



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

NOTICE INVITING TENDER

1. Tender Reference : BHEL/EDN/ITS/EPP/2015/01 dtd 14/03/2015
2. Name of the work : Supply of End Point Protection Software
With On-Site Resource.
3. Earnest money deposit : Rs.40,000 (Rupees Forty thousand only)
5. Last date and time for the receipt of completed tender : before 13.00 Hours on 06-04-2015
6. Date and time for tender opening : At 13:30 Hours on 06-04-2015
7. Place of submission of Completed tender : To be dropped in the **IT&S (Box No. 2)**
Tender Box kept in the Reception Area at BHEL,
Electronics Division, Mysore Road, Bangalore – 560 026.

This tender document contains Instructions to bidders, Scope of work, Price schedule etc. as follows.

1. Scope of Work and Instructions & Guidelines to bidders – Annexure I
2. General Terms and Condition – Annexure II
3. Commercial Terms & Conditions and Compliance Format – Annexure III
4. Technical Compliance Format – Annexure IV
5. Price Bid Format – Annexure V

Note: The bidder shall return the duly filled in Tender Documents after affixing signature and seal on all pages.

For Bharat Heavy Electricals Ltd.,

(H.N.Raghunath)
Sr.Engineer / IT&S
Phone: 26998975



Annexure – I

1. SCOPE OF WORK:

End Point Protection	
Manageability and Scalability	
1	The status of patch levels, configuration information, software inventory and vulnerability information of EndPoint to be collected and shown on management server
2	The ability to natively distribute the full client agent and remove similar products
3	Configuration preservation between version upgrades and option for Configuration backup.
4	Active Directory integration options and the ability to integrate with multiple directories and traverse directories to find users groups and authentication information
5	Policies should also be able to inherit the attributes of higher-level policy, as well as ability to break this inheritance when necessary
6	EPP solutions should have a complete audit log of policy changes.
7	The management server should be able to collect client status information in real time, rather than in scheduled delta updates
8	The management server should be able to automatically detect new/rogue endpoints that do not have an EPP client installed
9	Advanced features include the ability to delay scans based on battery life or running process or CPU utilization. Ability to "wake and scan" PCs in off hours. Scheduled memory scans should be independent of disk scans.
Dashboarding and Reporting Capabilities	
1	Dashboards should also offer quick links to remediation actions (i.e., clean, quarantine, patch or distribute software), as well as quick links to other resources, such as malware wikis to resolve alerts.
Malware Detection, Anti-Virus & Anti-Spyware	
1	Signature databases should include all types of malware (such as spyware, adware, viruses, trojans, keystroke loggers, droppers, backdoors and hacking tools) in a database with a single update mechanism and single scan engine agent.
2	The capability to detect rootkits and other low-level malware once they are resident
3	Heuristic virus scan: Should Scan files and identify infections based on behavioral characteristic of viruses



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

4	On-access virus scan: Should Scan files in real-time as they are opened, executed or written allowing immediate detection and treatment of viruses
5	Scan target drives: Should have the option to specify scan directories and file types or all files types to scan.
6	Treatment Actions: Should enable choice of action agent should take upon detection of virus: Clean, delete etc.
7	Should be able to lock down all anti-virus configurations on the system
8	User should be prevented from being able to uninstall the anti-virus software.
9	Should have the option to protect the entire user interface or part of the user interface using password
10	Should have the option to display all the menu options on the system tray or display minimal options
Device/Port Control	
1	Solutions should provide the ability to create policy to control the broadest range of devices (e.g., CD, DVD, USB, Bluetooth, 3G, GRPS) by device class at a minimum
2	The level of granularity to distinguish within a class of devices (i.e., mouse versus a data storage device) specific a device by the serial number or the manufacturer as a differentiator
3	Policies shall be file-type-aware, such that policies can allow or restrict by file type. Policies shall allow "read only" or only certain file types, or restrict execution such as blocking of autoexecute or all execution from a data drive.
4	To minimize help desk interaction, it shall enable remote users to "self-authorize" device usage. That is, allow privileged end users to use devices, but warn them that it is against policy and shall log their usage.
5	Should support importing a list of USB serial numbers from an excel sheet instead of manually typing each entry
6	It should support monitoring and blocking of devices based on parameters such as vendor id, product id, serial number, bus type connection (usb, PCI, IDE), Device class and device name
7	It should support customizable notification "pop-up" messages
8	It should restrict access to company approved devices, and also, if necessary, permit exclusions to this requirement. Exception and/or exclusions can be designed to accommodate different devices or different groups of users
Application Control	
1	Agent based detection of application-related files. Application Inventory feature should group all binaries(EXEs,DLLs,drivers, and scripts) across enterprise by application and vendor, displaying them in intuitive, hiererarchical format.
2	Applications should be classified as well-known,unknown and known-bad.
3	Useful insights required such as
	1.applications added this week
	2. uncertified binaries
	3. Files with unknown reputations



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

	4. systems running outdated versions of a software
4	User notifications—Users can receive informative pop-up messages explaining why access to unauthorized applications is not allowed. These messages prompt users to request approvals via email or helpdesks.
5	User self-approvals—Users with this privilege can install new software without waiting for an IT approval. IT can inspect these self-approvals and create enterprise-wide policies to either ban the app or permit the app on some or all systems
6	Should allow observation mode which helps us in discovering policies for dynamic desktop environments without enforcing a whitelist lockdown.
7	Manage exceptions generated by blocked applications. Should be able to inspect the exceptions and the details of the blocked application. Then, either approve and whitelist the application or ignore it where the application is meant to be blocked.
8	Automatic Whitelisting based on : -
	01. Trusted Updaters
	02. Trusted certificates
	03. Trusted Directory
	04. Trusted Admin
General Specifications/Should be able to perform these tasks	
1	Create a custom report and schedule it for delivery to an email box or Web server/portal
2	Show real-time data that lists clients on a network that does not have an EPP agent installed
3	Create or edit the policy to automatically push the EPP client to an endpoint that does not have it installed.
4	Autogenerate a whitelist from installed applications on a PC. Authorize a software distribution method and directory as a whitelisted source of applications.
Service and Support	
1	Dedicated product engineer resources or direct access to Level 2 support
2	Onsite Resource - with Vendor Certification
3	End User support for all AV/Application Control/Device Control/other related calls logged
4	BHEL Working hours and Day coverage
5	Incident Management
	01. Response & Resolution
	02. Escalation & Vendor Management
6	Reports Monthly
	01. Usage
	02. Policy Compliance
	03. Reported Incidents



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

2. INSTRUCTIONS & GUIDELINES TO BIDDERS:

2.1. DEFINITIONS:

- a) **BIDDER:** Bidder means the entity offering for this tender.
- b) **VENDOR:** The successful bidder who will be providing the software and maintaining the same through out the contract period.
- c) **OEM:** OEM means Original Equipment Manufacturer whose Software is being offered by the bidder for this tender.

2.2. BIDDER TO INFORM HIMSELF FULLY:

- a) The bids for this tender are solicited only from Original Equipment Service Provider or Authorized dealer who is offering the said services. Bidder should be single entity and not a consortium. Financing agencies are not eligible for bidding.
- b) 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, before submission of the tender.
- c) 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.

2.3. EXPECTATIONS FROM BIDDER

Bidder is required to give a total solution & services as per specifications enclosed. The Bidder is fully responsible for the services and the total solution. In case any extra item is required for complete functioning of the equipment, the same must be quoted.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

2.4. Wherever, Service Tax is applicable

1. The Tenderers shall furnish the service Tax Registration Number in their offer
2. If the Tenderer is not having Service Tax Registration Number, he shall submit an undertaking to the effect that
 - a. in case he is awarded the contract, he shall register with Service Tax Authorities and furnish the Registration Number before commencement of work.

OR

- b. his turnover value is below the threshold limit prescribed by the Service Tax Act and in case he is awarded the contract, whenever his turnover crosses the threshold limit at any time during the execution of the contract, he shall forthwith register with Service Tax Authorities and furnish the Registration Number to BHEL. (This sub-clause is NOT applicable where the taxable turnover of the present tender is above the prescribed threshold limit).
3. Any offer not complying with the above clauses is liable to be rejected.
4. The above clauses apply even where the price quoted is “inclusive of taxes”.
5. If the Service Tax Registration Number is not furnished to BHEL before the first bill is submitted (except as provided in clause 2(b) above), the bills will not be passed (even if the price is “inclusive of taxes”).
6. In case of contracts involving multiple bills, every bill (commencing with the 2nd bill) shall be accompanied with a declaration that the contractor has discharged his tax liability on the earlier bill (i) by paying the money to the Government (along with Challan details) or (ii) by utilization of input Service Tax Credit available with him or (iii) being exempt as his turnover continues to be below the threshold limit. In the absence of such a declaration, the bill shall not be passed.
7. In case of contracts involving a single bill, the bill shall be accompanied with an undertaking that the contractor shall discharge his tax liability on that bill as per law.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

ANNEXURE – II

1. GENERAL TERMS AND CONDITIONS

1.1. SUBMISSION & OPENING OF BIDS

The offer shall be submitted in **Two** parts as follows in separate sealed envelopes.

1.2. PART-I : EMD & TECHNO-COMMERCIAL BID

This part shall consist of the following:

- a) EMD in the form of Pay Order/ Bank Draft in favour of “Bharat Heavy Electricals Limited” payable at Bangalore. In the absence of submission of EMD, the offer is liable for rejection. The Earnest Money will be refunded to the bidders after finalization of the award of work.
- b) Technical offer/ details including literature/leaflets. The bidder can offer only as per technical specifications.
- c) Authorization letters from OEMs.
- d) Technical Compliance Statement as per enclosed format only.
- e) Commercial terms compliance statement as per enclosed format only.
- f) Unpriced copy of price bid as per enclosed format only.

1.3. BHEL reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed bidders will be opened. **The technical & commercial bid should not include prices.**

1.4. PART-II: PRICE BID

- a) 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 Duties and Taxes.
- b) **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).

1.5. **MARKING ON ENVELOPE:** Part-I and Part-II offers shall be submitted in two separate envelopes with bidder’s distinctive SEAL and super-scribed as follows.

**PART – I: 1. TENDER ENQUIRY NUMBER AND ITEM DESCRIPTION
2. DUE DATE OF OPENING “TECHNO-COMMERCIAL BID”**

**PART – II: 1. TENDER ENQUIRY REF NUMBER AND ITEM DESCRIPTION
2. DUE DATE OF OPENING “PRICE BID”**



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

- 1.7. Tenders should be addressed to the **Sr.Engineer (IT&S), Electronics Division, Bharat Heavy Electricals Limited, Mysore Road, Bangalore – 560 026**. The full name and address of the bidder, the name of the work and date of opening should be indicated on the cover.
- 1.8. Tenders submitted by post should be sent by “**Registered Post with Acknowledgement Due**”. These should be posted with due consideration for any delay in postal delivery. Tenders received after the due date and time of opening of tenders are liable to be rejected.
- 1.9. If in any case, the date of tender opening falls on Holiday, the tender will be opened on the next working day.

2. General Instructions and Guidelines

- 2.1. The local address of the bidder, the name of the person to whom all the correspondence are to be addressed should be indicated with telephone number and FAX / E-mail address.
- 2.2. Bidder shall fill in all the required particulars in the format provided for this purpose in the tender documents and also sign each and every page of the tender document including the drawings attached there to before submitting tender.
- 2.3. Bidder shall not increase their quoted rates, once the bidder has submitted his quotation and during execution of the entire contract period in case his tender is accepted.
- 2.4. In case, bidder finds discrepancies or omissions in the drawings / specification / details attached to the tender documents or should be in doubt as to their meaning he should at once address to the authority inviting the tender for clarifications. Every endeavor is made to avoid any error which can materially affect the basis of the tender but the successful bidder shall take upon himself to provide for the risk of any error which may be subsequently discovered and shall make no subsequent claim on account thereof.
- 2.5. In the event of tender being submitted by a firm the tender must be signed separately and legibly by each partner or member of the firm or in their absence, by the person holding the power of Attorney on behalf of the firm concerned.
- 2.6. If after opening of tenders, a bidder revokes his tender or increases his earlier quoted rates or after acceptance of his tender does not commence the work in accordance with the contract/order, the Earnest Money deposited by him will be forfeited and acceptance of his tender withdrawn.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

2.7. Tenders are liable for rejection, If tender is:

- a) conditional and unsigned
- b) containing absurd rates and amounts
- c) incomplete or otherwise considered defective
- d) not in accordance with the tender conditions.
- e) not submitted in the prescribed forms.
- f) received after due date and time (late offer).

2.8. If the bidder deliberately gives wrong information in his tender, BHEL reserve the right to reject such tenders at any stage. Further the bidder will be liable for any damage caused.

2.9. Words imparting the singular number shall also be deemed to include the plural number and vice-versa where the context so requires.

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

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

3. RATES

3.1. Rates to be quoted are net F.O.R. destination inclusive of freight, handling and packing charges, transit insurance, installation.

3.2. Rates are to be quoted as per Price Bid Format only providing details of prevailing rates of taxes and duties. Bidders, in their own interest, are requested to check up the different tax tariffs. After opening of Price Bid, no request for any change in rates/tariff due to above will be entertained.

3.3. Unit rates should be quoted in figures as well as in words in Indian Currency only, i.e. Rupees and Paise with reference to each model.

3.4. In quoting their rates, the bidders are advised to take into account all factors including any fluctuations in market rates. No claim for enhanced rates will be entertained on this account after acceptance of the tender or during the currency of the contract.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

4. TENDER EVALUATION

4.1. Stage-I: Evaluation of Technical & Commercial Bid

- a) Technical and commercial bid of the bidder shall be evaluated for acceptability of Technical offer, technical suitability and acceptance of technical and commercial terms.
- b) During the Technical Evaluation of the bid, clarification and queries requested by BHEL shall be responded to within the reasonable time in order to avoid delay in evaluation of technical bid. Failure to do so may result in rejection of the bid.

4.2. Stage –II: Evaluation of the Price Bid:

- a) Technically cleared offers will be considered for price evaluation.
- b) Evaluation of offer will be based on L1 of Net total value with applicable taxes.
- c) Applicable % of taxes& duties should be clearly indicated in price bid format.
- d) *The contract cannot be split and will be awarded to a single party for the total scope, based on the above evaluation.*
- e) Discrepancy in Words & Figures - quoted in price bid
 - 4.2.e.1. 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.
 - 4.2.e.2. 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
 - 4.2.e.3. 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 (4.2.e.1) and (4.2.e.2) above.
 - 4.2.e.4. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to 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.



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

5. ETHICAL STANDARD:

- 5.1. Bidders are expected to observe the highest standard of ethics during the procurement and execution of this contract. In pursuit of this policy, BHEL will reject a proposal for award if it determines that the vendor being considered for award has engaged in corrupt or fraudulent practices in competing for the contract. For the purposes of this provision, the terms set forth below are defined as follows: a) “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in contract execution; and b) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the benefits of competition to BHEL. By signing the bid forwarding letter, the bidder represents that for the software it supplies, it is the owner of the intellectual property rights. Willful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that BHEL take.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

ANNEXURE – III

1. COMMERCIAL TERMS & CONDITIONS

1.1. ORDER ACKNOWLEDGMENT

Letter of acceptance of the Order / Contract is to be submitted within one week.

1.2. VALIDITY OF OFFER :

The offer should be valid for 3 months from the date of opening of technical bid.

1.3. DELIVERY & IMPLEMENTATION

- a) The vendor shall be responsible for timely delivery, installation and commissioning of complete solution given in the scope of service at BHEL's premises.
- b) Delivery period shall start from the date of placement of firm order.
- c) Delivery Period: **2 week from the date of order/ LOI.**
- d) Implementation Period: **2 weeks from date of delivery.**

1.4. PENALTY FOR LATE DELIVERY

For the delay in delivery, penalty shall be levied at the rate of 0.5% per week subject to maximum of 5% of the total value of the PO not delivered in time as per delivery schedule.

1.5. PAYMENT TERM

- a. **Software & Implementation charges :** Full payment will be made after successful installation of the software.
- b. **Operation Management (AMC) :** Payable quarterly in arrears.

An installation certificate will be issued by BHEL after successful installation of the software. The contract will commence from the date of installation. Payment will be released after submission of verified invoices and on certification by BHEL.

Payment will be through Electronic Fund Transfer (EFT) only. Details regarding bank account shall be provided in BHEL's standard format. The EFT or Pay link Direct Credit Form is enclosed. Bidder needs to fill the details as per the EFT or Pay link Direct Credit Form and attach a copy of Cancelled Cheque with it.



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

1.6. CONFIDENTIALITY

Vendor/Lessor shall, at all times, undertake to maintain complete confidentiality of all data, information, software, drawings & documents, etc. belonging to the Purchaser/Lessee and also of the Equipment, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract. A third party non-disclosure agreement has to be submitted by the Vendor as per the following sample format.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

THIRD PARTY NON-DISCLOSURE AGREEMENT

I, _____, on behalf of the _____ (Name of Company),

acknowledge that the information received or generated, directly or indirectly, while working with BHEL on contract is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

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

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

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

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

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

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

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

Name Company Signature



Bharat Heavy Electricals Limited
Electronics Division
 Mysore Road, Bangalore – 560 026

**Electronic Funds Transfer (EFT) OR
 Paylink Direct Credit Form**

Please Fill up the form in **CAPITAL LETTERS** only.

TYPE OF REQUEST(Tick one): _____ CREATE _____ CHANGE

BHEL Vendor / Supplier Code:	
Company Name :	
Permanent Account Number(PAN):	
Address	

City: _____	PINCODE _____	STATE _____
-------------	---------------	-------------

Contact Person(s)	
Telephone No:	
Fax No:	
e-mail id:	

1 Bank Name:	
2 Bank Address:	
3 Bank Telephone No:	
4 Bank Account No:	
5 Account Type: Savings/Cash Credit	
6 9 Digit Code Number of Bank and branch appearing on MICR cheque issued by Bank	
7 Bank swift Code(applicable for EFT only)	
8 Bank IFSC code(applicable for RTGS)	
9 Bank IFSC code(applicable for NEFT)	

- A I hereby certify that the particulars given above are true, correct and complete and that I, as a representative for the above named Company, hereby authorise BHEL, EDN, Bangalore to electronically deposit payments to the designated bank account.
- B If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold BHEL / transferring Bank responsible.
- C This authority remains in full force until BHEL, EDN, Bangalore receives written notification requesting a change or cancellation.
- D I have read the contents of the covering letter and agree to discharge the responsibility expected of me as a participant under ECS / EFT.

Date:

Authorised Signatory:
 Designation:
 Company Seal

Telephone NO. with STD Code

Bank Certificate

We certify that _____ has an Account No _____ with us and we confirm that the bank details given above are correct as per our records.

Date: _____
 Place: _____ (.....) Signature

Please return completed form along with a blank cancelled cheque or photocopy thereof to:

Bharath Heavy Electricals Ltd,
 Attn:

Electronics Division, Mysore Road,
 BANGALORE - 560 026

In case of any Query, please call : 080-26998xxx / 2674xxxx or fax no. 080-2674xxxx



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

1.7. FORCE MAJEURE

Vendor/Lessor 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 Vendor/Lessor to the Purchaser/Lessee 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.

1.8. ARBITRATION:

All disputes or differences whatsoever which may arise at any time during execution of the Contract shall be mutually settled by BHEL and Vendor as per provision of the Contract. However, in the event such disputes cannot be settled mutually, such disputes shall be settled as per the Arbitration and reconciliation Act, 1996 of the Govt. of India and its subsequent amendments. In case of disputes with the Central PSUs, the same shall be settled at Bangalore as per the Guidelines of the Govt. of India. However, during the period such disputes are settled either by mutual discussions between the parties or by legal means, Vendor shall continue to do the work as per terms & conditions of Contract.

1.9. SUB-CONTRACTING

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

1.10. LIMITATION OF LIABILITY

The Vendor/ Lessor's liability will be limited to the scope of this contract only.

1.11. LOCAL PRESENCE:

The Bidder should have local presence in Bangalore with office having supporting staff for servicing and maintenance of the equipment. In case the bidder doesn't have an office in Bangalore, an undertaking for opening of office having supporting staff for servicing and maintenance of the equipment has to be provided along with the offer.



Bharat Heavy Electricals Limited
Electronics Division
Mysore Road, Bangalore – 560 026

1.12. COMMERCIAL TERMS COMPLIANCE STATEMENT

S No	Description	Agreed /	Remarks if any
1.26.1	Scope of Work: Whether the bidder has understood the scope work and indicated in the tender (If there is any clarification required, the same may be got cleared from the Executive in charge before submitting the offer).		
1.26.2	Validity of the Offer: Whether the bidder agrees to that offer should be valid for 3 months from the date of opening of technical bid.		
1.26.5	Earnest Money Deposit: Whether the bidder has agreed to submit EMD as per terms and conditions and submitted along with Technical Bid.		
1.26.6	Delivery & Installation: Whether the bidder has agreed to deliver and install equipment at BHEL as per clause, sub clauses of 1.3 of Annexure -III.		
1.26.7	Penalty for Late Delivery: Whether the bidder agrees for the penalty by BHEL in case of late delivery as per clause 1.4 of Annexure –III.		
1.26.8	Payment Term: Whether the Bidder/Lessor agrees for Payment terms as per clause 1.5 of Annexure- III.		
1.26.10	Confidentiality: Whether Bidder/Lessor has agreed to maintain confidentiality as per Clause 1.7 of Annexure –III. Bidder shall execute a third party non-disclosure agreement as per the sample format, in case of award of order.		
1.26.19	Sub-Contracting: Whether the Bidder/Lessor has agreed that the order/contract or any part thereof shall not be sub- contracted, assigned or otherwise transferred without prior written consent of the Purchaser/ Lessee as per clause 1.9 of Annexure - III.		
1.26.22	Limitation of Liability : Whether the Bidder/ Lessor has agreed for Limitation of Liability term as per clause 1.10 of Annexure- III.		



Bharat Heavy Electricals Limited
Electronics Division
 Mysore Road, Bangalore – 560 026

Annexure - IV
TECHNICAL COMPLIANCE

End Point Protection		YES/NO
Manageability and Scalability		
1	The status of patch levels, configuration information, software inventory and vulnerability information of EndPoint to be collected and shown on management server	
2	The ability to natively distribute the full client agent and remove similar products	
3	Configuration preservation between version upgrades and option for Configuration backup.	
4	Active Directory integration options and the ability to integrate with multiple directories and traverse directories to find users groups and authentication information	
5	Policies should also be able to inherit the attributes of higher-level policy, as well as ability to break this inheritance when necessary	
6	EPP solutions should have a complete audit log of policy changes.	
7	The management server should be able to collect client status information in real time, rather than in scheduled delta updates	
8	The management server should be able to automatically detect new/rogue endpoints that do not have an EPP client installed	
9	Advanced features include the ability to delay scans based on battery life or running process or CPU utilization. Ability to "wake and scan" PCs in off hours. Scheduled memory scans should be independent of disk scans.	
Dashboarding and Reporting Capabilities		
1	Dashboards should also offer quick links to remediation actions (i.e., clean, quarantine, patch or distribute software), as well as quick links to other resources, such as malware wikis to resolve alerts.	
Malware Detection, Anti-Virus & Anti-Spyware		
1	Signature databases should include all types of malware (such as spyware, adware, viruses, trojans, keystroke loggers, droppers, backdoors and hacking tools) in a database with a single update mechanism and single scan engine agent.	
2	The capability to detect rootkits and other low-level malware once they are resident	
3	Heuristic virus scan: Should Scan files and identify infections based on behavioral characteristic of viruses	
4	On-access virus scan: Should Scan files in real-time as they are opened, executed or written allowing immediate detection and treatment of viruses	
5	Scan target drives: Should have the option to specify scan directories and file types or all files types to scan.	
6	Treatment Actions: Should enable choice of action agent should take upon detection of virus: Clean, delete etc.	



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

7	Should be able to lock down all anti-virus configurations on the system	
8	User should be prevented from being able to uninstall the anti-virus software.	
9	Should have the option to protect the entire user interface or part of the user interface using password	
10	Should have the option to display all the menu options on the system tray or display minimal options	
Device/Port Control		
1	Solutions should provide the ability to create policy to control the broadest range of devices (e.g., CD, DVD, USB, Bluetooth, 3G, GRPS) by device class at a minimum	
2	The level of granularity to distinguish within a class of devices (i.e., mouse versus a data storage device) specific a device by the serial number or the manufacturer as a differentiator	
3	Policies shall be file-type-aware, such that policies can allow or restrict by file type. Policies shall allow "read only" or only certain file types, or restrict execution such as blocking of autoexecute or all execution from a data drive.	
4	To minimize help desk interaction, it shall enable remote users to "self-authorize" device usage. That is, allow privileged end users to use devices, but warn them that it is against policy and shall log their usage.	
5	Should support importing a list of USB serial numbers from an excel sheet instead of manually typing each entry	
6	It should support monitoring and blocking of devices based on parameters such as vendor id, product id, serial number, bus type connection (usb, PCI, IDE), Device class and device name	
7	It should support customizable notification "pop-up" messages	
8	It should restrict access to company approved devices, and also, if necessary, permit exclusions to this requirement. Exception and/or exclusions can be designed to accommodate different devices or different groups of users	
Application Control		
1	Agent based detection of application-related files. Application Inventory feature should group all binaries(EXEs,DLLs,drivers, and scripts) across enterprise by application and vendor, displaying them in intuitive, hierarchical format.	
2	Applications should be classified as well-known,unknown and known-bad.	
3	Useful insights required such as	
	1.applications added this week	
	2. uncertified binaries	
	3. Files with unknown reputations	
	4. systems running outdated versions of a software	
4	User notifications—Users can receive informative pop-up messages explaining why access to unauthorized applications is not allowed. These messages prompt users to request approvals via email or helpdesks.	
5	User self-approvals—Users with this privilege can install new software without waiting for an IT approval. IT can inspect these self-approvals and	



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

	create enterprise-wide policies to either ban the app or permit the app on some or all systems	
6	Should allow observation mode which helps us in discovering policies for dynamic desktop environments without enforcing a whitelist lockdown.	
7	Manage exceptions generated by blocked applications. Should be able to inspect the exceptions and the details of the blocked application. Then, either approve and whitelist the application or ignore it where the application is meant to be blocked.	
8	Automatic Whitelisting based on : -	
	01. Trusted Updaters	
	02. Trusted certificates	
	03. Trusted Directory	
	04. Trusted Admin	
General Specifications/Should be able to perform these tasks		
1	Create a custom report and schedule it for delivery to an email box or Web server/portal	
2	Show real-time data that lists clients on a network that does not have an EPP agent installed	
3	Create or edit the policy to automatically push the EPP client to an endpoint that does not have it installed.	
4	Autogenerate a whitelist from installed applications on a PC. Authorize a software distribution method and directory as a whitelisted source of applications.	
Service and Support		
1	Dedicated product engineer resources or direct access to Level 2 support	
2	Onsite Resource - with Vendor Certification	
3	End User support for all AV/Application Control/Device Control/other related calls logged	
4	BHEL Working hours and Day coverage	
5	Incident Management	
	01. Response & Resolution	
	02. Escalation & Vendor Management	
6	Reports Monthly	
	01. Usage	
	02. Policy Compliance	
	03. Reported Incidents	



Bharat Heavy Electricals Limited

Electronics Division

Mysore Road, Bangalore – 560 026

ANNEXURE – V PRICE BID FORMAT

	Annual Charges Rs.(in figure)	Value Rs.(in words)
Software Charges		
Applicable Taxes:		

	Rs.(in figure)	Value Rs.(in words)
Implementation Charges (One-time)		
Applicable Taxes:		

	Annual Charges Rs.(in figure)	Value Rs.(in words)
On-Site Resource (AMC)		
Applicable Taxes:		