



SUBMISSION OF OFFER

Dated: -

From:

M/S -----

To

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

Subject: -Tender in response to your invitation for “Renewal, Purchase and Support of Symantec Backup software for period of three years for BHEL-PEM, Noida”

Dear Sir,

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

Very truly yours,

(Signature of Tenderer with Rubber Stamp)

Full Name: -----

Designation: -----



TENDER DOCUMENT

FOR

“Renewal, Purchase and Support of Symantec Backup software for period of three years” in BHEL, PS-PEM, PPEI, HRDI & ESI COMPLEX, FILM CITY, PLOT NO.25, SECTOR 16A, NOIDA (U.P.) – 201301.

Tender Ref. No. : PE-PLE/105
Dated :15-05-2013

Bid submission start date :- **15.05.2013**
Last Submission date of tender enquiry :- 10:00 hrs. on **04.06.2013**
Due date for opening of bid :- 11:00 hrs. on **04.06.2013**

Contact Persons :

1. Mr. Rajiv Hajela, SDGM(IT)
E-mail : rhajela@bhelpem.co.in Tel.Phone : 0120-4368836
2. Mr. Ravi Kant Engineer(IT)
E-mail : ravikant@bhelpem.co.in Tel.Phone : 0120-4368776;9650222122

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

Last date of Submission: 04.06.2013. Kindly note that no extension in submission date for bids will be given.



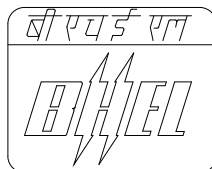
Subject: -Tender in response to your invitation for “Renewal, Purchase and Support of Symantec Backup software for period of three years for BHEL-PEM, Noida”

Dear Sirs,

We are pleased to invite your tenders, in sealed covers for the subject service. The details of the tender are annexed as:-

1. Annexure 1 – Technical specifications
2. Annexure 2 – Instructions to bidders, commercial terms and condition and price format
3. Annexure 3 – Technical PQR
4. Annexure 4 – No Deviation certificate
5. Annexure 5 – Declaration certificate
6. Annexure 6 – Details of party
7. Annexure 7 - Checklist

BHARAT HEAVY ELECTRICALS LIMITED



**SCOPE & TECHNICAL SPECIFICATIONS
FOR
BACKUP SOFTWARE LICENSES
SPECIFICATION NUMBER: PE888S-1301 REV.00**

**PROJECT ENGINEERING MANAGEMENT DIVISION
PPEI BUILDING, HRDI & ESI COMPLEX
PLOT NO. 25, SECTOR 16A
NOIDA – 201 301 (U.P.)**

Signature and Seal of Bidder

1. SCOPE

The scope of vendor includes:-

- a. Providing Symantec backup licenses as per technical specification
- b. Providing maintenance, enhancement and support during all kind of upgradation and installation activities of Symantec backup Exec software for a period of 3 years from the date of PO or 21st July, 2013 whichever is later.
- c. On-site trouble shooting for unlimited incidents. Response time 2 hours, 7 days a week.

2. TECHNICAL SPECIFICATION

BHEL-PEM has been using Symantec Backup Exec software for its backup requirement.

Backup of following main applications are being done/required:-

1. Exchange mail services
2. DMS
3. Mini ERP
4. PDMS
5. Microsoft Active directory
6. Microsoft sharepoint
7. SCCM
8. IT Help desk
9. Library
10. Report server
11. IPDS

2.1 Current scenario

1. Few licenses were procured in 2010 which got expired in March, 2012 and had not been renewed since then.
2. Few licenses were procured in 2011 and will expire in May 2013 and July 2013.
3. Statistics of licenses on points (1) and (2) above are summarized in below mentioned table:

S.No.	Type of agent/software (agent for windows / agent for applications and databases / base backup software)	Number of licenses expired in March, 2012	Number of licenses expiring on 22nd may, 2013	Number of licenses expiring on 21st July, 2013
1	Base Backup software license	2	1	1
2	Agent for windows	2	2	1
3	Agent for Applications and Databases	2	3	0

Signature and Seal of Bidder

2.2 BHEL-PEM's requirement

1. Supply of licenses as per requirement given in below table.
2. Support/renewal/AMC for required licenses for a period of three years from the date of PO or 21st July, 2013 whichever is later.

S.No	Type of agent/software (agent for windows / agent for applications and databases / base backup software)	Total Number of licenses required at BHEL-PEM*
1	Base Backup software license	4
2	Agent for windows	10
3	Agent for Applications and Databases	7

*Please note that the number of licenses required at BHEL-PEM is not only the number of new licenses requirement but the total number of licenses requirement which includes renewal/upgradation of expired/expiring licenses also.

2.3 Information which bidder needs to submit

Bidder needs to submit information on number of licenses in each category, part number and description of licenses, which will be supplied, strictly in below mentioned format:-

S.No.	Type of agent/software (agent for windows / agent for applications and databases / base backup software)	Type of license (Renew / upgrade / new)	Number of licenses in each category	Part number	Description

Signature and Seal of Bidder

INSTRUCTIONS TO BIDDERS

1.0 INTRODUCTION

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

2.0 TENDERER TO INFORM HIMSELF FULLY

- 2.1 The tenderer shall closely peruse all the clauses, specifications and drawings etc., indicated in the tender documents, before quoting. Should the tenderer have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the drawings or the tender documents issued are incomplete or shall require clarifications on any of the technical aspect, scope of work etc. he shall at once contact the official inviting the tenders, for clarifications, before submission of the tender.
- 2.2 Tenderers are advised to study all the tender documents carefully. Any submission of tender by the tenderer shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. The specifications and terms and conditions shall be deemed to have been accepted unless otherwise specifically commented upon by the tenderer in his offer. Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the tender.

3.0 PROCEDURE FOR SUBMISSION & OPENING OF TENDERS

- 3.1 Tenders shall be sent/deposited in tender box, in **two parts** as described below on or before the due date indicated in the Enquiry letter, by **10:00 a.m.**

PRICE BID:

PART-I : TECHNO-COMMERCIAL BID

Containing Technical offer, Technical PQR, Commercial Terms & Conditions and Un-priced Copy of the Price Bid. The un-priced copy of the Price bid shall be the same as the Price bid but without the Prices, with all the quoted Prices/discounts/values being replaced with the word ‘QUOTED’ or ‘Q’.

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

PART-II : PRICE BID

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

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

3.2 MARKING ON ENVELOPE

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

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

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

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

3.3 BID SUBMISSION

3.3.1 The tenders shall be sent to the following address :

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

3.3.2 Tenders can also be deposited in tender box in person.

3.3.3 Tenders submitted by post shall be sent by "**REGISTERED POST ACKNOWLEDGEMENT DUE**" and shall be posted with due allowance for any postal delay. The tenders received after the **Due Date** and **Time** of tender submission will be rejected.

- 3.3.4 Dispatch department shall not accept any tender in torn condition and return the same to the courier immediately with the Stamping "Returned to Sender-Package Damaged".
- 3.3.5 Offers in damaged condition will not be considered and no request for extension on this account will be considered.

3.4 BID OPENING

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

4.0 Late tenders will be rejected.

5.0 Incomplete offers are liable to be rejected.

6.0 VALIDITY OF OFFER

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

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

8.0 Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process.

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

10.0 LANGUAGE & CORRECTIONS

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

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

- 11.0** Standard pre-printed conditions of the tenderer attached to the offer will not be accepted and only those mentioned in the body of his offer will be considered.
- 12.0** Taxes and duties payable should be indicated separately, otherwise it will be presumed that the prices quoted are inclusive of all taxes, duty, octroi etc., if any and the Purchaser in such cases shall not pay any tax, duty, octroi etc.
- 13.0** Manufacturer's name, trade Mark or Patent No., if any, should be specified.
- 14.0** The acceptance of tender will rest with the purchaser and does not bind him to accept the lowest or any other tender and reserves to itself full rights for the following without assigning any reasons, whatsoever:
- a) to reject any or all the tenders.
 - b) to split up the work amongst two or more tenderers.
 - c) to award the work in part.

15.0 DELIVERY/COMPLETION PERIOD

4 weeks from the date of PO.

16.0 SALES CONDITIONS

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

17.0 TENDER EVALUATION

17.1.1 PRICE DISCREPANCY

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

- a) If, in the price structure quoted for the required goods/services/ works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject of (a) and (b) above.
- d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date upto which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

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

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

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

18.0 BANNED FIRMS

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

19.0 CHANGE OF PRICE BIDS

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

20.0 CLARIFICATIONS ABOUT TENDER

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

COMMERCIAL TERMS AND CONDITIONS

- 1.0 **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.
- 2.0 **BANK CHARGES** : Unless otherwise specified, the Bank charges, if any, shall be to the account of Seller/Contractor.
- 3.0 **PRICES** : Prices are net F.O.R. destination inclusive of freight, handling, packing charges, transit insurance etc. and shall remain FIRM without any variation till completion of the contract.
- 4.0 **QUALITY** : All Systems/goods/services supplied/rendered shall be brand new and conform to the contract technical specifications and/or be strictly in accordance with approved samples/drawings. Where there is no specifications, sample or drawings, Systems/goods/services shall be of the best quality.
- 5.0 **CHANGE OF ORDER** : No changes to this order/contract are permitted unless authorised in writing and signed by competent authority of this office.
- 6.0 **LOCATION & CONSIGNEE** : Complete Systems/goods will be consigned to DH (PEM – IT), PPEI Building, HRDI&ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301, who will co-ordinate the installation and commissioning activities.
- 7.0 **PAYMENT TERMS:**
 1. New/upgrade of licenses – 35% of total PO value(tax inclusive) shall be released on supply, satisfactory installation and acceptance of all the items as per technical specification.
 2. AMC/renew/support – Balance 65 % of total PO value(tax inclusive) shall be released in 12 equal quarterly instalments after the end of each quarter.
 3. Payment of taxes and duties shall be paid as per Govt. guidelines prevalent at the time of billing
- 8.0 **MODE OF PAYMENT** : Payment will be made by way of Electronic Fund Transfer..
- 9.0 **INTEREST** : No interest, whatsoever, shall be payable by the purchaser on any amount due to the Seller/Contractor by the purchaser.
- 10.0 **DELIVERY:** 4 weeks from the date of PO.

11.0 VARIATION : The prices shall remain firm for any increase or decrease in order quantities upto plus or minus 30%. The purchaser shall have the right to increase or decrease quantities upto the above extent and Seller/Contractor shall be bound to accept the same at the contracted prices without any escalation.

12.0 INDEMNITY:

Seller/Contractor shall fully indemnify and keep indemnified the Purchaser against all claims, viz.

- a) which may be made in respect of the use of System/Item(s)/services supplied/rendered by the Seller/Contractor, for infringement of any rights protected by patent, registration of designs or trademarks.
- b) any other claims of whatsoever nature arising during the course and out of the execution of this Order/Contract

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

13.0 CONFIDENTIALITY : Seller/Contractor 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.

14.0 LIQUIDATED DAMAGES : The parties hereto agree that timely delivery is the essence of the order/contract. If the Seller/Contractor fails to complete the projects within the time period stipulated in the order/contract or within any extension of time granted by the purchaser, purchaser shall be under no obligation to accept the goods. However, if accepted, liquidated Damages at the rate of half percent per week of delay or part thereof shall be levied on the value of goods delayed limited to ten percent of the total order/contract value excluding elements of taxes and duties, without prejudice to any other relief or compensation due to the purchaser under any other condition of the order/contract.

15.0 FORCE MAJEURE : Seller/Contractor 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 Seller/Contractor 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.

16.0 TERMINATION OF THE ORDER/CONTRACT

- 16.1 The purchaser reserves the right to terminate the order/contract, either wholly or in part, in case he is obliged to do so on account of any decline, diminution, curtailment or stoppage of his business and in that event, the Seller/Contractor shall have no claim for compensation against the purchaser on account of such cancellation.
- 16.2 Purchaser reserves the right to terminate the order/contract, either wholly or in part, upon situations arising due to non-compliance of stipulations of the Order/contract, by the Seller/Contractor, at the risk and cost of the Seller/Contractor.

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

18.0 SUB-CONTRACTING : Order/contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the purchaser.

19.0 SETTLEMENT OF DISPUTES

- 19.1 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 Seller/Contractor to the purchaser, whose decision shall be final to the parties hereto.
- 19.2 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.
- 19.3 However, the Seller/Contractor shall continue to perform the Order/Contract, pending settlement of dispute(s).

20.0 ARBITRATION

In the event of any dispute or difference arising out of the execution of the order/contract or the respective rights and liabilities of the parties, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the arbitration of the person appointed by the competent authority of the Purchaser.

Subject as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration shall be NCR Region, India.

- 21.0 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.
- 22.0 JURISDICTION OF COURT** : The jurisdiction to decide any disputes in the Contract shall be at Noida under any circumstances.
- 23.0 SUBMISSION OF INVOICE** : All Invoices shall be submitted along with specified documents **in triplicate** to IT Department, BHEL-PEM, PPEI Building, HRDI & ESI Complex, Plot No. 25, Sector 16A, NOIDA – 201 301.
- 24.0 ACCEPTANCE:** Letter of Seller/Contractor's acceptance of the LOI/Order/Contract shall be sent to IT DEPARTMENT, BHEL-PEM, PPEI BUILDING, HRDI & ESI COMPLEX, PLOT NO. 25, SECTOR 16A, NOIDA – 201301, within ten days from the date of LOI/Order/Contract. Purchaser shall reserve the right to cancel the LOI/Order/Contract in case the letter of acceptance is not received within ten days. Purchaser will not be responsible for any postal delays.
- 25.0 RECOVERY OF OUTSTANDING AMOUNT** : In the event of any amount of money being outstanding at any point in time against the Seller/Contractor, due to excess payment or any other reason, whatsoever, in the present order/contract or any other order/contract, the outstanding amount shall be recovered from the payments due to the Seller/Contractor or at any other appropriate time and manner/mode as deemed fit by the Purchaser at its sole discretion.

Price Format

Table 1: Total price for renewal, purchase and support of backup software

S.No.	Items Description	Total (Inclusive of all taxes) (Rs) (P1)
1	Total price(inclusive of taxes) for renewal, purchase and support of backup software for a period of three years as per technical specification	

Total (in words)

Break-up of price

Table 2: Price of new/upgrade of licenses

S.No	Items Description	Price (Rs)	CST @ 5 %	Service tax @ 12.36 %	Total (all inclusive) (P2)
1	Total Price of new/upgrade of all licenses as per technical specifications				

Table 3: Quarterly price of renewal/AMC/support of licenses

S.No	Items Description	Price per quarter (Rs)	Service tax @ 12.36 %	Total all inclusive per quarter	Total all inclusive for three years (12 quarters) (P3)
1	Total Price of renewal/AMC/support of all licenses as per technical specifications				

- Note:-
1. Evaluation will be done on total price i.e. P1
 2. Break-up of price shall be provided in table 2 and table 3 strictly in accordance with payment terms i.e. P2 should be 35 % of P1 and P3 should be 65% of P1.

TECHNICAL PQR

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

- The bidder should be an original equipment manufacturer (**OEM i.e. M/s Symantec**) or duly authorized partner of OEM. In case the bidder is not the OEM, the authorization letter from OEM (M/s Symantec) has to be submitted along with the bid documents by the bidder.
- At least one purchase order of customers where Symantec backup exec has been implemented by the OEM/the bidder during the past two years is to be enclosed, along with the full address, telephone numbers and fax numbers of the customers. Also, the bidder should furnish the list of customers where similar work has been carried out or is in progress in last two years.
- The bidder should have at least one implementation / technical support office in Delhi / NCR. Bidder needs to submit proof for the same.
- Technical Support staff should have minimum certification as "Symantec certified technical specialist for administration of Symantec Backup Exec 2012". Copy of certification should be enclosed with bid documents.



Annexure - 4

No Deviation Certificate

(To be submitted along with Part-1 Bid)

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

Or

We hereby accept all terms and conditions of the above tender except the following:

- 1.
- 2.
- 3.
- 4.



ANNEXURE - '6'

Details of Party

Please provide the details as required in below given table:-

S. N.	Description	Details
1	Name of the Party	
2	Address of the party	
3	Contact Person's Name	
4	Cell No. of Contact Person	
5	Land Line No./mobile no	
6	FAX No.	
7	E-mail ID of the Party	
8	PAN No.	

Signature and Seal of Bidder

Check List

Annexure - 7

S. N.	Required Document	If Submitted then Tick (√)
1	Complete tender in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.	
2	Authorization letter from OEM	
3	Copy of purchase order of customers where Symantec backup exec has been implemented by the OEM/the bidder during the past two years along with the full address, telephone numbers and fax numbers of the customers.	
4	List of customers where similar work has been carried out or is in progress in last two years.	
5	Proof for having atleast one implementation/technical support office in Delhi NCR.	
6	Certification copy of technical staffs for "Symantec certified technical specialist for administration of Symantec Backup Exec 2012"	
7	Price is submitted in BHEL's Price format only and "Quoted" or "Q" mentioned in unpriced bid.	