



**SUBMISSION OF OFFER**

Dated:07-09-13

**From:**

M/s -----  
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**To**

**SDGM(IT) / Sr.Engineer (IT)  
Bharat Heavy Electricals Limited  
Power Sector- Project Engineering Management  
PPEI Building, HRDI & ESI Complex  
Plot No. 25. Sector-16A  
NOIDA - 201301**

**Subject: -Tender in response to your invitation for “purchase of Trend Micro  
Antivirus s/w for BHEL units in Delhi/NCR regions”**

Dear Sir,

We hereby submit our techno commercial offer (two bid system) in full compliance with the terms and conditions of the tender enquiry. Therefore, we offer you the most competitive rate for these services. Our offer shall remain valid for acceptance for a period of four months from due date .

Very truly yours,

(Signature of Tenderer with Rubber Stamp)

Full Name: -----

Designation: -----



## **TENDER DOCUMENT**

### **FOR**

**“Purchase of Trend Micro Antivirus s/w for BHEL units in Delhi /NCR regions”**

Tender Ref. No. : PE-LPE/125

Dated : 07-09-13

Bid submission start date : from 07-09-2013

Last submission time & date of tender enquiry: - 14:00 hrs. 28-09-2013

Time and Date for opening of part 1 bid : 15:00 hrs. 28-09-2013

#### **Contact Persons :**

1. Mr.Rajiv Hajela, SDGM(IT)

E-mail : [rhajela@bhelpem.co.in](mailto:rhajela@bhelpem.co.in)

Tel.Phone : 0120-4368836

2. Mr.Manoj Kumar Sr. Engineer(IT)

E-mail : [manojkumar@bhelpem.co.in](mailto:manojkumar@bhelpem.co.in)

Tel.Phone : 0120-4368700

Address:

Bharat Heavy Electricals Ltd.  
Project Engineering Management  
Information Technology Department  
PPEI Building, HRDI & ESI Complex  
Plot No. 25, Sector 16A  
NOIDA – 201 301 (INDIA)  
FAX Nos. : 4329026

**Last date of Submission: 28.09.2013, (2:00 PM)**

Subject: -Tender in response to your invitation for “purchase of Trend Micro Antivirus s/w for BHEL units in Delhi /NCR regions”.



Dear Sirs,

We are pleased to invite your tenders, in sealed covers for the subject service.  
The terms & conditions of the tender are mentioned below:-

1. Annexure A – Check List
2. Annexure B – Details of party
3. Annexure C – No deviation certificate
4. Annexure D – Declaration certificate
5. Annexure E – Technical PQR
  
6. Annexure 1 – Terms and Conditions
7. Annexure 2 – Price Format
8. Annexure 3 – Technical Specification



## **INSTRUCTIONS TO BIDDERS**

### **1.0 INTRODUCTION**

M/s **Bharat Heavy Electricals Limited** (A Govt. of India Undertaking) incorporated under the Companies Act 1956 acting through its **Projects Engineering Management Division (PEM)**, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOI DA – 201 301 (hereinafter referred to as “**Purchaser**”, which expression shall include its successors and assigns), invites offers for the requirements as detailed in the Enquiry letter and other tender documents.

### **2.0 TENDERER TO INFORM HIMSELF FULLY**

2.1 The tenderer shall closely peruse all the clauses, specifications and drawings etc., indicated in the tender documents, before quoting. Should the tenderer have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the drawings or the tender documents issued are incomplete or shall require clarifications on any of the technical aspect, scope of work etc. he shall at once contact the official inviting the tenders, for clarifications, before submission of the tender.

2.2 Tenderers are advised to study all the tender documents carefully. Any submission of tender by the tenderer 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. The specifications and terms and conditions shall be deemed to have been accepted unless otherwise specifically commented upon by the tenderer in his offer. Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.

### **3.0 PROCEDURE FOR SUBMISSION & OPENING OF TENDERS**

3.1 Tenders shall be sent/deposited in tender box, in **two parts** as described below on or **before the due date indicated in the Enquiry letter, by 2:00 p.m.**

#### **PART-I : TECHNO-COMMERCIAL BID**

**Containing Technical offer, Technical PQR, Commercial Terms &**



**Conditions and Un-priced Copy of the Price Bid.** The un-priced copy of the Price bid shall be the same as the Price bid but without the Prices, with all the quoted Prices/discounts/values being replaced with the word 'QUOTED' or 'Q'.

Bidder should sign and stamp each page of all the documents enclosed with the enquiry as a token of acceptance of BHEL's terms and conditions.

#### **PART-II : PRICE BID**

Containing **PRICES** only (to be furnished in the enclosed Price format only). Prices shall be quoted in Indian Rupees only.

Price Bid should not contain any technical details and/or Commercial Terms & Conditions. Any technical details and/or Commercial Terms & Conditions, if found in this part shall be ignored 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).

### **3.2 MARKING ON ENVELOPE**

Part-I and Part-II offers shall be submitted in two separate sealed envelopes (preferably cloth lined envelopes) with bidder's distinctive **SEAL** and each envelope super-scribed with the following :

**PART-I :**

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

**PART II :**

1. TENDER ENQUIRY NO AND ITEM DESCRIPTION
2. DUE DATE AND TIME OF OPENING
3. "**PRICE BID**".

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

**Note:** Bidder to fill supplier registration form enclosed with the tender .

### **3.3 BID SUBMISSION**

**3.3.1** The tenders shall be sent to the following address :

Tender Box,  
Bharat Heavy Electricals Ltd.  
Project Engineering Management  
PPEI Building, HRDI & ESI Complex  
Plot No. 25, Sector 16A  
NOIDA – 201301 (INDIA)



- 3.3.2 Tenders can also be deposited in tender box in person.
- 3.3.3 Tenders submitted by post shall be sent by "**REGISTERED POST ACKNOWLEDGEMENT DUE**" and shall be posted with due allowance for any postal delay. The tenders received after the **Due Date** and **Time** of tender submission will be rejected.
- 3.3.4 Dispatch department shall not accept any tender in torn condition and return the same to the courier immediately with the Stamping "Returned to Sender-Package Damaged".
- 3.3.5 Offers in damaged condition will not be considered and no request for extension on this account will be considered.

### **3.4 BID OPENING**

- 3.4.1 **The offers may be opened on the due date and time as specified in the Enquiry Letter.**
- 3.4.2 Bidder shall be allowed in the tender room in area identified for bidders and only one authorized representative from each bidder shall be allowed.
- 3.4.3 Bidder shall not be allowed to carry mobile/camera/ laptop in the tender room. The same shall have to be deposited at security in advance and taken back after tender opening.
- 3.4.4 Details of offers shall be read out to bidders and in no case the offers shall be handed over to any of the bidders for noting down.

### **4.0 Late tenders will be rejected.**

### **5.0 Incomplete offers are liable to be rejected.**

### **6.0 VALIDITY OF OFFER**

Offer shall be kept valid for **four months** from the due date, for Purchaser's acceptance.

- 7.0 No correspondence shall be entertained from the tenderers after the opening of Price bid(s).
- 8.0 Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process.



**9.0** Purchaser reserves the right to negotiate the tender, if the quoted rates/terms are found in the unacceptable range or unreasonable.

**10.0 LANGUAGE & CORRECTIONS**

10.1 The tenderer shall quote the rates in English/Hindi language and international numerals only. The metric system of units shall be used, for the purpose of tender.

**10.2 All entries in the tender shall either be typed or written legibly in ink. Erasure and over-writings are not permitted and may render such tenders liable for rejection. However, all cancellations, corrections and insertions shall be duly attested by the tenderer.**

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

**12.0** Taxes and duties payable should be indicated separately, otherwise it will be presumed that the prices quoted are inclusive of all taxes, duty, octroi etc., if any and the Purchaser in such cases shall not pay any tax, duty, octroi etc.

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

**14.0 The acceptance of tender will rest with the purchaser and does not bind him to accept the lowest or any other tender and reserves to itself full rights for the following without assigning any reasons, whatsoever:**

- a) to reject any or all the tenders.
- b) to split up the work amongst two or more tenderers.
- c) to award the work in part.

**15.0 DELIVERY/COMPLETION PERIOD**

**30 days from the date of PO.**



## **16.0 SALES CONDITIONS**

With tenderer's acceptance of the terms and conditions, it will be deemed that he has waived and confirmed as cancelled any of his general sales conditions attached with the offer.

## **17.0 TENDER EVALUATION**

### **17.1.1 PRICE DISCREPANCY**

Totals/Gross Total of Prices should be indicated both in words as well as in figures. If there is a discrepancy between unit price, total price quoted in words and figures, the Arithmetical errors will be rectified on the following basis.

- a) If, in the price structure quoted for the required goods/services/ works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject of (a) and (b) above.
- d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date upto which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

17.1.2 If the Prices/Rates of one or more of the enquired items have not been quoted, the offer is liable to be rejected. However, if the offer is considered, the same shall be loaded with the highest Prices/Rates available in the other bids received against the same Enquiry.

17.1.3 Though, higher warranty/configuration/rating will be acceptable, than what is required as per tender specifications, no weight age or preference will be given for the same.





17.1.4 Tenders will be evaluated taking into consideration all available financial advantages, including taxation/depreciation benefits, if any. Service tax paid by the seller/contractor to the Govt. Authorities directly shall be reimbursed at actuals only (subject to against requisite documentary evidence).

#### **18.0 BANNED FIRMS**

The offers of the bidders who are on the banned list as also offer of the bidder who engage the service of banned firms, shall be rejected. The list of banned firms can be found on website [www.bhel.com](http://www.bhel.com).

#### **19.0 CHANGE OF PRICE BIDS**

The bidder to note that in case there is no change in technical specification or commercial terms, the bidder is not allowed to change his price bid within validity of his period.

#### **20.0 CLARIFICATIONS ABOUT TENDER**

All corrigenda, addenda, amendments, time extensions clarifications etc.to the tender shall be hosted on BHEL websites([www.bhel.com](http://www.bhel.com) & [www.bhelpem.com](http://www.bhelpem.com)) and [CPPP website](#) only. Bidders should regularly visit websites to keep themselves updated.

**Annexure-A**

**Check List**

S. No.	Required Document	If submitted then Tick (✓)	Supporting document's Page no
1	Complete tender documents in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.		
2	Complete filled " No deviation certificate" & "Declaration certificate" in duly signed & stamped on bidder's company letter head.		
3	Copy of sale tax registration / service tax registration/TIN no./ VAT no.		
4	Copy of PAN card.		
5	Authorization letter from OEM/OES specifically for this tender		
6.	List of work of supply/installation of Trend Micro Antivirus s/w in organisation/agency etc.		



**Annexure - B**

**Details of Party**

S. N.	Description	Details
1	Name of the Party	
2	Address of the party	
3	Contact Person's Name	
4	Cell no. of Contact Person	
5	Cell no of contact person in OEM/OES	
5	Land Line No./mobile no	
6	FAX No.	
7	E-mail ID of the Party	
8	PAN No.	
9.	TIN No./VAT No./ Service Tax Rag. No.	



## **BIDDER's LETTER HEAD**

**Annexure C**

### **No Deviation Certificate**

(To be submitted along with Part-1 Bid)

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted is confirming to all the terms and conditions mentioned in the tender document. We hereby undertake and confirm that we have understood the scope of services properly and shall carry out the job as mentioned in this tender.

**Signature and Seal of the Bidder**



## **BIDDER's LETTER HEAD**

**Annexure-D**

### **DECLARATION CERTIFICATE**

I / We do hereby declare that there is no case with the Police/Court/Regulatory authorities against the proprietor/firm/partner. Also I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department/Public Sector Undertaking/ Autonomous Body/Financial institution/Court. We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication. I / We have enclosed the following documents with the tender document in technical bid. :-

1. Complete tender in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.
2. Copy of PAN no./Service tax registration no/sales tax registration card/TIN no./VAT no.

**Signature and Seal of the Bidder**

**Annexure-E**

**TECHNICAL PQR**

Bidder should fulfil the following qualification criteria. Bids from any bidder not meeting these qualification criteria shall not be considered for evaluation.

1. The bidder should be an OEM of Trendmicro Enterprise Security Suite comprising of Endpoint/Antivirus/client security, e-mail anti-spam security, web content security Software, etc.

**Or**

The bidder should be a Subsidiary/Authorized dealer/Channel Partner of the OEM as above as on the date of opening of Techno-commercial proposal and continue to be so as on the date of placement of order. The bidder should be duly authorised by the OEM to quote for this tender.

2. The bidder should have at least one implementation / technical support office in Delhi / NCR. Bidder needs to submit proof for the same.
3. The bidder should have an web-enabled, online (computerised) Helpdesk system, wherein customers can directly log/e-mail and monitor status of compliants. Bidder needs to submit details of the same.
4. During the past 7 years, at least **one** purchase order of customer is to be enclosed, along with the full address, telephone numbers and fax numbers of the customer (including contact point for verification) where at least 80% Antivirus licenses of total required quantity have been implemented by the bidder.

**Or**

At least **two** purchase orders of customers where at least 50% Antivirus licenses of total required quantity have been implemented by the bidder.

**Or**

At least **three** purchase orders of customers where at least 40% Antivirus licenses of total required quantity have been implemented by the bidder.

Also, the bidder should furnish the list of PSUs/Govt Organisations where similar work has been carried out or is in progress in last 3 years.