

- 4.21.1 The Purchaser will issue a written notice of non-compliance to the Bidder and after a rectification period of One month, termination and fore-closure clauses will be applicable.
- 4.21.2 Purchaser reserves the right to terminate the order/contract, either wholly or in part, upon situations arising due to non-compliance of stipulations of the Order/contract, by the Bidder, at the risk and cost of the Bidder.
- 4.21.3 Purchaser reserves the right to terminate the order/contract or a portion thereof for the stores not so delivered within the stipulated period, at the risk and cost to the Bidder and the Bidder shall be liable to the Purchaser for any excess costs thereof.
- 4.21.4 Bidder shall continue the performance of the order/contract under all circumstances, to the extent not cancelled.
- 4.21.5 Purchaser reserves the rights to cancel the lease agreement in case the equipment and services are not found to be satisfactory by the Purchaser.
- 4.21.6 Fore-closure: In case of fore-closure of the lease agreement by the Purchaser, pro-rata compensation will be payable. Compensation will be equivalent to percentage of outright purchase cost and proportionately linked to balance lease period.
- 4.21.7 Consequences: As soon as the lease agreement is cancelled / terminated by the Purchaser, no lease rent will be payable to the Bidder.

4.22 SETTLEMENT OF DISPUTES

- 4.22.1 Except as otherwise specifically provided in the Order/Contract, all disputes concerning questions of the facts arising under the Order/Contract, shall be decided by the Purchaser, subject to written appeal by the Bidder to the Purchaser, whose decision shall be final to the parties hereto.
- 4.22.2 Any disputes or differences shall be to the extent possible settled amicably between the parties hereto, failing which the disputed issues shall be settled through arbitration.
- 4.22.3 However, the Bidder shall continue to perform the Order/Contract, pending settlement of dispute(s).

4.23 ARBITRATION

In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration. All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in Bhopal.

4.24 ACCEPTANCE OF LOI / ORDER

Letter of Seller/ Contractor/ Bidder's acceptance of the LOI / Order / Contract is to be submitted within one week of issue date of LOI / Order. This will be submitted along with the Performance Bank Guarantee of the value of 10% of the Total Annual Lease Rent for all the equipment valid for a period of one year.

4.25 SHIFTING OF EQUIPMENT FROM A LOCATION TO OTHER

After initial installation as per location details given by BHEL, shifting of equipment from one location to another shall be the responsibility of the Bidder. The entire requisite works like dismantling of equipment, packing, transportation and transit insurance shall be the responsibility of the Bidder. A mutually agreed cost can be paid by BHEL to the Bidder on this account. The time given for shifting and installation of equipment at new location will be mutually agreed and time taken beyond that period will be treated as downtime.

4.26 ADDITIONAL FACILITY REQUIRED IN FUTURE ON IT EQUIPMENT

In case any additional facility is required on the IT equipment requiring upgrade, the Bidder shall provide the same at mutually agreed terms.

4.27 TERMINAL PAYMENT

BHEL shall have the right to acquire or surrender all the equipments at the end of the lease period. In case BHEL decides to acquire the equipments, a nominal charge of Re.1.00 per equipment will be paid as terminal payment.

In case of termination or surrender of equipments by BHEL at the end of the lease period, Bidder will remove the equipment from Purchaser's premises at his own risk and cost after due permission from BHEL.

4.28 LIMITATION OF LIABILITY

The Bidder's liability will be limited to the scope of this contract only.

4.29 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, the Purchaser will reject a proposal for award if it finds out 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 Purchaser of the benefits of competition;

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, either it is the owner or has authorization from the owner of the Intellectual Property Rights in the software. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that the Purchaser may take.

4.30 INTEGRITY PACT

The bidder shall sign an Integrity Pact, to comply with the requirements of the Transparency International Limited (TIL) and the Central Vigilance Commission (CVC) guidelines to ensure an ethical and corruption-free business environment. The proforma for the Integrity Pact is attached as Annexure-VII.

**Bharat Heavy Electricals Ltd, Bhopal
Informatics Centre**

The Independent External Monitor (IEM) for this case will be **Shri J M Lyngdoh, IAS (Retd), Plot No. 144-145, Pragati Resort, Proddator Village & P.O., Shankarpally Road, Rangareddy Distt. (AP), Ph: 0841-7224101.**

4.31 OTHER CLAUSES

- a) Bidders must offer all the software, licenses and support for complete solution. All Licenses must be in the name of BHEL. Licenses must clearly mention their validity period and renewal policies.
- b) The bidder shall include and provide all other Hardware or Software items that are not explicitly mentioned herein but are required to full-fill the intended specifications.
- c) No item shall be offered whose end-of-sale has been declared by the OEM or has been declared to be under phase out.



5.0 LEASE AGREEMENT

(Based on the finalized terms and conditions, BHEL will consider signing of Bipartite Lease Agreement ONLY with Bidder after placement of LOI)



6.0 TECHNICAL SPECIFICATIONS

ENCLOSED AS SEPARATE VOLUME

(Total Pages – 139)



7.0 BRIEF SCOPE OF WORK –TECHNICAL

The broad scope of work includes the following:

- a) Installation and configuration of all the hardware & software items supplied under Rate Contract.
- b) The supplier shall assign a qualified Project Manager having at least 10 years of experience to supervise the installation and deployment of all the items across all the BHEL locations. The engineers deployed to carry out the installation should have following minimum qualifications/certifications:
 - 1) MCSE certified engineers to carry out installations of PCs, Notebooks, Workstations & Windows based servers
 - 2) For installation of Linux/Unix servers, the engineers should have sufficient proven experience.
 - 3) For installation of network devices, the engineers should have CCNP or equivalent certification.
- c) Comprehensive maintenance of all the hardware and software for the entire contract period. For all hardware and software like OS, CALs, backup Software, the supplier shall provide onsite support.
- d) The successful bidder shall post minimum one qualified Resident Engineer at all those locations wherever installation base of the Equipments is more than 100. At certain locations, if required for meeting the SLA requirements, the successful bidder shall post additional Resident Engineers.
- e) The Resident Engineer posted at BHEL locations should have following minimum qualifications & experience:
 - 1) 3 years diploma in electronics / computers / hardware.
 - 2) At least 2 years experience in maintenance of PCs, Servers, Printers, etc
 - 3) MCSE certification for engineers providing support on Notebooks, PCs & Windows based Servers
 - 4) CCNA certified for engineers providing support on Network Devices
 - 5) Before posting engineers at BHEL locations, the supplier/service provider shall submit the CV of engineers to respective BHEL locations for vetting and acceptance.
- f) Support to users for installation, reinstallation, troubleshooting and other problems/ issues related to commonly used software like OS, email, MSOffice, Antivirus, Adobe Acrobat, Add-ons, upgrades should be provided by the Resident Engineer(s) during the contract period.
- g) Sharing of desktop, printers and configuration on network should be provided by the Resident Engineer(s) during the contract period.
- h) Dismantling, Assembling and Data transfer in case of shifting of systems from one user to another within premises should be provided by the Resident Engineer(s) during the contract period.
- i) The supplier/Bidder shall maintain sufficient number of spares at each location.

For installation, a brief scope of work is given as under. However, if any activity or component is required for the completeness or successful functioning of any item, the same shall also be part of the scope of supply and work.

7.1 Installation of PC/Notebook/Workstation

- a) Inventory & Configuration verification against Ordered Specifications
- b) Installation of OS
- c) Partitioning (wherever required and asked for)
- d) Installation of Software packages provided by BHEL (like Antivirus, MS Office XP/2007, Adobe Acrobat, etc.)
- e) Installation of latest OS Service Pack & security patches
- f) Network Configuration
- g) Printer Driver installation & configuration
- h) Email Client configuration
- i) Internet configuration
- j) Data migration from old system to the new system

7.2 Installation of Printers/Plotters/MFS

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Network Configuration
- d) Driver Installation on client machines
- e) Perform system & verification test

7.3 Installation of Scanners

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Installing Scanner software on a client machine
- d) Perform system & verification test

7.4 Installation and Configuration of Servers

- a) Inventory & Configuration verification against Ordered Specifications
- b) Attach all cards and add-ons
- c) Perform power on self test
- d) Mounting into the rack
- e) RAID Configuration
- f) Installation of Server OS (Red Hat Linux Advanced Server 2.1 or higher / Windows 2003 Advanced Server or higher).
- g) Network Configuration
- h) Remote Management configuration (e.g, iLO features)
- i) Perform system & verification test
- j) Cluster implementation, wherever required.
- k) Fail over test
- l) Migration of data from old server to the new server wherever required

7.5 Installation of NAS

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) RAID Configuration
- d) Installation of OS
- e) Network Configuration
- f) Perform system & verification test
- g) Mounting into the rack
- h) User disk quota allocation

7.6 Installation of SAN

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Preparation of installation plan as per BHEL requirements
- d) RAID & LUN Configuration as per the agreed installation plan
- e) Installation of Fiber Switches
- f) Allocation of LUNs to servers
- g) Installation of Storage Management Software
- h) Cluster Configuration
- i) Installation & Configuration of HBA's
- j) Network Configuration
- k) Perform system & verification test
- l) Mounting into the rack

7.7 Installation of Network Switches

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Installation of Operating System
- d) Assign IP address
- e) Establish LAN connectivity
- f) Perform system & verification test
- g) Mounting into the rack
- h) Configure VLANs & VTP
- i) Configuration of Trunks / EtherChannel wherever required
- j) Configuration of HSRP/VRRP
- k) Enabling / configuring security features like Port Security, BPDU Guard, Root Guard, etc
- l) Enabling / configuring performance features like Portfast, Link fast, Backbonefast, etc
- m) Configuring ACLs
- n) Enabling / Disabling Telnet, SSH, HTTP(s), SNMP, Syslog, etc.

7.8 Installation of Routers

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Installation of Operating System
- d) Assign IP address
- e) Establish LAN connectivity
- f) Perform system & verification test
- g) Configuring ACLs as per BHEL requirements
- h) Enabling / Disabling Telnet, SSH, HTTP(s), SNMP, Syslog, etc.
- i) Enabling / configuring IP Routing as per BHEL requirements
- j) Configuring NAT, PAT, etc
- k) Configuring Packet Inspection, Application Inspection, etc.

7.9 Installation of Security Devices (Firewall / IPS)

- a) Inventory & Configuration verification against Ordered Specifications
- b) Preparation of installation plan as per BHEL requirements
- c) Perform power on self test
- d) Installation of Operating System
- e) Assign IP address
- f) Establish LAN connectivity
- g) Perform system & verification test
- h) Configuring Security Zones
- i) Configuring ACLs and Access Rules as per BHEL requirements
- j) Enabling / Disabling Telnet, SSH, HTTP(s), SNMP, Syslog, etc.

- k) Enabling / configuring IP Routing as per BHEL requirements
- l) Configuring NAT, PAT, etc
- m) Configuring Remote Access VPN users
- n) Configuring Packet Inspection, Application Inspection, etc.
- o) Configuring signatures & inspection policy
- p) Configuring active/active or active/passive fail-over configuration

7.10 Installation of UPS

- a) Inventory & Configuration verification against Ordered Specifications
- b) Connecting batteries
- c) Perform power on self test
- d) Perform system & verification test
- e) Verify backup time on full load
- f) Connecting load to the UPS
- g) In case of all online UPS, Bidder shall inform BHEL at least 1 (one) month before delivery about switchgear, space, cabling and any civil work requirements.



8.0 SUMMARY OF REQUIREMENTS & LOCATION DETAILS

The tentative summary of all requirements and location details are attached as Annexure.



9.0 PAYMENT CENTRE & ADMINISTRATION OF CONTRACT

The tender envisages supply and installation of equipments at different locations as per tentative consignee list enclosed. The administration of contract will be at respective locations. As part of this rate contract, the rates will be finalized centrally and orders will be placed by respective units / divisions for their requirements. The detail of various locations where delivery & supply is to be affected is also enclosed. The Bidder is to clearly understand that the service is to be provided on site at all the locations as detailed in relevant section and payment towards lease charges is to be collected from the place of placement of order as per details enclosed below:

No.	Unit / Division	Address
1.	BHEL Haridwar	Ranipur, Haridwar – 249403 (Uttaranchal)
2.	BHEL, Bhopal	Piplani, Bhopal – 462022 (MP)
3.	BHEL, Tiruchy	Tiruchy – 620014 (Tamilnadu)
4.	BHEL, Hyderabad	RC Puram, Hyderabad – 502032 (AP)
5.	BHEL, Ranipet	Ranipet, Vellore – 632406 (Tamilnadu)
6.	BHEL, R&D, Hyderabad	Vikasnagar, Hyderabad – 500093 (AP)
7.	BHEL, EDN, Bangalore	Mysore Road, Bangalore – 560026 (Karnatkka)
8.	BHEL, ISG, Bangalore	Malleswaram, Bangalore – 560012 (Karnatkka)
9.	BHEL, EPD, Bangalore	Malleswaram, Bangalore – 560012 (Karnatkka)
10.	BHEL, Jhansi	Jhansi – 284129 (UP)
11.	BHEL, ASSCP, Gurgaon	Gwalpahari, Gurgaon – 122001 (Haryana)
12.	BHEL, Rudrapur	Rudrapur, Udham Singh Nagar– 263153 (Uttaranchal)
13.	BHEL, Goindwal	Goindwal, Amritsar – 143423 (Punjab)
14.	BHEL, Varanasi	Shivpur, Varanasi – 221003 (UP)
15.	BHEL, PEM, Noida	Sector-16A, Noida -201301 (UP)
16.	BHEL, SSBG, New Delhi	Asiad, New Delhi – 110049
17.	BHEL, PS-HQ, Noida	Sector-1, Noida – 201301 (UP)
18.	BHEL, PS-TS, Noida	Sector-1, Noida – 201301 (UP)
19.	BHEL, PS-Mktg, New Delhi	Asiad, New Delhi – 110049
20.	BHEL, PMG, New Delhi	Asiad, New Delhi – 110049
21.	BHEL, PS-WR, Nagpur	Nagpur – 440001 (Maharashtra)
22.	BHEL, PS-NR, Noida	Sector-16A, Noida -201301 (UP)
23.	BHEL, PS-ER, Kolkatta	Kolkatta – 700091 (WB)
24.	BHEL, PS-SR, Chennai	Chennai – 600035 (Tamilnadu)
25.	BHEL, IS, New Delhi	Lodi Road, New Delhi – 110003
26.	BHEL, IO-M, New Delhi	Lodi Road, New Delhi
27.	BHEL, IO-P, New Delhi	Lodi Road, New Delhi
28.	BHEL, ARP, New Delhi	Asiad, New Delhi – 110049
29.	BHEL, MPC, Chennai	T-Nagar, Chennai – 600017 (Tamilnadu)
30.	BHEL, HRDI, Noida	Sector-16A, Noida -201301 (UP)
31.	BHEL, New Delhi	Asiad, New Delhi – 110049
32.	BHEL, Jagdishpur	Sultanpur Distt. (UP)-227817

9.1 Documents (Two sets) to be submitted for claiming Quarterly Rental Charges:

A) In the First Quarter:

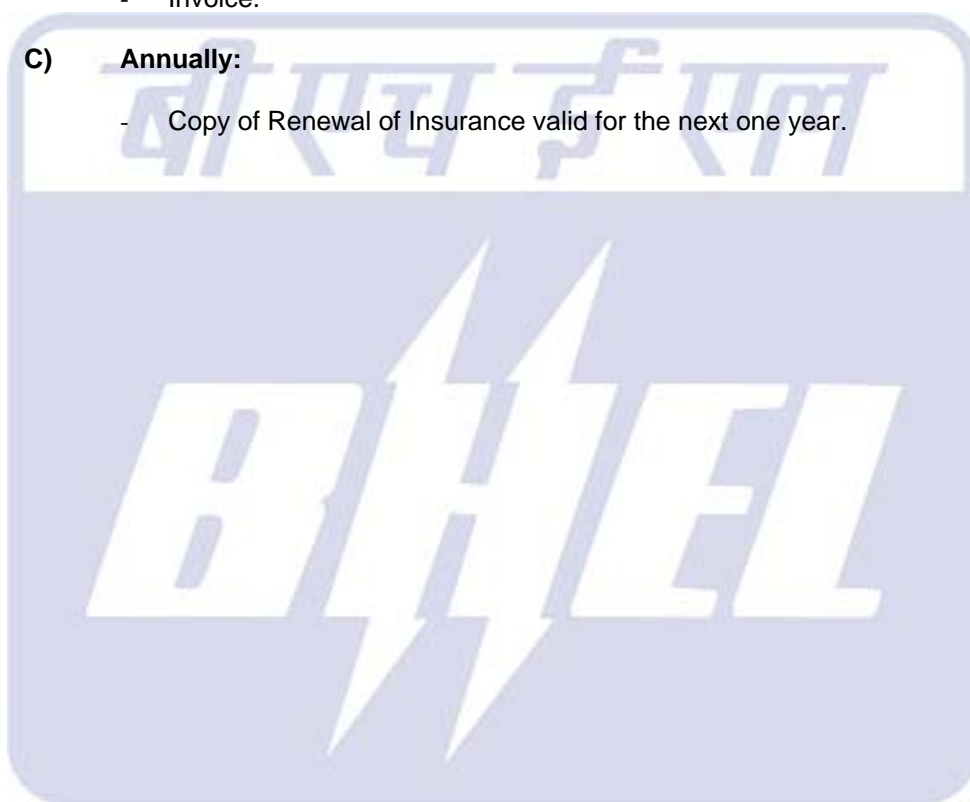
- Copy of Bipartite Lease Agreement
- Copy of Insurance valid for 1 year.
- Proof of Delivery / Installation Certificates signed by BHEL Coordinator.
- Original copy of Certificate signed by BHEL Coordinator certifying only non-availability figures for the quarter.
- Invoice.

B) All Subsequent Quarters:

- Original copy of Certificate signed by BHEL Coordinator certifying only non-availability figures for the quarter.
- Invoice.

C) Annually:

- Copy of Renewal of Insurance valid for the next one year.



10.0 CHECKLIST OF ENCLOSURES

Sl. No.	Annexure to be attached	Format attached as annexure	Whether attached or not (Yes/NO)
1.	Authorization letter from OEMs of Group I ➤ PCs + Notebooks ➤ Including 5 years warranty support.	Annexure I	
2.	Authorization letter from OEMs of Group II ➤ Servers + Workstations ➤ Including 5 years warranty support.	Annexure I	
3.	Authorization letter from OEMs of Group III ➤ Printers ➤ Including 5 years warranty support with back to back support from OEM (Letter to this effect to be attached)	Annexure I	
4.	Authorization letter from OEMs of Group IV ➤ Network Devices ➤ Including 5 years warranty support	Annexure I	
5.	Authorization letter from OEMs of Group V ➤ UPS ➤ Including 5 years warranty support with batteries.	Annexure I	
6.	Authorization letter from OEMs of Group VI ➤ Storage Devices (NAS + SAN) ➤ Including 5 yrs warranty support	Annexure I	
7.	Authorization letter from OEMs of Group VII ➤ Scanners ➤ Including 5 years warranty support with back to back support from OEM (Letter to this effect to be attached)	Annexure I	
8.	Authorization letter from OEMs of Group VIII ➤ Plotters & MFS ➤ Including 5 years warranty supports with back to back support from OEM (Letter to this effect to be attached)	Annexure I	
9.	Presence Chart	Annexure II	
10.	Annual Turnover Chart & copies of Audited Balance Sheets	Annexure III	
11.	NO DEVIATION CERTIFICATE	Annexure IV	
12.	Copy of major orders received in last 2 years	Annexure V	
13.	Copy of AMC/FMS contracts of more than 1500 PCs/Peripherals	Annexure VI	
14.	EMD of Rs.2,00,000/- (Rupees Two Lakhs only) Enclosed		
15.	Income Tax Clearance Certificate		
16.	Proof Of Clause No 4 Of Qualification Criteria		
17.	Certificate Of Incorporation Of OEM of Group I items		
18.	Copy Of Purchase Orders Giving Proof of Lease Rental Orders		
19.	Integrity Pact	Annexure VII	
20.	Certifications proof (Ref. Technical Specifications)		
21.	Checklist of Price Bid	Annexure VIII	

AUTHORIZATION BY OEM

Date: _____

To,
IFX
BHEL, BHOPAL

Subject: **Letter of Authority**

Tender Ref. No.: **AA:CIT:P31:LEASE/2010 dated 14/01/2011**

Dear Sir,

We hereby authorize _____ who has all India presence and fulfills the requirements of the tender enquiry ref. no. **AA:CIT:P31:LEASE/2010** dated 14/01/2011 to quote/ negotiate and service the equipment as required in the above tender enquiry.

This authorization is valid only for the following equipment for which we are the OEM:

1. _____
2. _____
3. _____
4. _____
5. _____

The authorized agency would ensure reliable service during complete lease period. In case of any default we would do alternative arrangement on the same terms and conditions as negotiated and finalized in this tender enquiry.

(Authorized Signatory)

For _____

Note: This 'Letter of Authority' should be issued on the letterhead of OEM and enclosed in Part-I.

Presence Chart

Sl.No.	Location	Presence (Yes/No)	If not present then covered from which place	No. Of Employees at that location	Number of MSCE/MSCA certified employees at that location
1	Delhi & NCR				
2	Mumbai				
3	Kolkatta				
4	Chennai				
5	Bangalore				
6	Ranipet				
7	Bhubneshwar				
8	Chandigarh				
9	Guwahati				
10	Hardwar				
11	Jabalpur				
12	Jaipur				
13	Lucknow				
14	Patna				
15	Vadodara				
16	Hyderabad				
17	Secunderabad				
18	Rudrapur				
19	Varanasi				
20	Jhansi				
21	Tiruchirrapalli				
22	Goindwal				
23	Jagdishpur				
24	BHEL Project Sites				

Annual Turnover Of Bidder

Sl.No.	Financial Year	Turnover (In Rs. Crores)
1	2007-2008	
2	2008-2009	
3	2009-2010	



NO DEVIATION CERTIFICATE

This is to certify that our offer is exactly in line with your tender enquiry no. **AA:CIT:P31:LEASE/2010 dated 14/01/2011**. This is to expressly certify that our offer contains no deviation either Technical or Commercial in either direct or indirect form.

Signed By:

Name: _____

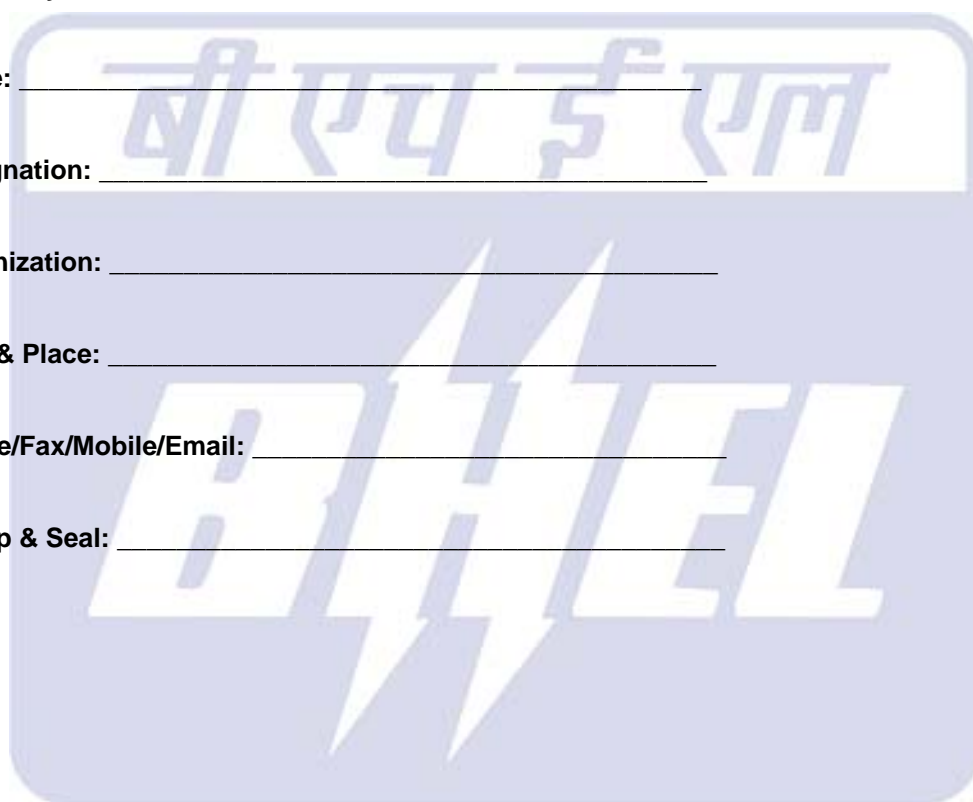
Designation: _____

Organization: _____

Date & Place: _____

Phone/Fax/Mobile/Email: _____

Stamp & Seal: _____



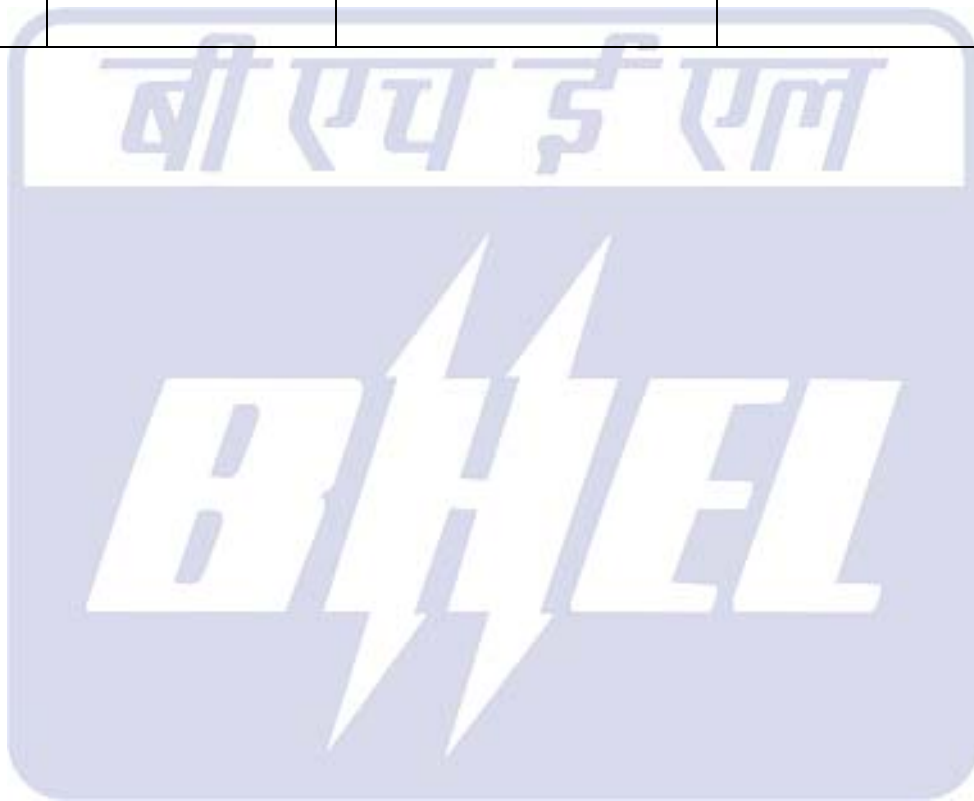
COPY OF MAJOR ORDERS RECEIVED IN LAST 2 YEARS

Sl.No.	Organisation Name	Type of Order (Leasing / Outright Sale)	Number of delivery places	Number of PCs/Servers/Printers/ Switches/UPS/Scanners
1				
2				
3				
4				
5				



ORDER COPY OF AMC/FMS CONTRACT OF MORE THAN 1500 PCS/PERIPHERALS

Sl.No.	Organisation Name	Number of cities AMC/FMS spanned.	Number of PCs/Servers/Printers/ Switches/UPS/Scanners managed
1			
2			
3			
4			
5			



Checklist of Price Bid

Un-priced copy of the Price bid is to be enclosed (as per attached format)

