



Bharat Heavy Electricals Limited
Bhopal

Bid For

Annual Maintenance Contract of IBM p670 Server
At
BHEL, Bhopal

Tender Number: BPL: IFX/810/p670-AMC/2009/2 Dated 19-10-2009

| | | |
|-----------------------------------|---|--|
| Book No | : | |
| Issued To | : | |
| Bid Submission Date & Time | : | On or before 13-11-2009 at 14:00 Hrs. |
| Technical Bid Opening Date & Time | : | 13-11-2009 at 14:30 Hrs. |

INFORMATICS CENTRE
Bharat Heavy Electricals Limited,
IFX Bldg., BHEL, Piplani,
Bhopal,
M.P. – 462022

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1.0 Tender Notice:

Ref. No.: BPL:IFX/810/p670-AMC/2009/2
Date: 19th Oct, 2009

M/s -----

Dear Sirs,

Subject : Annual Maintenance contract for IBM p670 Server for two years.

Sealed quotations are invited for the above work as per specifications detailed under "TECHNICAL SPECIFICATION" and Terms and Conditions as enclosed. Firm offers should be submitted in THREE parts as detailed in relevant sections. All the parts should be individually sealed and super scribed indicating Part No. as required and enclosed in the main cover duly sealed and super scribed.

Before preparing the bids, please see the details in various Annexure.

Please note that the sealed tenders will be received by us up to **14:00 Hrs. on 19-11-2009 along with the EMD of Rs. 1,00,000 only**. EMD (Part-I) and Techno Commercial Bid (Part-II) will be opened on the same day at **14:30 hours** in the presence of such tenderers and /or their authorised representatives who choose to be present. The representative should be the same person who has signed the documents or his authorised representative with duly authorised letter. There shall not be any overwritten figures in document. All the cutting should be duly signed by the authorised person submitting the offer and should be rewritten in figures and words both.

BHEL takes no responsibility for delay, loss or non-receipt of tender documents sent by post and also reserves the right to accept or reject any or part of the tender without assigning any reason thereof.

Tender should be dropped in the tender box (Works Contract) at the address mentioned below :

Tender Box (WORKS CONTRACT)
Tender Room , Ground Floor
ADMINISTRATIVE Building,
Bharat Heavy Electricals Limited,
Piplani, BHEL, Bhopal, M.P. - 462022

With regards
for **Bharat Heavy Electricals Ltd.**

G.S.Bondad
DGM(IT)
Informatics Centre
Tel No.: (0755) 2503571
Email : gsbondad@bhelbpl.co.in

2.0 REQUEST FOR PROPOSAL

BRIEF SCOPE OF WORK

Bharat Heavy Electricals Ltd., Bhopal (A Govt. of India Undertaking) invites tenders for Annual Maintenance Contract (AMC) of IBM p670 Server along with its accessories from bidders who qualify as per criteria below. The details of the IBM p670 Server and its accessories are as per annexure-01. The tender is invited in THREE PARTS (EMD & Tender Fees, Techno-Commercial & Price). The Qualification criteria for the bidders are as follows:

Qualification Criteria:

| S.No. | Description |
|-------|---|
| 1 | Bidder should have experience of maintaining p-series or equivalent of p670 servers and its accessories, successfully during last 3 years. Order copies of works completed should be provided by vendor along with the Tender. |
| 2 | Bidder should have back to back support from IBM. A authorization letter from IBM has to be submitted for this. |
| 3 | Bidder should have PF no. and ESI No./ Medical policy for executing the contract. |
| 4 | Vendor should be an authorized service provider for IBM Servers |
| 5 | Vendor should have a centralized Contact center wherein calls can be logged thru toll free telephone no or mail. |
| 6 | The Vendor should have at least three years of prior experience in providing the Infrastructure support Services and must have handled at least three such projects where the support services offered are comparable to the requirement given in this RFP. |

General Instructions for the bidders

1. Last date of submission is **14:00 Hrs on or before 13-11-2009** and EMD (Part I) and Techno-Commercial Bid (Part II) shall be opened on the same date at 14:30 Hrs.
2. Earnest Money Deposit (EMD) for the tender is **Rs.1,00,000/-** (Rupees One lakh only).

3.0 **INSTRUCTIONS AND 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 Equipments / Services in BHEL, as per Technical specification and Commercial Terms and Conditions detailed in the tender document.

3.2 TENDERER TO INFORM HIMSELF FULLY:

3.2.1 The tenderer shall closely peruse all the clauses, specifications, requirements 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 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 tender, for pre-bid discussions/ clarifications, before submission of the tender.

3.2.2 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.

3.4 PROCEDURE FOR SUBMISSION & OPENING OF BIDS

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

PART-I: EMD

This part shall consist of the following:

1. EMD in the form of Pay Order/ Bank Draft of **Rs.1,00,000/-** in favour of "Bharat Heavy Electricals Limited" payable at Bhopal. In the absence of submission of EMD, the offer will be summarily rejected.
2. Tender fee in the form of Pay Order/ Bank Draft of **Rs.1000/-** in favour of "Bharat Heavy Electricals Limited" payable at Bhopal, in case the tender has been downloaded from website. In the absence of submission of tender fee, the offer will be summarily rejected.

PART-II: TECHNO-COMMERCIAL BID

This part shall consist of the following:

- a. Technical offer / details Annexure-I..
- b. No Deviation Certificate as per annexure-II.
- c. *Un-priced copy of PRICE FORMAT as per Annexure-III.
The un-priced copy of the Price bid format shall be the same as the Price bid but without the Prices. All the quoted Prices/Rates etc. shall be replaced with the word 'QUOTED' or 'Q', in the un-priced copy.*

The bidder should offer only as per Specification. BHEL Bhopal reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed vendors will be opened

PART-III : PRICE BID

Price Format containing PRICES only (to be furnished in the enclosed Price Schedule format (Annexure-III) only). Prices shall be quoted in Indian Rupees only.

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

3.5 MARKING ON ENVELOPE

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

PART-I: **1. TENDER ENQUIRY NO. AND DESCRIPTION**
 2. DUE DATE OF OPENING
 3. "EMD ", "Tender Fee"

PART-II: **1. TENDER ENQUIRY NO. AND DESCRIPTION**
 2. DUE DATE OF OPENING
 3. "TECHNO-COMMERCIAL BID".

PART III: **1. TENDER ENQUIRY NO AND DESCRIPTION**
 2. DUE DATE OF OPENING
 3. "PRICE BID".

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 official inviting Bids by name and designation and sent at the following address:

Tender Box (WORKS CONTRACT)
Tender Room , Ground Floor
ADMINISTRATIVE Building,
Bharat Heavy Electricals Limited,
Piplani, BHEL, Bhopal, M.P. - 462022

3.6.2 Bids can also be delivered in person to the office of Sr.DGM(IT), Computer Building, BHEL, Bhopal.

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 14:00 Hrs. of the due date. Bids received after the Due Date and Time of opening are liable to be rejected.

3.7 BID OPENING

3.7.1 PART-I (EMD) and PART-II (Techno-Commercial Bid) is to be opened on the due date and time as specified in the Tender Notice, in the presence of bidders who may like to attend. Part-III (Price Bid) shall be opened subsequently.

3.7.2 Date and time of Price Bid (Part-III) opening shall be intimated to the technically and commercially acceptable bidders only.

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

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

- 3.7.5 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.
- 3.7.6 Unsolicited bids shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process.
- 3.7.7 **No Literature, Pamphlets is to be enclosed. All such enclosures shall be considered as unread and also will not be considered as part of the quotation.**
- 3.7.8 Vendor/ Lessor not submitting PART-I (EMD), their offer's PART II & PART III will not be opened/ Rejection of Vendor's Offer.**

3.8 VALIDITY OF OFFER

Offer shall be kept valid for four months from the due date of Tender, for Purchaser acceptance.

3.9 DEVIATIONS

Bids shall be submitted strictly in accordance with the Technical specification and Terms & Conditions of the Tender Enquiry. **"No-Deviation Certificate" has to be submitted along with Part – II i.e Techno – commercial bid as per Annexure – II.**

Newness certificate: The Vendor / Lessor has to submit the newness certificate of all the equipment supplied.

3.10 LANGUAGE & CORRECTIONS

- 3.10.1 The bidder shall quote the rates in 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 **ORIGINAL** tender documents issued by BHEL. All entries and signatures in the bid shall be in **BLUE 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 bidder shall duly attest the same.

3.11 REJECTION OF BID AND OTHER CONDITIONS

- 3.11.1 All items shall be of same make as specified in Technical Specification (Annex I). No mix and match is allowed.
- 3.11.2 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.

3.11.3 Bidder may visit the site at BHEL, Bhopal between 9AM to 4PM on working days before 10-11-2009.

3.11.4 Any relevant information pertaining to this tender can be obtained only from:

G.S.Bondad

DGM(IT)

Informatics Centre

Tel No.: (0755) 2503571

Email : gsbondad@bhelbpl.co.in

3.11.5 **Canvassing in any way concerning this tender, wrong declaration, incorrect information, misleading or incorrect certifications, etc. shall be viewed seriously and suitable action will be taken as per company norms.**

3.11.7 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.

3.11.8 The offer is liable to be rejected, if it is found after the Price Bid Opening that the Price Bid submitted by the bidder is different from the un-priced bid (Annex I).

3.11.9 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 security deposit/ Bank Guarantee.

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

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, lower value(s) will be considered for evaluation & ordering.

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 quoted, shall not be considered for Price evaluation and comparison.

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 centers and 4 power sector regional centers, 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), defense, telecommunications, oil business, etc. Products of BHEL, make have established an enviable reputation for high quality and reliability.

Expectations from Vendor

Vendor has to Maintain IBM p670 server as specified in the TECHNICAL SCOPE (Annex I).

4.3 SUPPLY CONDITION:

All equipment if supplied and installed at the stipulated locations shall be NEW and confirming to the contract technical specifications.

4.4 DELIVERY

Delivery (i.e. Supply, installation and maintenance) period shall start from the date of work order.

The AMC services should be provided within 4 weeks from the date of Work order and has to be maintained for two **years** from the date of agreement.

AMC Support to be provided on 24 X 7 basis.

One service engineers has to be posted at BHEL Bhopal for maintenance and executing the contract.

The project completion means Supply, Installation and its maintenance throughout the contract period.

4.5 RATES

Rates are to be quoted as per Price Bid Format. Details of prevailing rates of taxes should be indicated separately. Bidders, in their own interest, are requested to check up and indicate the different tax tariff like service tax etc. Taxes not mentioned by the bidder in their bid will not be entertained at later date. However, during the execution of the contract any increase or decrease in the above taxes/imposition of new taxes will be entertained against documentary proof.

4.6 PAYMENT TERMS

Payment will be made on quarterly basis on submission of invoices from vendor and certification from IFX. The vendor has to submit the invoice indicating service tax separately.

4.7 SECURITY DEPOSIT

Security deposit of 10 % of total contract value is to be deposited immediately after the issue of work order by the vendor before commencing of work. The Security Deposit may be furnished in any one of the following forms:

- i) Cash (as permissible under the Income Tax act)
- ii) Pay Order, demand Draft in favour of BHEL
- iii) Local cheques of Schedules Banks, subject to realization
- iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras, etc.
(Certificates should be held in the name of the Contractor furnishing the security and duly pledged in favour of BHEL and discharged at the back).
- v) Bank Guarantee in BHEL Format from Scheduled Banks / Public Financial Institutions as defined in the Companies Act subject to a maximum of 50% of the total security deposit value. The balance 50% has to be remitted either by cash or in other form of security.
- vi) Fixed Deposit Receipt issued by Scheduled Banks /Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/c BHEL, duly discharged on the back.
- vii) Security Deposit can also be recovered at the rate of 10% from the running bills. However, in such cases at least 50% of the security Deposit should have been deposited before the start of the work and the balance 50% may be recovered from the running bills.
- viii) EMD of the successful tenderer shall be converted and adjusted against the security Deposit
- ix) The Security deposit shall not carry any interest.

- Note: 1. Acceptance of Security Deposit against Sl. no. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith.
2. Security Deposit shall not be refunded to the vendor except in accordance with the terms of the contract.

4.8 PENALTY FOR DELAY IN PROJECT COMPLETION

AMC has to be started within 4 weeks from the date of work order. If the work has been not completed within specified time period, penalty shall be levied at 0.5% per week, subject to maximum of 5% of the total lease value for entire lease period. In case the penalty amount to be deducted is more then the first quarter lease charges, the same will be adjusted from the consecutive quarters.

4.9 DEDUCTION FOR DOWNTIME

4.9.1 Downtime consideration

Vedor / Lessor shall be responsible for running the equipments at the uptime of 97% per month. Uptime below this will be treated as down time and penalty for downtime will be calculated as per Para 4.9.2.

4.9.2 Downtime calculation for IT Equipment

The deduction for downtime will be as mentioned below. The downtime will be calculated on hourly basis per month on 24 hours basis.

The deduction for downtime shall be as follows

| <u>Downtime</u> | <u>Deduction factor</u> |
|-----------------|---|
| Upto 4 hours | Zero |
| > 4 hours | Per hour Lease charges per month * total downtime (in hours) for the month |

If resolution time exceeds allowed period of 24 hours then deduction will be calculated for total downtime including allowed period of 4 hours.

Working calculation for deduction

| | | |
|-------------------------------|---|----------------------------------|
| Let downtime in a month | = | A hours |
| Per hour AMC charges per node | = | B-Monthly lease Charges/ (30*24) |
| Amount of deduction in Rs. | = | A x B |

4.10 MAINTENANCE

Maintenance service shall cover services, repairs and replacements necessary to keep the node/equipments in good working order on reasonable use of the equipments during the contract period.

4.12 INDEMNITY

Vendor shall fully indemnify and keep indemnified the Purchaser against all claims;

- a. Which may be made in respect of the use of Item(s)/services supplied/rendered by the Vendor, for infringement of any rights protected by patent, registration of designs or trademarks and legality of the Software.
- b. For injury or damage caused by his negligence or the negligence of his employees or arising from any defect in the goods supplied or any work carried out by him.
- c. For injury to his employees or employees of his agent(s), whilst on Purchaser's premises.
- d. Any other claims of whatsoever nature arising during the course and out of the execution of this Order/Contract.

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, will inform the Vendor who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.

4.14 CONFIDENTIALITY

Vendor shall, at all times, undertake to maintain complete confidentiality 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 finalised during the course of execution of the order/contract.

4.15 FORCE MAJEURE

Vendor shall not be responsible for delay in delivery/Services resulting from acts/events beyond his control provided notice of the happening of any such act/event is given by the Vendor 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.

4.16 Limitation of Liability

Notwithstanding anything contained herein, neither Party shall be liable for any indirect, special, punitive, consequential or incidental damages (including, without limitation, loss of use, data, revenue, profits, business) under this Agreement and the aggregate liability of Vendor, under this Agreement, shall not exceed the fees received by it under this Agreement during the six months preceding the date of such claim.

4.17 Intellectual Property Right

No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Vendor may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Wipro, and no rights shall be deemed to have accrued to the Customer.

4.18 RISK PURCHASE

Purchaser shall reserve the right to terminate the order/contract and enter into lease at the risk and cost of the Vendor, either the whole or part of the Systems/goods, which the Vendor 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 Vendor would be liable to compensate the Purchaser/Lessee for any loss, which the Purchaser may sustain by reason of such lease contract. This clause will be operated only after completion of delivery period including minimum time period for maximum penalty.

4.19 PATENTS & TRADEMARKS

Vendor shall at all times indemnify the Purchaser against all claims which may be made in respect of the Systems/goods supplied by the Vendor, for infringement of any right protected by patent, registration of designs or trade marks and legality of usage of items. In the event of any such claims being made against the Purchaser, Purchaser will inform the Vendor 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.

4.21 TERMINATION OF THE CONTRACT & ITS CONSEQUENCES

- 4.21.1 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 Vendor, or non-performance of the equipment/system below 97% continuously for more than 1 month, at the risk and cost of the Vendor/Lessor.
- 4.21.2 In case of the contract termination, Vendor will remove their equipment from Purchaser premises at his own risk and cost after due permission from BHEL.
- 4.21.3 Vendor shall continue the performance of the order/contract under all circumstances, to the extent not cancelled.
- 4.21.4 BHEL reserves the rights to cancel the contract in case the equipment and services are not found to be satisfactory.
- 4.21.5 Consequences: As soon as the contract is cancelled / terminated by BHEL, no payment will be payable to the Vendor from the date of cancellation.
- 4.21.6 BHEL will give one month notice to the vendor before canceling/terminating the contract.

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 Vendor 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 Vendor shall continue to perform the Order/Contract, pending settlement of dispute(s).

4.23 ARBITRATION

In all cases of disputes emanating from and in references to this agreement the matter shall be referred to the arbitration of the sole arbitration of the Executive Director/ GM of BHEL, Bhopal or any other person (including an employee of BHEL, even though he had to deal with the matter relating to this agreement in any manner) nominated by the said Executive Director /GM to act as sole arbitrator. The arbitration shall be under 'THE ARBITRATION AND CONCILIATION ACT OF 1996' and the rules there under. The arbitrator may from time to time with the consent of the parties enlarge the time for making and publishing the award.

4.24 ACCEPTANCE OF ORDER

Letter of acceptance of the Work order along with Security Deposit (as per clause 4.7) is to be submitted within two weeks of receipt of Work Order.

4.25 ADDITIONAL FACILITY REQUIRED IN FUTURE ON THE SUPPLIED EQUIPMENT

In case any additional facility is required on the supplied equipment / Services requiring upgrade the Vendor shall provide the same at mutually agreed terms. BHEL also reserves the right to extend the contract after expiry of initial period. The extension will be decided on mutually agreed terms and conditions and will be valid only after written communication to this effect.

TECHNICAL TERMS & CONDITIONS

1. The Bidder shall specify Item wise Compliance to Technical Specification for all the products/items mentioned under Annexue-I.
- 2. The Bidder shall submit the proposed plan of execution and the methodology to execute the plan at the time of bid submission.**
3. The Successful Bidder shall assign a Project Manager with IT experience of around 3 years as the single point of contact for BHEL with an experience of Implementation of similar type of project.
4. The Successful Bidder shall provide documentation after project completion. This is necessary for project completion report and acceptance.
5. Once the equipment/items delivered at site, the Project Manager and a team of Project Engineers/members will install, test and document the setup to ensure functionality and compliance to the required technical designs
6. Supply & installation should be carried by professionals.
7. Technical clearance shall be obtained from Informatics Center.
8. The Vendor must supply wiring diagram after completion of the work.
- 9. The Bidder shall be able to ensure the availability of spares of the supplied products.**
10. Vendor to maintain confidentiality of data and services being provided by BHEL

IBM p670 Server and its accessories

| Sl No | Item Code | Item Description | Quantities |
|-------|-----------|--|------------|
| 1 | 7315-C03 | HMC 1:pSeries Dktop HW Mgmt Console | 1 |
| 2 | 7040-671 | Rack Server 1: pSeries p670 | 1 |
| 3 | 7040-61D | I/O Drawer 1: pSeries I/O Drawer | 1 |
| 4 | 7040-61D | I/O Drawer 2: pSeries I/O Drawer | 1 |
| 5 | 7210-025 | DVD RAM Drive | 1 |
| 6 | 7210-025 | DVD RAM Drive | 1 |
| 7 | 7040-61R | 7040-61R : Rack1:pSeries Rack | 1 |
| 8 | 1722-60U | IBM TotalStorage FastT600 Storage Server | 1 |
| 9 | 3582-L23 | Ultrium 2 Tape Library | 1 |
| 10 | 2109-F16 | SAN Switch Model F16 | 1 |
| 11 | 2109-F16 | SAN Switch Model F16 | 1 |
| 12 | 7014-T42 | 7014-T42 : Rack 1: RS/6000 7014-T42 Rack 2:0 M | 1 |

Note : Operating System(OS) is part of the list for which support is required. Supports includes reloading of the OS if needed, configuration and / or Reconfiguration of the existing OS. It does not include upgrading of the OS. If any bug requires downloading of the patch, which is available on IBM site, then it is to be downloaded and applied.

FORMAT FOR
"NO DEVIATION CERTIFICATE"

Tender Enquiry No: BPL: IFX/810/p670-AMC/2009/2 dated 19/10/2009

NO DEVIATION CERTIFICATE

This is to certify that our offer is exactly in line with your tender enquiry no. **BPL: IFX/810/p670-AMC/2009/2 dated 19/10/2009.** 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: _____

Place:

Date:

FORMAT FOR FILLING THE QUATATION

Tender Enquiry No: BPL: IFX/810/p670-AMC/2009/2 dated 19/10/2009

| Sl. No | Item Description | Unit Rate | Sales Tax/ Service Tax | Other Charges If any | Total Price |
|--------|------------------|-----------|------------------------|----------------------|-------------|
| | | | | | |
| | | | | | |
| | | | | | |

Total offered price:

Note :

1. The rate should be quoted in Indian Rupees.
2. A technical compliance statement must be attached with the offer
3. The total cost should be mentioned in this format, The prices should be fixed and should avoid use of vague terms as "Extra as applicable".

Seal & Signature of the Company

Annexure-iv

Check List of Tender Documents to be submitted.

| <i>Sl No</i> | <i>Description</i> | <i>Check</i> |
|---------------------|--|---------------------|
| 1 | EMD of Rs.1,00,00/- | |
| 2 | Order Copies of last three years experience. QC no 1. | |
| 3 | Authorisation Letter from IBM. QC No 2. | |
| 4 | PF & ESI Nos. Letter copies of the issuing Authority. QC no 3. | |
| 5 | Letter of Authorised Service Partner QC No.4 | |
| 6 | Escalation Matrix. QC No 5 | |
| 7 | Three Years experience of Support. QC no 6. | |
| 8. | Signed Copy of the Tender | |

QC – Qualification Criteria