

TENDER NOTICE

Ref. No.: AA: CIT: P31:URL&WF

Date: 23rd October, 2008

M/s -----

Dear Sirs,

Subject: Enquiry for Procurement of URL & Web Content Filtering Solution

Sealed quotations are invited for procurement of licenses of **URL & Web Content Filtering Solution** as per specifications detailed under "TECHNICAL SPECIFICATIONS" and terms and conditions as enclosed. Firm offers should be submitted in TWO parts as detailed in relevant sections. Both the parts should be individually sealed and superscribed indicating Part No. as required and enclosed in the main cover duly sealed and superscribed.

Before preparing the bids, please see the details in various Sections and enclosed Annexures.

Please note that the sealed tenders will be received by us up to **17:00 hours on 11.11.2008** Techno Commercial Bids (Part-I) will be opened at **15:00 hours on 12.11.2008** in the presence of such tenderers and /or their authorized representatives who choose to be present. The representative should be the same person who has signed the documents or his authorized representative with an authorization letter. There shall not be any overwritten figures in document. All cuttings should be duly signed by the authorized person submitting the offer and should be rewritten in figures and words both. Vendors are required to come prepared for technical clarifications on the opening day. The Price bids (Part-II) may be opened on the same day after discussions/clarifications, if any. **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 sent to the office of:

**Sr.DGM (IT-Purchase)
Bharat Heavy Electricals Limited,
CIT Hall, 2nd Floor, HRD & ESI Complex,
Plot No. 25, Sector – 16A, NOIDA (UP) 201301**

With regards

For **Bharat Heavy Electricals Ltd.**

(Ashwini Kumar)
Sr.DGM (IT Purchase)
Tel No.: (0120) 2510505
Email : ashwini@bhel.co.in

1.0 Objective

BHEL wishes to select a "URL & Web Content Filtering Solution" for secure internet access. The purpose is to procure and implement a robust "URL & Web Content Filtering Solution" meeting the BHEL technical requirements. The initial requirement is for about **2000** users.

2.0 Eligibility Criteria

- 2.1 The bidder shall be the OEM of the offered solution or his authorized system Integrator/distributor/solution provider. If the bidder is not OEM of the offered solution, he shall provide necessary documentary evidence in the form of letter from OEM that he is authorized to quote for the same with reference to BHEL tender and OEM shall provide assistance to him in fulfilling the contractual obligations for the entire period of contract.
- 2.2 The bidder shall have minimum 3 (Three) years of experience in providing "URL & Web Content Filtering Solution", at the time of tender enquiry. The bidder shall provide necessary documentary evidence for the same.
- 2.3 The offered solution shall be proven and established in the International market at least for the last three years as on the date of tender enquiry. Necessary documentary evidence like third party reports such as Gartner, etc. establishing the market presence of the offered solution shall be submitted.
- 2.4 The offered solution should have an installed base of at least 20,000 valid licenses in India at the time of tender enquiry and the bidder should have implemented/ installed the solution for at least 2000 licenses in the last 3 years. The bidder should submit documentary evidence for the same to this effect, in the form of copy of Purchase Orders or copy of License Certificate or satisfactory use of the product from reputed clients.

3.0 General Instructions / Terms & Conditions for Bidders

- 3.1 Tender documents (non-transferable) will be available from Thursday 23rd of October 2008 between 10 AM to 3 PM from Sr DGM (IT Purchase), Corporate IT, 2nd Floor, HRD & ESI Complex, Plot No. 25, Sector 16A, Noida, U.P. 201301. Tender documents can be obtained by depositing Rs.5,000/- (non-refundable) in the form of a Demand Draft in favor of "Bharat Heavy Electricals Limited" payable at Noida (UP) or New Delhi.
- 3.2 Alternatively the tender can be downloaded from the BHEL website (www.bhel.com). In this case, the tender fee of Rs.5,000/- in the form of a Demand Draft in favor of "Bharat Heavy Electricals Limited" payable at Noida (UP) or New Delhi shall have to be deposited along with tender documents. Also, please note that the detailed Network Diagram will be available only on purchase of tender documents as per 3.1 above.
- 3.3 Last date of submission is 17:00 Hrs on Tuesday, 11th Of November 2008 and technical bids shall be opened at 15:00 Hrs. on Wednesday, 12th Of November 2008.

- 3.4 Earnest Money Deposit (EMD) for the tender is Rs.20,000/- (Rupees Twenty Thousands only).
- 3.5 Tender Fee and EMD are to be submitted through separate Demand Drafts.
- 3.6 The tenderer shall closely peruse all the clauses, specifications and requirements 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 tenders, for clarifications, before submission of the tender.
- 3.7 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.

4.0 Procedure for Submission & Opening of Bids

- 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.5,000/- (Rupees Five Thousand only) in favour of "Bharat Heavy Electricals Limited" payable at New Delhi or Noida 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.20,000/- (Rupees Twenty Thousands only) in favour of "Bharat Heavy Electricals Limited" payable at New Delhi or Noida. In the absence of submission of EMD, the offer will be summarily rejected.
- 3) Volume consisting of:
 - i. Technical offer/ details including literature/leaflets, if any. The bidder can offer only as per requirements specified under technical specifications. BHEL reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed vendors will be opened.
 - ii. Authorization by OEM's as per enclosed format **(Annexure-III)**.
 - iii. No Deviation Certificate as per enclosed format **(Annexure-IV)**.
 - iv. Checklist of PRICE BID (Unpriced Copy) as per enclosed format **(Annexure-V)**.
 - v. Clause wise compliance of all tender terms and conditions.

PART-II: Price Bid

Price bid containing PRICES only is to be submitted (in the enclosed Price Schedule format, **Annexure-V**, only). Prices shall be quoted in Indian Rupees only. Bidder shall give details of applicable tax rates also along with the price bid.

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).

5.0 Marking of Envelope

5.1 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.**

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

6.0 Bid Submission

6.1 Bids shall be addressed to the official inviting Bids by name and designation and sent at the following address:

Sr.DGM (IT-Purchase)
Bharat Heavy Electricals Limited,
CIT Hall, 2nd Floor, HRD & ESI Complex, Plot No. 25,
Sector – 16A, Noida (UP) 201301
Telephone no. : (0120) 2510505
Email : ashwini@bhel.co.in

6.2 Bids can also be delivered in person to the official inviting Bids.

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 17:00 Hrs. of the due date. Bids received after the Due Date and Time of opening are liable to be rejected.

7.0 Bid Opening

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.

- 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.
- 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.
- 7.4 Not more than two representatives will be permitted to be present for the tender opening.
- 7.5 No correspondence shall be entertained from the bidders after the opening of Price Bid(s).

8.0 Bid Validity

The bids shall remain valid for a period of 90 days from the last date of submission of offers.

9.0 Rejection of Bid and Other Conditions

- 9.1 Late bids are liable to be rejected.
- 9.2 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 actual Price Bid.
- 9.3 Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the bid.
- 9.4 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.
- 9.5 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.
- 9.6 Purchaser reserves the right to negotiate the tender, if required.
- 9.7 The remuneration, which the Successful Bidder shall receive from the contract, will be subject to normal tax liability in India.
- 9.8 All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory. In case of any calculation error the unit rates would prevail. The amount will also have to be written in words.

10.0 Tender Evaluation

- 10.1 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.

- 10.2 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.
- 10.3 Prices of optional items, if any, shall not be considered for Price evaluation and comparison, unless stated otherwise. The taxes shall be extra at actuals and will not be considered for price evaluation and comparison.
- 10.4 After finalizing the techno-commercial offers, BHEL may adopt Reverse Auction process for arriving at the lowest price offer.
- 10.5 Evaluation will be done on total cash outflow for three years for 2000 users plus installation charges for 3 instances.

Commercial Terms & Conditions

11.0 Scope of Work

The broad scope of work is given here under. However, any work even if not specifically mentioned but reasonably implied for the successful deployment of the offered solution and for service provision including complete rollout as a part of services shall be construed as a part of the scope of work.

11.1 Supply:

The bidder shall supply the "URL & Web Content Filtering Solution" at the designated BHEL location(s). The proposed solution should strictly meet all BHEL technical specifications & requirements given in **Annexure-I**. Any deviation on technical requirements may result in disqualification of the bidder. The scope shall include supply, installation and update of patches/ signatures and upgrade of software to the latest version (whenever latest upgrade is released) during the entire contract period. **The contract shall be initially for a period of 3 years. The contract may be extended for another period of 3 years on same terms and conditions, including rates, at the discretion of BHEL.**

11.2 Installation & Configuration:

The installation & configuration of "URL & Web Content Filtering Solution" shall be done at two central Internet Gateway Locations (Noida & RC Puram Hyderabad) and Corporate Office, New Delhi. The "URL & Web Content Filtering Solution" shall be integrated with the existing proxy farms & firewall clusters at each Internet Gateway location. The details of the existing proxy farms and firewall clusters are given in **Annexure-II**. The bidder shall make sure that the proposed solution is integrable with the existing set up. The procedure to install and configure new "URL & Web Content Filtering Solution" should be explained and demonstrated to BHEL's representatives in a documented manner as part of user training under the scope of supply.

11.3 Technical Support:

The supplier shall provide on-site Technical Support for the offered solution for a period of 3 years from the date of acceptance of the solution by BHEL. Technical support shall also be available from the supplier / OEM on email and Telephone on 24x7 basis.

11.4 Training:

The bidder shall impart adequate onsite training to BHEL staff members and/ or other persons authorized by BHEL for proper administration of the installed "URL & Web Content Filtering Solution".

11.5 **Schedule for Supply:**

The successful bidder shall complete the supply in **30 days** from the date of placement of order. Any delay in acceptance of supplies or project implementation plan on account of BHEL shall not be attributed to the supplier.

11.6 **Assignment of a Project Manager:**

The service provider shall assign a qualified Project Manager who shall be conversant with "URL & Web Content Filtering Solution" to be deployed under this contract and capable to supervise the installation and rollout of the solution.

12.0 **Schedule of Work**

The roll out of the solution for the entire scope of work shall be completed within a period of **30 days** from the date of supply. The roll-out and successful completion of installation of the system shall be demonstrated to the BHEL Engineer(s) in charge.

13.0 **Performance Bank Guarantee**

The successful bidder has to submit Performance Bank Guarantee (PBG) equal to 1/3rd of total order value (for 3 years), valid for a period of 40 months from the date of acceptance of solution for claiming the annual payments. The Purchaser will discharge the Performance Bank Guarantee after completion of the Bidder's performance obligations, including any warranty obligations, under the contract.

The Performance Bank Guarantee issued from any nationalized bank, HDFC bank or ICICI bank will be acceptable. The Bank guarantee will be as per the format given by BHEL.

14.0 **Bid Prices**

The Bidder shall give the pricing as a total composite price inclusive of all prevailing levies & taxes i.e. Sales Tax, Service Tax, Excise Duty, Custom Duty, packing, forwarding, freight and insurance, Octroi / Entry Tax, etc.

15.0 **Discounts**

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.

16.0 **Authority Letter**

The bidder has to submit an 'Authority Letter' as per enclosed format in **Annexure-III**. This letter is to be enclosed in Part-I of the offer.

17.0 Confidentiality

The Bidder shall keep confidential any information related to this tender. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.

As used herein, the term "Confidential Information" means any information, including without intimation, information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

At all times during the performance of the Services, the Bidder shall abide by all applicable BHEL's security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.

The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.

The obligations of confidentiality under this section shall survive the rejection of the contract.

18.0 Payment Terms

The payments shall be in the following manner:

- a) Equivalent to 1/3rd of the order value, after successful installation as per scope of work.
- b) Equivalent to 1/3rd of the order value, after completion of ONE Year.
- c) Equivalent to 1/3rd of the order value, after completion of TWO Years.

All payments will be released from the office of the undersigned on submission of invoices in duplicate and reports towards successful installation / satisfactory performance.

19.0 Purchaser's Rights

The Purchaser reserves the right to make changes within the scope of the Contract at any point of time.

- a) The Purchaser reserves the right to accept or reject any or all bids, and to annul the Tender process at any time prior to the issue of Letter of Award. In this case, the Purchaser shall not incur any liability to the affected Bidders or any obligation to inform the affected Bidders about reasons for such action.
- b) The Bidder shall not sub-contract the services like Installation, integration and Project Management etc. without written consent from BHEL. Further, BHEL shall not be liable for making any payments to the sub-bidders.

20.0 Penalties

20.1 Late Delivery & Commissioning:

Any delay by the Successful Bidder in the delivery or commissioning of the services as per time schedules defined in **Clause 11.5 & Clause 12.0** will make the Successful Bidder liable to any or all of the following:

- a) Forfeiture of EMD.
- b) Imposition of penalty.
- c) Termination of the contract for default.

The penalty shall be liable on late commissioning only. If the Bidder fails to deploy the solution within the **60 days from the date of issue of Purchase Order**, BHEL shall without prejudice to its other remedies under the contract, deduct a sum equivalent to the 0.5% of the total order value for 3 years, for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the total charges of undelivered quantity/services. Once the maximum is reached, BHEL may consider termination of the contract and/ or forfeiture of EMD.

20.2 SLA Parameters:

- a) The solution provider shall provide support escalation matrix with contact numbers and email addresses.
- b) For availability & uptime/downtime purposes, timings from **0900hrs to 1800 hrs & Monday to Saturday** will only be considered.
- c) Upon registering a service or support complaint (over phone or email) with the solution provider, after the commissioning of the solution, the solution provider shall deploy the service engineer within the stipulated time period of **12 working hours**.
- d) If after registering a complaint with the solution provider, a service engineer is not deployed within 12 working hours, **a penalty of Rs.500/- per hour** or part

thereof will be deducted from the annual charges payable to the solution provider.

21.0 Force Majeure

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

If a Force Majeure arises, the Bidder shall promptly notify BHEL in writing of such condition and the cause thereof. Unless otherwise directed by BHEL, the Bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

22.0 Arbitration

In the event of any dispute or difference arising out or touching upon any of the terms and conditions of this contract and /or in relation to the implementation or interpretation hereof, the same shall be resolved initially by mutual discussion and conciliation but in the event of failure thereof, the same shall be resolved in accordance with "the Arbitration and Conciliation Act, 1996" and any subsequent amendments. The venue of arbitration shall be in Delhi.

23.0 Laws Governing the Contract

The order/ contract shall be executed and governed by the laws of India and the courts of India alone shall have jurisdiction in respect of any matter arising under or in connection with the order/ contract.

Courts at Delhi/ New Delhi shall have exclusive jurisdiction to decide the dispute, if any, arising out of or in respect of the contract to which these conditions are applicable.

24.0 Merger & Acquisition

In case of mergers and acquisitions of the bidder company or the OEM, all the contractual conditions and obligations shall automatically get transferred to acquiring company / entity and acquiring company must assume all the obligations of the contract till the end of the contract period.

25.0 Bankruptcy

If the Bidder becomes bankrupt or have a receiving order made against him or compound with his creditors or being a Corporation commence to be wound up, not being a voluntary winding up for the purpose only of amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, BHEL shall be at liberty:

- a) To terminate the engagement forthwith without any notice in writing to the Bidder or to the liquidator or receiver or to any person in whom the Bidder may become vested.
- b) To give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by BHEL.

26.0 Clause wise Compliance

Bidders are required to furnish clause wise compliance to BHEL tender enquiry terms and conditions. This should be enclosed in Part-I of the offer.

Technical Specifications & Requirements for URL & Web Content Filtering Solution

S.No	Feature Description/Parameter	Vendor Compliance (Y/N)	Remarks
1.	The offered product should have a URL Database of more than 30 million websites in various categories.		
2.	Should be able to scale to 5000 users.		
3.	Should provide security related website categories to address specific security concerns but not limited to Malicious web sites, Keyloggers, Phishing and online frauds, Spyware, Bots, potentially unwanted software and proxy avoidance, etc.		
4.	The URL Filtering solution should be capable to be integrated with Proxy (Squid, Microsoft ISA), Cisco PIX/ASA Firewall, etc.		
5.	It should have the capability of being integrated with well know directory services like Microsoft AD, Linux OpenLDAP, Sun Java System Directory Server via LDAP, etc. .		
6.	Should have well defined dedicated categories such as adult material, gambling, instant messaging, games, and Proxy Avoidance websites, sports sites, job sites, etc.		
7.	Should update/download protocol signatures, signature updates, URL Database automatically on a dynamic basis from the web.		
8.	The solution should support Microsoft Windows, Linux and Unix platforms.		
9.	The solution should support URL policies by category, IP, networks, group, or user and control access by Quota, time of day, day of week, Password Override etc eg: a user should be given access to sports category after 5:00pm only or 1 hour throughout the day.		

10.	It should have the feature of secure manual authentication, SSL-encrypted user authentication.		
11.	The solution should provide options for Bandwidth optimization where Administrator should be able to set Bandwidth Thresholds for URL categories for users.		
12.	The Solution should be able to work in sniffing or promiscuous mode without any integration.		
13.	Should provide URL, Internet resource access restriction capability based on Network, IP Address, Users, Groups, etc.		
14.	Should support user defined application protocol based on protocol/service port number.		
15.	The solution should be able to implement internet access policies for mobile laptop users (300 users) accessing internet outside their network through data cards or DSL links.		
16.	The solution should be capable of automatically blocking Infected URLs.		
17.	It should provide the feature of creating custom white/black list by URL, IP address and key words.		
18.	It should block the display of inappropriate thumbnail images in search results and enforce safe search filtering on various well known search engines like google, yahoo, Microsoft msn, etc.		
19.	Should provide usage alerts, notifications by email, Popup Screen, etc, when internet activity for particular URL categories or protocols reaches configured threshold.		

20.	It should be able to filter web request according to pre-defined web site categories and file types embedded in the URL. It Should provide notification to administrator by email or onscreen pop-up when in case of following :- a) Database download failed, b) High CPU/Disk/Memory utilization		
21.	Should provide the ability for the user to define "Regular Expressions" to precisely identify targeted URL.		
22.	The display Block Page should be customizable in the following respect: a) In HTML format b) Require no additional web server c) Localized block messages by language pack d) The solution must have the ability to add legal disclaimers to the message		
23.	It should support standard databases like Microsoft SQL Server 2005 or MySQL 5.0 or Oracle 10g and should come bundled with any one of these databases.		
24.	It should Support well known web server platforms like IIS, Apache etc.		
25.	Should have the ability to export filtering policy configuration information to external file.		
26.	Should provide the ability to create customizable URLs into user defined categories, whether it is in the URL database or not.		

27.	It should be manageable through a standard web browser like IE, Mozilla, Netscape etc. and should provide the following reports: a) Able to generate corporate risk reports which quantify legal liability, security risk, productivity loss and bandwidth loss which can then be analyzed over time, providing trends for managerial analysis. b) It should generate report at scheduled times and email to specified recipients in multiple formats (.xls, .pdf, etc). c) It should provide report of Internet activities per user, client IP, destination IP and domain name visited, Category, Port and Keywords detail reports.		
28.	The bidders should indicate the minimum hardware required to run the solution.		

AUTHORIZATION BY OEM

Date: _____

To,
BHEL
CIT, NOIDA

Subject: **Letter of Authority**

Tender Ref. No.: **AA:CIT:P31:URL&WF dated 23rd October, 2008**

Dear Sir,

We hereby authorize _____ to quote for your tender enquiry ref. no. **AA:CIT:P31:URL&WF dated 23rd October, 2008.**

The authorized agency would ensure reliable service during complete contract 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.

NO DEVIATION CERTIFICATE

This is to certify that our offer is exactly in line with your tender enquiry no. **AA:CIT:P31:URL&WF, dated 23rd October, 2008.** 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: _____

Bharat Heavy Electricals Limited
Corporate Information Technology

Price Bid Format for "URL & Web Content Filtering Solution"

S.No.	Item Name	Number of Users	Basic Per User Charges for 3 years (inclusive of support charges for 3 years) in INR	Taxes & Duties in %age	Total Taxes (INR)	Total Per User Charges for 3 years inclusives of support, taxes & duties in INR
			A		B	(A+B)
1	URL & Web Content Filtering Solution	Upto 2000				

Discount on Additional Licenses (users)

S.No.	User Slab	Discount on Per User Charges in Percentage
1	2001 - 3000	
2	3001 - 4000	
3	4001 - 5000	
4	5001 & above	

Installation Charges

S.No.	Item Name / Activity	Basic Charges (INR)	Taxes & Duties in %age	Total Taxes	Total Charges (INR)
		A		B	(A+B)
1	One time Installation Charges Per Instance (Location)				

Total installation charges per location (A+B) in words :

Note: For any orders for truncated time period (less than 3 years), payments will be made as per applicable slab rates proportionate to the remaining time period.