

## RENEWAL OF EXISTING ANTIVIRUS SUPPORT FOR PCs AT ISAC AND ISITE

### **1. Introduction:**

ISAC has purchased perpetual license for a total no. of 1502 PCs **McAfee End Point Protection-- Advanced Suite**. This Software provides antivirus services to client PCs at ISAC and ISITE. Daily updates and product upgrades are required for optimal protection of end points (desk tops) against virus attacks. Hence Renewal of existing licenses for 1502 PCs is required for daily updates. As the number of PC s have increased there is an additional requirement of 200 new licenses. Vendor should deploy **ONE** trained resident engineer.

### **2. General Terms and Conditions:**

2.1. Period of contract : The contract is valid for 3 years.

2.2. Any updates/upgrades and availability of new product and utility tools released during the currency of the contract (3years) the same should be supplied at free of cost.

2.3. The renewal of existing license for **McAfee End Point Protection-- Advanced Suite for 1502 PCs** should be completed before the expiry of existing license (expiry date 16-12-2015). Renewal certificate should be delivered through **Grant- Number in the name of "Head Purchase, ISAC"**.

2.4. The supplier should provide link to software manufacture (McAfee website to download the updates on daily basis for a period of three years.

2.5. The vendor should deploy competent engineers to address issue related to ePO management console as and when necessary.

2.6. The updates should be released as and when new virus threat occurs. The same should be notified by email and the technical details of the virus should also be emailed.

- 2.7. Any modification to the product (like engine upgrade, service pack, patches etc) which will **enhance** the performance of the antivirus software should be made available at free of cost during contract validity.
- 2.8. In the event of an emergency due to virus threat/ attack, the vendor should deploy competent engineers (in case the problem was not resolved by the resident engineer) for addressing technical issues within 3 hours and the task should be completed within 48 hours.
- 2.9. The resident engineer shall attend to all virus related complaints that are complex in nature and beyond the scope of user for regular maintenance activities.
- 2.10. Software media and Licenses: the vendor shall provide the current available version of relevant software with patches, updates etc. And make it available for direct download.
- 2.11. The software Grant Licenses in original shall be delivered to Stores.
- 2.12. In future, during the validity period of the contract Whenever there is a requirement of additional licenses it should be supplied on pro-rata basis in increments of 50 licenses.
- 2.13. Vendor to quote separately for one resident engr.
- 2.14. The vendor should deploy additional resident engineers as deemed necessary to cater to work load and on emergency.
- 2.15. The Vendor shall submit Secrecy & Non-disclosure agreement.
- 2.16. Safety & Responsibility of the RE lies with the Vendor.

### **3. Role and Scope of Work for Resident Engineer (RE):**

- 3.1. Resident Engineer (RE) should be available at ISAC Campus on all working days (Monday to Friday) during the working hours i.e. 08:30 Hrs to 17:00 Hrs.
- 3.2. RE shall abide by the Rules and Regulation of ISAC with respect to Office timings and Security.

- 3.3. RE will be stationed at ISAC and all the problems related to virus calls are to be attended. The service shall be rendered at ISAC, ISITE and LPSC Campus.
- 3.4. RE should maintain the updates/upgrades of antivirus S/W as & when it is related / necessary.
- 3.5. RE should manually install & update the antivirus S/W in the stand-alone computers which are distributed across the campus (ISAC/ISITE/LPSC), as well as maintain the network PCs with the centralized ePO management console of McAfee Antivirus in both Internet and Intranet segments.
- 3.6. RE should attend to all virus related calls on first come first basis on the priority fixed by the Contract Manager identified by ISAC.
- 3.7. Virus Calls will be logged online in web portal. RE has to attend all virus calls and after resolving the same, online report indicating work done is to be filled for clearing the call.
- 3.8. Typically Virus Calls should be resolved within 6 hours of intimation. Any calls escalated should be resolved within 2 working days.
- 3.9. In case of any new virus threats /attacks RE would co-ordinate with expert technical team (Vendor/McAfee) and appropriate arrangement shall be made for solving those problems.
- 3.10. Movement of the personnel employed by the vendor shall be restricted to the place of their work with proper identity card issued by the Dept. and RE shall abide by all the security regulations of ISAC.
- 3.11. During the installation phase, each system will be physically reviewed by RE. After necessary checks, installation, deployment and updating of the product, an online Services Report shall be prepared. It is suggested that the vendor deploy maximum work force (minimum 4) so as to complete the activities of Antivirus Re- validation at the earliest (preferably within 3 months). A sticker will be affixed by the Vendor in the Front of the PC after successful re-validation.
- 3.12. Every Month RE will submit a report to Contract Manager on antivirus implementations & virus attacks.

#### **4. Proof to be submitted for considering Bids of this tender:**

##### **4.1. Vendor eligibility criteria**

- 4.1.1. The Vendor should furnish proof of their office location or regional service center in Bangalore with land-line phone, e-mail ID and postal address.

- 4.1.2. Profile of the company with annual turnover : Proof for the same is to be submitted.
- 4.1.3. Bidders are requested to go through all the Terms and Conditions carefully and quote accordingly.
- 4.1.4. Bidders to quote for all the items given in Table-1.
- 4.1.5. Offers with incomplete information/ documents will not be considered and no further correspondence in this regard will be entertained.

## **5. COMMERCIAL TERMS AND CONDITIONS:**

### **5.1. PAYMENTS:**

- 5.1.1. Payment to the vendor for licenses ref. Serial no. 1&2 in Table-1 will be made upfront.
- 5.1.2. Payment for the resident Engineer will be made on quarterly bill basis after satisfactory services and verification.
- 5.1.3. All the payment claims have to be signed by the Contract Manager and approved by Section In-charge.
- 5.1.4. Performance Bank guarantee for 10% of the order value has to be provided by Vendor as per ISAC Terms & Conditions.

## **6. TENDERING PROCESS:**

The mode of Tendering is through on-line E-procurement portal-- Public Tendering Process. Bids are to be provided in Two PARTs – the technical & commercial bid and the price bid.

### **Part I: Technical & Commercial Bid**

In the technical & commercial bid, the Bidder is requested to confirm acceptance of all terms and conditions (Section Wise) of tender document i.e. technical requirements, bidder's profile (see Section 8) and payment terms etc.,

**This part should not contain Price Details.**

**Part II : Price Bid**

**The price quoted in the price bid should contain all the items given in Table-1 otherwise bid will be disqualified.**

**QUOTATION TO BE SUBMITTED IN BELOW MENTIONED FORMAT.**

7.1. Quotation should carry a minimum validity period of 120 days. This has to be specified clearly.

7.2. Estimation of lowest quote (L1) will be addition of SI no. 1,2,3 in the Table-1

**Table-1**

Sl. no.	Description	Price in INR	Remarks
1	Renewal of licenses 1502nos.	Quote per PC for 3 year	
2	Procurement of 200 nos. additional AV licenses for 3years ( this unit cost would be considered for all future requirements of AV licenses).	Quote per PC for 3 year	
3	One Resident engr.	Quote per person for 3 year	

## **TENDOR COMPLIANCE CHECK LIST**

SL.N O.	DESCRIPTION	YES/NO	REMARKS
1	Is service Centre in Bangaluru		
2	Agreed for payment terms&conditions		
3	Quoted for all the items in table-1		
4	Agreed to provide additional licenses as per section 2.12		
5	Quotation validity 120days		