



No. AUD/17-12/2013-14/Anti Virus

14.02.2014

To,

Sub.: Tender/Quotation Notice for Supply of Endpoint Antivirus Solution.

Sealed quotations are invited from OEM/Authorized supplier/distributors/Channel Partners/reseller for supply, extension and installation of **Endpoint Antivirus Solution**. The quotation is required to be submitted in a sealed cover to the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 on or before 06-03-2014 duly superscribing the work i.e. **“Tender/ Quotation for Extension of Endpoint Antivirus Solution”** on top of the cover.

Last Date of submission of tender / quotation: - 06-03-2014 at 03.30 PM

Date of Opening of tender / quotation: - 06-03-2014 at 05.00 PM

The quotation should reach the Office of the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 on or before 3.30 pm on 06-03-2014. Tenderers should read the tender document carefully as enclosed and comply strictly while sending their tenders.

Asst. Registrar (Admin)

Copy to:-

- 1- Office of the Director(IT Services)
- 2- Office of the Controller of Finance
- 3- Office of the Registrar

Terms & Conditions

1. The firm is required to submit the technical and financial bid in two separate sealed covers clearly superscribed “**Technical Bid for Endpoint Antivirus Solution**” and “**Financial Bid for Endpoint Antivirus Solution**”. The quotations in a sealed cover superscribed “**Tender/Quotation for Endpoint Antivirus Solution**” should reach the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 by the stipulated date and time.
2. The AUD will not be responsible for late receipt of any quotation (i.e. after due date) and the same will not be entertained. The quotation will be accepted up to 3.30 pm on 06-03-2014 and it will be opened on the same day at 05.00 pm. The vendors or their representatives may participate in the tender opening committee meeting in case they wish to do so.
3. The price bid of those bidders will be opened **who fulfill all the requirements of the technical bid.** . The date and time for price bid opening will be intimated to the successful bidders subsequently.
4. Rate must be quoted in Indian Rupees only net in figures & words inclusive of taxes, levies, cartage handling, uploading etc in financial bids. However, break up of taxes must be indicated separately.
5. In case the successful bidder fails to deliver the items within the stipulated period, a sum equal to 0.5% of the contract value of the indented items shall be deducted per week till the actual delivery, subject to maximum of 10% of the value of the supply order.
6. The bid would be valid for 90 days from the date of opening of the tender. In the case of successful tenderer, rates quoted shall be valid till the supplies are completed unless there is downward revision, in such case the benefit shall be suo moto transferred to this University.
7. **Special discount/rebate admissible to Educational Institution/University may be specifically indicated in the quotation.**
8. Installation and satisfactory operation of the supplied antivirus will be the responsibility of the supplier.
9. The above specification is indicative. University (AUD) may augment/ Diminish it with their specific requirements and equivalent / higher configuration may also be procured.
10. The payment will be released only after successfully completion of installation. No advance payment will be released. The delivery will be made as per the supply order and deviation, if any, may attract penalty as per rules and also EMD & Performance Security Deposited shall be forfeited.
11. **Performance Security Deposit:** The successful bidder shall be required to deposit a sum equivalent to 10% (Ten per cent) of the total cost of the supply order before commencement of supply in the form of Bank Guarantee/demand draft drawn in favour of Registrar, Ambedkar University, Delhi payable at New Delhi. No interest shall accrue on this amount. The validity of the Performance Security Deposit shall continue for a period of three months even after termination of the contract.
12. The installation period shall commence from the date of satisfactory installation of antivirus at the project site of Bharat Ratna, Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006.

13. Technical details, literature, catalogue etc. must be attached along with the quotation.
14. The representatives of the firm should be available on telephone and also on mobile to enable this university to call them in emergency situation. Therefore, telephone as well as mobile number(s) may also be given.
15. Penalty shall be levied in case the complaints if any, not rectified within a week of reporting.
16. Each page of the offer is to be **signed and stamped** by the tenderers and prices should be indicated in figures and words in Indian currency.
17. In case of any dispute relating to meaning, scope, manufacturing, operation or effect of this contract or the validity or the breach thereof, AUD and the contractor shall make every effort to resolve amicably by direct discussion/negotiation.
18. All disputes arising out of this contract shall be referred to the sole arbitration of the Vice Chancellor, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006; The venue of arbitration shall be NEW DELHI (INDIA).
19. AUD reserves the right to reject any or all tender(s) without assigning any reason. The decision of the AUD in this regard shall be final. No enquiries in this regard shall be entertained.
20. The vendor/supplier should be a registered firm with Trade & Taxes / Sales Tax /Service Tax Department etc. should possess PAN, TIN (VAT)/Sales tax and service tax No. as applicable.
21. The bidder should have a Support Centre operating in or around Delhi and the complete details including telephone number for the same must be provided.
22. The bidder should have been a Antivirus supplier for past three years. **The bidders should provide details of 02 supply /installations that have been carried out to the last one year,** with detail of the Organization, Concerned Person and Contact Number, preferably a Government order.

TECHNICAL BIDS

The technical bid shall contain following information in a sealed cover super scribed “Technical Bid” only which shall also contain the EMD.

Scope of Work and Technical Specifications

S.N.	Item Description	Licence (Years)	Period	Qty.	Compliance (Yes/No/Remarks)
1	Endpoint Antivirus Solution	03 Years		300	
2	3 Years support with upgrades				

Technical Specifications Sheet

S.No	Description	Compliance	Remarks
(a)	End Point Security Protection Features capabilities		
1	Solution should able to Detects and blocks malicious software in real time, including viruses, worms, Trojan horses, spyware, Adware, and RootKit.		
2	Endpoint solution technology should include a behavioral based technology apart from providing the signatures for known threats, vulnerability add heuristic based approach. It should be able to score both good and bad behaviors of unknown applications, enhancing detection and reducing false positives without the need to create rule-based configurations to provide protection from unseen threats i.e. zero-day threats.		
3	Solution firewall engine should have option to allow or block support of network protocols, including Ethernet, Token Ring, IPX/SPX, AppleTalk, and NetBEUI. Can block protocol drivers (example: VMware, WinPcap) and should have Adapter specific rules – e.g. Ethernet , Wireless, VPN		
4	Proposed IPS solution should allow customer to edit and create the IPS signature using snort/custom based format if required.		
5	Solution should able to block devices based on Windows Class ID and should include USB, Infrared, Bluetooth, Serial, Parallel, fire wire, SCSI and PCMCIA. Solution should also be able to block and give read/write/execute permission for mentioned devices.		
6	Solution should provide application analysis, process control, file and registry access control, module and DLL control.		
7	Proposed Solution should be able to deploy flexible and different security policies depending upon the AND/OR relationship of following network triggers -		
a	- IP address (range or mask)		
b	- DNS Server		
c	- DHCP Server		
d	- WINS Server		
e	- Gateway Address		
f	- TMP Token Exists (hardware token)		
g	- DNS Name Resolves to IP		
h	- Policy Manager Connected		
i	- Network Connection (wireless, VPN, Ethernet, dialup)		
8	Proposed IPS solution should combines NIPS (network) and HIPS (host) both with Generic Exploit Blocking (GEB) for one signature to proactively protect against all variants, Granular application access control and behavior based technology mentioned above.		
9	Proposed solution should be able provide superior root kit detection and removal. This should have access below the operating system to allow thorough analysis and repair.		
10	System Lock Down - it should be able to “Locks down” the system by fingerprinting every executable file on the system. It can then monitor all running applications and terminate any application for which the agent does not have a matching fingerprint.		

11	Anti-spoofing - Should Protects the transmission of data from being sent to a hacker system who has spoofed their IP or Mac Address		
12	Agent has the ability to detect and block process execution chains. It is able to detect when a malicious application tries to execute a trusted application, and then use the trust privileges of that application to access the network.		
13	Anti-application hijacking - Should prevent hackers and web sites from identifying the operating system and browser of individual computers.		
14	Code insertion attack prevention - Prevent malicious applications from inserting code into trusted application to bypass outbound application fire walling.		
15	Protocol adapter attack prevention - Prevent malicious applications from using their own protocol adapter to bypass outbound fire walling.		
16	Antivirus and Antispyware policy can have options by default to choose High Security and High performance to have a right balance while deployment in the production network.		
17	Antivirus schedules scans should get delayed/rescheduled while laptops are running on batteries.		
18	Antivirus should have behavior based technology to scan for Trojans, worms and key stroke loggers to protect from zero day threats. Sensitivity level of this should get adjusted with customized scanning frequency.		
19	Antivirus Solution should have internet browser protection and home page should be configurable if security risk changes that.		
20	Antivirus solution should be able to Scan POP 3 email traffic including email clients Microsoft outlook , lotus notes and outlook express.		
21	Desktop Firewall Policies should be configurable depending upon the time and day.		
22	Solution must be able to display and customize warning messages on infected computers. For example, if users have a spyware program installed on their computers, you can notify them that they have violated your corporate policy.		
23	Management server should have the capabilities to add multiple domains if required for the different locations to assign the different administrators for other locations. Each domain should shares the same management server and database & This separation prevents administrators in one domain from viewing data in other domains. These administrators can view and manage the contents of their own domain, but they cannot view and manage the content of other domains.		
24	Solution must provide a group updater for remote site and must have bandwidth throttling option to streamline updates and there by reducing load on the bandwidth		
25	To conserve the network bandwidth clients should be configurable to upload the maximum records of logs to the management server.		
26	The Host-based, self-enforcement - It should use a desktop firewall (built into the agent) to permit or deny managed endpoints access to the network. This method should offer the fastest and easiest implementation as it requires: No infrastructure changes and No additional deployment efforts.		
27	The following platforms should be supported by the proposed solution: WINDOWS XP (32-bit, SP2 or later; 64 bit), Windows XP Embedded (SP2 or later), WINDOWS Vista (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), Windows 7 Embedded, Windows 8b(x86 platforms, 32-bit, 64-bit), Windows Server 2003(32-bit, 64-bit, R2 or SP1 or later), Windows Server 2008 (32-bit, 64-bit, including R2), Windows Server 2012 (32-bit,64-bit), Windows Small business Server 2011 (64-bit) Windows Essential Business Server 2008 (64-bit), MAC OS X10.6.8, 10.7,10.8 (Mountain Lion), MAC OS X Server 10.6, 10.7,1.8 (Mountain Lion), Red Hat Enterprise Linux, SuSE Linux Enterprise (Server/desktop), Novell open Enterprises Server, Oracle Linux, VMware ES, Ubuntu, Debian, Fedora, vSphere Server (ESXi),Microsoft Hyper-V, Citrix XenServer, Xen Desktop, Xen App, 1 GHz CPU or Higher, 1GHz CPU or Higher, 512 MB or RAM (1gb recommended), 850 MB of free space on the Hard disk, SQL Server 2012, SQL Server 2005, SP4 or later, SQL Server 2008 and R2, Microsoft Internet Explorer supported, Mozilla Firefox supported, Google Chrome supported		

Contd...

1. OEM/Authorized supplier/distributors/channel partners/reseller are requested to enclose Photostat copy of the letter/certificate of their manufacturer appointing them as authorized distributor for marketing their product.
2. Name, address, setup and status of the organization. Contact person with telephone number.
3. **Earnest Money Deposit (EMD)** of Rs. 13,000/- (Rs. Thirteen thousand only) in the form of crossed demand draft/pay order drawn in favour of Registrar, Ambedkar University, Delhi shall be enclosed with the technical bid of the tender document. The EMD of unsuccessful tenderer will be returned after completion of the tender process on request. Technical bid received without EMD shall summarily be rejected.
4. TIN /CST/VAT Number must be clearly mentioned in the quotation and bill also.
5. In case L-1 is more than one, then the Technical qualification of the Tenderer will be the criteria and the decision of AUD will be final.
6. List of clients with name, complete address and contact person with telephone number where the company is supplied antivirus etc. Copy of 02 nos of purchase orders for supply, installation and maintenance of anti-virus solution in the Government/PSU/ organisation should be enclosed.

(Authorized Signature)

Name of the Authorized person: _____

Name of the Company: _____

Address of the company: _____

Contact No. : _____

Email Id: _____

Seal of the company:

FINANCIAL BIDS

The financial bid should be enclosed in a separate sealed cover super scribed “Financial Bid”. No escalation of prices would be permitted on any ground. The price may be quoted with analysis. Firms must clearly indicate in their offers the different taxes and duties which they propose to charge extra mentioning clearly the present rate(s) thereof. Vague offers like “duties as applicable” shall not be considered.

S. N.	Item Description	Licence Period (Years)	Qty.	Unit Price (In Rs.)	Vat (In Rs.)	Service Tax (In Rs.)	Composite Price (In Rs.)
	Endpoint Antivirus Solution	03 Years	300				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

* Academic/Educational version/price should be quoted.

** Bids shall be compared on the composite price indicated.

(Authorized Signature)

Name of the Authorized person: _____

Name of the Company: _____

Address of the company: _____

Contact No. : _____

Email Id: _____

Seal of the company: