Project Engineering Management

Bharat Heavy Electricals Limited
(A Govt. Of India Undertaking)

Centralized Rate contract for Antivirus/e mail gateway/ Web gateway for entire BHEL

Ref No. : PE-LPE/249 **Date: 30-11-2016**

CORRIGENDUM No.- 02

TENDER ENQUIRY NO. : PE-LPE/249, DATED 18-11-2016

Sub: - Revised Price Format / Scope & Technical specification

Tender enquiry Ref: PE-LPE/249 for "Centralized Rate contract for Antivirus/E-mail gateway/ Web gateway for entire BHEL" shall also have changes/revised as following:

1) The Price Format is revised and enclosed as PRICE BID FORMAT REV 02.
2) Clauses of scope and Technical specification, no.PE888S-1603 is revised (Pl. see Sheet No.1 & Annexure 1 , Rev 01- enclosed).

Note: Vendors are requested to fill PRICE BID FORMAT REV 02/ UNPRICED BID FORMAT REV 02, the same is available on EPS site.

With Regards
For & on behalf of BHEL

30/11/16

Manoj Kumar
Dy. Manager /CMM

SHEET NO . 1 of Corrigendum No 2			
Page No	**RFP Clause No.**	**Earlier clause**	**Revised clause**
20	Delivery installation and commisioning. Last row of the table (Desktop / Laptop endpoint)	Desktop / Laptop endpoint - 30 days from date of delivery of licenses	Desktop / Laptop endpoint - 1. 30 days from date of delivery of licenses where number of licenses is less than or equal to 2000 2. 45 days from date of delivery of licenses where number of licenses is more than 2000
22 - 23	End Point Security, Sl. No. 8	Should support device management and should allow to Monitor, Block, allow or make plug and play devices Read-Only . Should provide option to control External devices like CD, DVD, Network Drives, USB Data card, Wireless devices, USB Storage Devices etc. Should have the option to create an exception list based on Device id. Should automatically allow standard USB Keyboards, USB Printers, USB Scanners and mouse (Human interface devices)	Should support device management and should allow to Monitor, Block, allow or make plug and play devices Read-Only . Should provide option to control External devices like CD, DVD, Network Drives, USB Data card, Wireless devices, USB Storage Devices etc. Should automatically allow standard USB Keyboards, USB Printers, USB Scanners and mouse (Human interface devices)
23	End Point Security, Sl. No. 9	Should provide the functionality of logging and audit-trail capabilities , the log shall include hostname, file name , transfer direction, file size.	Should provide the functionality of logging and audit-trail capabilities.
25	End Point Security, Sl. No. 31	The Solution should have option to integrate with Sandboxing Solution for detection of zero day malwares and Ransomware attacks.	The Solution should have option for detection of zero day malwares and Ransomware attacks.
29	Mail Gateway, Sl. No. 12	Trusted admin access - Access to management console GUI should be restricted based on IP addresses or range of IP addresses.	This clause has been deleted.
29	Mail Gateway, Sl. No. 22	Should be able to store certain number of emails on the solution itself and also have the capability to forward/download the emails to an alternate email address.	Should be able to store / quarantine certain number of emails on the solution itself and also have the capability to forward/download the emails to an alternate email address.
29	Mail Gateway, Sl. No. 24	All mails containing viruses must be delivered to a separate account.	All mails containing viruses must be delivered to a separate account or must be quarantined.
30	Mail Gateway, Sl. No. 26	Antispam should have a provision to auto learn and manual learn from mails marked as SPAM by end user (can be changed as "marked as SPAM from admin console")	The solution should have option to submit sample mails to OEM for review and further classify the mail as spam, non-spam or false negative.

30	Web Gateway, Sl. No. 6	Should be able to integrate with any web proxy software's like squid, etc	This clause has been deleted.
31	Web Gateway, Sl. No. 10 (clause 9)	Must be able to check the reputation of files residing in the computer	This clause has been deleted.
31	Web Gateway, Sl. No. 14	Should support Forward Proxy, Reverse Proxy, Transparent, Bridge Mode, WCCP, ICAP, HTTP, FTP and HTTPS proxy	Should support Forward Proxy / Reverse Proxy, Transparent / Bridge Mode, WCCP, ICAP, HTTP, FTP and HTTPS proxy

PRICE BID FORMAT REV 02

Unit Price (Excluding Taxes)			
	Anti-virus	Email gateway	Web gateway
Per License charges as per scope (Exclusive of taxes) (A)	To be quoted	To be quoted	To be quoted
Per quarter per license charges for AMC/Support (Exclusive of taxes) (B)	To be quoted	To be quoted	To be quoted
Price per Resident Engineer Per Quarter (Exclusive of taxes)	To be quoted		

Note : (A) should not be more than 65 % of yearly total price i.e. (A) should be less than or equal to 0.65 * [(A)+4(B)]

	Applicable taxes (to be quoted in numeric value only)										
	Name of the State	New Delhi	Uttar Pradesh	Telangana	Punjab	Madhya Pradesh	Andhra Pradesh	West Bengal	Maharashtra	Tamil Nadu	Karnataka	Uttarakhand
Antivirus	CST	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	Service Tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	VAT	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
Email Gateway	CST	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	Service Tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	VAT	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
Web Gateway	CST	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	Service Tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	VAT	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
For AMC / Support	Service Tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	Any other tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
For Resident Engineer	Service Tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted
	Any other tax	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted	To be quoted

Unit	Location	Anti-virus	Dedicated Anti-Virus server	Email gateway (mailboxes)	Web Gateway			Contract Start day			Contract end day			Anti-virus				Email Gateway				Web Gateway				Resident Engineer	Total cost for complete period
					Concurrent	Total	Bandwidth (Mbps)	Anti-Virus	Email Gateway	Web Gateway	Anti-Virus	Email Gateway	Web Gateway	Number of quarter	Total License Cost (Including Taxes)	Maintenance cost for all licenses for complete period	Total price (incl taxes)	Number of quarter	Total License Cost (incl. Taxes)	Maintenance cost for complete period	Total price (incl taxes)	Number of quarter	Total License Cost (incl. Taxes)	Maintenance cost for complete period	Total price (incl taxes)		
ARP	Delhi	45	0	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
CDT	Delhi	647	1	2600	1000	1000	32	31/12/2016	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!		#VALUE!
CLD (Earlier HRDI)	Noida	85	0	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
IS(ROD, IO, TBG)	Delhi	640	1	785	600	640	16	31/12/2016	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PEM	Noida	900	1	800	600	820	16	31/12/2016	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!	12	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PMG	Noida	125	0	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PS-HQ	Delhi	96	0	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PS-Marketing	Delhi	164	1	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PS-TS	Noida	94	1	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
SSBG	Noida	120	0	0	0	0	0	31/12/2016	NA	NA	30/12/2019	NA	NA	12	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!	0	#VALUE!	#VALUE!	#VALUE!		#VALUE!
PS-NR *	Noida	650	1	650	0	0	0	15/08/2017	15/08/2017	NA	30/12/2019	30/12/2019	NA	9.67	#VALUE!	#VALUE!	#VALUE!	9.67	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	Y	#VALUE!
PS-ER *	Kolkata	700	1	1000	200	648	4	28/05/2017	27/04/2017	31/12/2016	30/12/2019	30/12/2019	30/12/2019	10.67	#VALUE!	#VALUE!	#VALUE!	11.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
PS-SR *	Chennai	100	1	800	300	500	45	18/08/2019	01/08/2017	31/12/2016	30/12/2019	30/12/2019	30/12/2019	1.67	#VALUE!	#VALUE!	#VALUE!	9.67	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
		200						15/01/2019	01/08/2017	31/12/2016	30/12/2019	30/12/2019	30/12/2019	4.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
		100						23/11/2018	01/08/2017	31/12/2016	30/12/2019	30/12/2019	30/12/2019	4.67	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
PS-WR *	Nagpur	700	1	700	350	500	16	28/10/2017	28/10/2017	28/10/2017	30/12/2019	30/12/2019	30/12/2019	9.00	#VALUE!	#VALUE!	#VALUE!	9.00	#VALUE!	#VALUE!	#VALUE!	9.00	#VALUE!	#VALUE!	#VALUE!	N	
Piping Center	Chennai	375	2	250	200	300	20	22/03/2018	01/04/2018	25/02/2017	30/12/2019	30/12/2019	30/12/2019	7.33	#VALUE!	#VALUE!	#VALUE!	7.00	#VALUE!	#VALUE!	#VALUE!	11.67	#VALUE!	#VALUE!	#VALUE!	N	
		250							01/01/2017	25/02/2017		30/12/2019	30/12/2019		#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!			#VALUE!	#VALUE!			
BAP	Ranipet	100	1	0	0	0	0	23/04/2018	NA	NA	30/12/2019	NA	NA	7.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
		230		0	0	0	0	23/04/2018	NA	NA	30/12/2019	NA	NA	7.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
		300		0	0	0	0	23/04/2018	NA	NA	30/12/2019	NA	NA	7.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
EMRP	Mumbai	60	1	0	0	0	0	01/09/2018	NA	NA	30/12/2019	NA	NA	5.33	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
HEEP	Haridwar	2500	2	2500	1000	2500	57	30/06/2018	30/06/2018	15/12/2017	30/12/2019	30/12/2019	30/12/2019	6.33	#VALUE!	#VALUE!	#VALUE!	6.33	#VALUE!	#VALUE!	#VALUE!	8.33	#VALUE!	#VALUE!	#VALUE!	Y	#VALUE!
HPVP	Vishakhapatnam	400	1	0	0	0	0	10/03/2017	NA	NA	30/12/2019	NA	NA	11.33	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
HPBP	Trichy	0	0	4000	0	0	0	NA	12/09/2017	NA	NA	30/12/2019	NA	0.00	#VALUE!	#VALUE!	#VALUE!	9.33	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
TP	Jhansi	600	1	750	750	750	12	29/11/2017	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	8.67	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
		150						31/12/2016	31/12/2016	31/12/2016	30/12/2019			12.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	N	
HEP	Bhopal	3000	1	5000	700	1500	30	25/10/2017	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	9.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	Y	#VALUE!
EDN	Bangalore	2001	1	1558	1250	1439	20	01/05/2017	01/02/2017	01/02/2017	30/12/2019	30/12/2019	30/12/2019	10.67	#VALUE!	#VALUE!	#VALUE!	11.67	#VALUE!	#VALUE!	#VALUE!	11.67	#VALUE!	#VALUE!	#VALUE!	Y	#VALUE!
ISG	Bangalore	400	1	400	200	400	16	01/06/2017	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	10.33	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
HPEP	Hyderabad	3200	1	5000	2700	3200	60	16/06/2017	18/08/2018	16/06/2017	30/12/2019	30/12/2019	30/12/2019	10.33	#VALUE!	#VALUE!	#VALUE!	5.67	#VALUE!	#VALUE!	#VALUE!	10.33	#VALUE!	#VALUE!	#VALUE!	Y	#VALUE!
RND,	Hyderabad	750	1	500	350	350	8	21/07/2017	21/07/2017	21/07/2017	30/12/2019	30/12/2019	30/12/2019	10.00	#VALUE!	#VALUE!	#VALUE!	10.00	#VALUE!	#VALUE!	#VALUE!	10.00	#VALUE!	#VALUE!	#VALUE!	N	
IVP	Goindwal	130	1	100	60	60	8	05/03/2018	05/03/2018	31/12/2016	30/12/2019	30/12/2019	30/12/2019	7.33	#VALUE!	#VALUE!	#VALUE!	7.33	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
EPD	Bangalore	330	1	450	200	200	8	24/03/2018	24/03/2018	24/03/2018	30/12/2019	30/12/2019	30/12/2019	7.33	#VALUE!	#VALUE!	#VALUE!	7.33	#VALUE!	#VALUE!	#VALUE!	7.33	#VALUE!	#VALUE!	#VALUE!	N	
CFP	Rudrapur	130	1	0	130	130	8	20/06/2018	NA	20/06/2018	30/12/2019	NA	30/12/2019	6.33	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	6.33	#VALUE!	#VALUE!	#VALUE!	N	
CSU & FP	Jagdishpur	130	1	0	120	130	8	21/07/2017	NA	31/12/2016	30/12/2019	NA	30/12/2019	10.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
IP	Jagdishpur	300	1	300	300	300	300	31/12/2016	31/12/2016	31/12/2016	30/12/2019	30/12/2019	30/12/2019	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
HERP	varanasi	150	1	0	0	0	0	27/06/2018	NA	NA	30/12/2019	NA	NA	6.33	#VALUE!	#VALUE!	#VALUE!	0.00	#VALUE!	#VALUE!	#VALUE!	12.00	#VALUE!	#VALUE!	#VALUE!	N	
														Total	#VALUE!	#VALUE!	#VALUE!		#VALUE!	#VALUE!	#VALUE!		#VALUE!	#VALUE!	#VALUE!		#VALUE!

Total Cost	
Total Cost of Anti-Virus	#VALUE!
Total Cost of email gateway	#VALUE!
Total Cost of Web Gateway	#VALUE!
Total Cost of RE	#VALUE!
Total (Inclusive of Taxes) (C)	**#VALUE!**

L1 will be decided on the basis of "C" above

Total Price in Words	

BHARAT HEAVY ELECTRICALS LIMITED

SCOPE &TECHNICAL SPECIFICATIONS
FOR

PURCHASE OF ANTIVIRUS/Email Gateway/Web Gateway

SPECIFICATION NUMBER: PE888S-1603 REV.01

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

1. Scope:

The scope of vendor includes:

a. Supply, installation (including uninstallation of existing licenses without any loss of data and services), configuration, testing and commisioning of licenses and software as per the technical requirement (Annexure 1) at all the locations listed in Annexure 2.

b. First time installation of anti-virus/Email gateway/Web gateway servers/appliances at all the locations through onsite visits/remotely.

c. Providing post implementation Online/ Onsite/ Telephone support (re-installation, maintenance, diagnosing problems, troubleshooting, applying solutions & updates, scanning/re-scanning infected device & providing effective solutions etc.)

d. Providing services on holidays/ weekly offs in case of emergency.

e. Providing Onsite support if the complaint cannot be resolved remotely and resolving it as per the SLA – refer clause 4.

f. Providing direct support from OEM for major incidents(incidents impacting / interrupting services such as mail service, internet and MPLS service, LAN, impacting more than 5 endpoints at single location).

g. The offered solution shall integrate with existing security solutions, IPS, IDS, etc. Configuration changes, if any, required for integration with above solutions in future shall be made by the vendor at no extra cost to BHEL.

h. Configuring management Server (server to be provided by BHEL) for anti-virus/Email gateway/Web gateway for getting updates automatically from the internet at all the locations as per Annexure-2.

i. In case of centralized management server, the updates to be provided to local Endpoints. In case of appliance based solution, HW to be provided by Vendor.

j. Individual unit will provide server hardware along with Windows\Linux Operating system for anti-virus/Email gateway/Web gateway. Any other additional hardware or software components required by product will have to be supplied by Vendor.

k. Re-installating and configuring anti-virus/Email gateway/Web gateway server in case of server failure or during version change etc.

l. Providing automatic updates, patches & upgrades of offered solution. In case of failure of these updates, patches and upgrades automatically, vendor should provide & apply it manually.

m. In case of critical/severe virus threats, updates to be carried out immediately. In case of outbreak of some virus, the vendor has to take immediate corrective action and also carry out the required rollout on all the machines immediately.

n. Providing procedure/guidelines for installation of software to BHEL's team from time to time in case of changes in product / technology.

o. Providing Resident Engineer at locations where no. of licenses is more than 2000 anti-virus (Delhi / NCR, Bhopal, Haridwar, Hyderabad and EDN).

2. Maintenance Contract Start Date: After successful supply, installation, configuration and commissioning of the offered solution. The sign off date will be provided by BHEL executive.

3. Payment terms:

a. 70% of license cost after successful installation of licenses. Date of installation shall be the date of signing of ATP.

b. Remaining 30% in 3 equal installments at the end of 3 equal intervals of AMC period. For example, contract for Trichy unit is expiring on 9/1/2018, so Trichy unit will pay balance 30 % amount in three equal intervals from 9/1/2018 to 30/12/2019 timing of payment.

c. Maintenance and resident engineer cost shall be paid quarterly at the end of the quarter after
    a. Getting satisfactory service certificate from authorized BHEL executive
    b. Deducting downtime amount, if any.
    c. Submission of invoice in duplicate
    d. For Delhi NCR based units, RE cost will be proportionately divided according to number of AV licenses among them. Each unit will pay its share of RE cost.

d. The invoices shall be submitted by the vendor to the respective units and the payments will be released to the vendor from the respective units. A list of contact persons of these units will be provided along with Purchase Order.

4. SLA

Response Time: Vendor shall ensure that all complaints related to offered solution would be attended to within 2 business hours of receiving the request.

SLA for technical support shall be as follows:

Sl No.	Incident Type	Penalty
1	Antivirus Management Software on server - Down for more than 8 business hrs.	10 % of total Quarterly AMC charges will be deducted on per day basis or part thereof.
2	Email gateway - Down for more than 4 hrs.	10 % of total Quarterly AMC charges will be deducted on per day basis or part thereof.
3	Web gateway - Down for more than 4 business hrs.	10 % of total Quarterly AMC charges will be deducted on per day basis or part thereof.
4	Antivirus end point (laptop and PC) – Down for more than 12 business hours.	AMC charges + Rs 100 per day limited to total quarterly AMC value.
5	Antivirus end point (servers)– Down for more than 8 business hours	AMC charges + Rs 200 per day limited to total quarterly AMC value.
6	Absence of Resident engineer without any substitute	Rs 500 per working day per RE

In case SLA is violated for three consecutive months, BHEL reserves the right to organize support /maintenance/another solution at the risk and cost of Vendor, forfeit the SD or en-cash the BG and terminate the contract.

In case of outbreak like situation (any other scenario – more than 10 end points infected etc.) the vendor has not only to provide immediate solution but to also take measures to contain the problem. If required, extra manpower may be deployed to bring situation in control.
If services in one or more locations (Units/divisions) are not satisfactory, BHEL will have the right to terminate the contract for said services in full or part for that location at the risk and cost of Vendor. At other locations services may continue. In no case BHEL's work should suffer.

5. Delivery, installation and commissioning

Delivery – four weeks from the date of PO

Item	**Supply, installation, configuration and commissioning**
Antivirus Server	7 days from date of delivery of licenses
Web Gateway	7 days from date of delivery of licenses
Mail Gateway	7 days from date of delivery of licenses
Server Endpoints	7 days from date of delivery of licenses

Desktop / Laptop endpoint	1. 30 days from date of delivery of licenses where number of licenses is less than or equal to 2000 2. 45 days from date of delivery of licenses where number of licenses is more than 2000

6. Purchase Order

1. Each unit will place purchase order atleast 15 days prior to its contract start date. For Delhi NCR units except PS-NR, order will be placed by PEM as part of rate contract.
2. BHEL reserves the right to terminate the contract in between the contract period but only after the end of a calendar quarter.
3. BHEL reserves the right to extend the contract for further period after successful completion of the contract period. This extension will be done on mutually agreed terms between the vendor and BHEL.
4. BHEL can increase or decrease the number of licenses upto 30% at the time of placement of PO.

---- End ----

	ANNEXURE-1 REV 01
	End point security
1	Should provide antivirus protection for desktops, laptops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code in real time including viruses, worms, Trojan horses, spyware, Adware, key Loggers, P2P threats, Hacker tools, DoS, DDoS Agents and RootKit. For RootKit, it should have access below the operating system to allow thorough analysis and repair.
2	Should do on-access scan and heuristic (behavioral) scan of the files. 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	Should be able to do full scan of files / folders with a choice of specifying directories and file extensions not to be scanned.
4	Should have the capability to repair, quarantine, or delete on detection of virus
5	Should be able to lock down all anti-virus configurations on the system and should prevent users/local admin from being able to uninstall the anti-virus software. Should have an option to temporarily disable AV on clients for few minutes for installation of certain software's being blocked by AV. Client uninstallation should be password protected, password should be centrally managed from the Management Server.
6	Solution should be able to prevent mass mail worms.
7	Should automatically scan external devices (CDs/DVDs, USB devices) as soon as they are accessed to PC, Server, Laptop
8	Should support device management and should allow to Monitor, Block, allow or make plug and play devices Read-Only .

	Should provide option to control External devices like CD, DVD, Network Drives, USB Data card, Wireless devices, USB Storage Devices etc. Should automatically allow standard USB Keyboards, USB Printers, USB Scanners and mouse (Human interface devices)
9	Should provide the functionality of logging and audit-trail capabilities.
10	Provision to centrally manage the Active/Full Scan schedule and frequency for clients. The solution must support grouping of various client PCs and Servers into separate groups with different AV policies. End clients should have an option to postpone the scan. Solution should provide performance control while scanning files/folders/Hard disk.
11	Support for Windows 7/8/10, Windows Server 2008(R2), 2012(R2), Windows Storage Server, Windows Standard and Data Center Edition, RHEL 5/6/7, MAC and support for any new Windows Desktop/Server version released during the contact period. Support for Virtual solution like vmware and VDI.
12	Client Installation - Should be able to deploy the Client software using the following mechanisms: 1) Client Packager (Executable & Microsoft Installer (MSI) Package Format) 2) Web install page or through the Web Console of the management station. 3) Login Script Setup 4) Remote installation 5) From a client disk image 6) Inbuilt capability or through AD or through SCCM All the client components should be installed using the single client package.
13	Mail Client Security- Antivirus solution should be able to Scan email traffic. Must be able detect/clean malware and check the reputation of the files in mail attachments. Should support scanning of mail.

14	Anti-spoofing - Should Protects the transmission of data from being sent to a hacker system who has spoofed their IP or Mac Address
15	Process Execution Chains - 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.
16	Anti-application hijacking - Should prevent hackers and web sites from identifying the operating system and browser of individual computers.
17	Code insertion attack prevention - Solution should allow only trusted applications to execute and Prevent malicious applications from inserting code into trusted application.
18	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.
19	Must be able to reduce the risk of virus/malware entering the network by blocking files with real-time compressed executable files. Should also be capable of scanning multi levels of compressed files.
20	To address the threats and nuisances posed by Trojans, the solution should be able to do the following: 1) Terminating all known virus processes and threads in memory 2) Repairing the registry 3) Deleting any drop files created by viruses 4) Restoring all files damaged by viruses whenever possible. 5) Includes Cleanup for Spyware, Adware etc
22	Solution must be able to detect malware without virus clean up components like signatures. It should detect threats using reputation or similar to determine if it is malicious and then clean/quarantine/delete these entries.

23	Solution should provide layered protection to applications like Host IPS/IDS, firewall, device control with Antivirus and Antispyware
24	Must provide Outbreak Prevention to limit/deny access to specific shared folders, block ports, and deny write access to specified files and folders on selected clients in case there is an outbreak
25	Should have a manual outbreak prevention feature that allows administrators to configure port blocking, block shared folder, and deny writes to files and folders manually
26	Shall be able to scan only those file types which are potential virus carriers (based on true file type).
27	Should be able to detect files packed using real-time compression algorithims as executable files.
28	Must protect clients and servers on the network using stateful inspection, high performance network virus scanning, and elimination.
29	Must provide the flexibility to create firewall rules to filter connections by IP address, port number, or protocol, and then apply the rules to different groups of users
30	Solution should provide protection from ransomware and provides detailed information. It should also block AutoRun files.
31	The Solution should have option for detection of zero day malwares and Ransomware attacks.
	Management
1	Should be managed from a single centralized console and should provide integrated management for endpoint security solution. It should be able to

	deploy, manage, and update agents and policies from one management platform.
2	The management server should be able to download updates from different source if required, which could be the vendor's update server, any other server or a UNC path
3	Must reduce network traffic generated when downloading the latest pattern by downloading only incremental patterns
4	Must have the flexibility to roll back the Virus Pattern and Virus Scan Engine if required via the web/management console
5	All scan client features (antivirus, anti-spyware, firewall, intrusion detection /prevention, application and device control) should be installed at the same time via client deployment methods and managed centrally via the web-based management console.
6	All components of solution should be managed from a centralized server/console.
7	The Server should also be able to manage and support IPv6 desktop clients.
8	Multiple Management servers should be installed in cluster mode (active/standby or active/active) the servers should be able to synchronise between them automatically. Any additional clustering software/hardware required should be bundled with the solution.
9	The solution must have readymade policies including – 1) To make all removable drives read only , 2) To block program from running from removable drives 3) Protect clients files and registry keys 4) Block modifications to host files
10	Central management console should support role based access control

11	Should support real time update based on over the web to provide real time signatures for dynamic and latest threats.
	Reporting
1	Solutions should support report customization and allow viewing directly using a web browser and/or as a dashboard using the same management console for the endpoints.
2	Solution should supports atleast one of the following formats for exporting data: CSV, HTML, XML, Acrobat PDF
3	Must be able to send notifications whenever it detects a security risk on any client or during a security risk outbreak, via E-mail or SNMP trap
4	Should have a feature that notifies administrators about security risk or viruses outbreaks. This should be configurable on number and type of occurrences of new risks or viruses or logs and the time period within which they must occur to trigger the notification on any computer, on a single computer, or on distinct computers.
5	Should be able to generate a reports of clients which should include fields 1.Username in computer 2.Hostname 3.All Network parameters 4.Definition date in client 5. Client status Online/Offline 6. Client version/ Agent version
	Browser Security
1	Should Support the latest version of Internet Explorer, Mozilla Firefox and Google Chrome browsers
2	Should provide browser protection to prevent malicious code running in the browser to stop exploits to vulnerabilities or code itself. Solution should have web reputation services

	Others
1	Should be able to update definitions & scan engine on the fly, without a need for reboot or stopping of services on servers or whenever a user reboots or deferring reboot.
2	Should support integration with Active directory
3	Should provide Real time Active protection on memory, process termination / file removal of pests in active memory
5	Solution should lookup and update threat reputation from Central Management Server and if Central Management Server is not available should lookup OEM cloud over internet.
6	Database software, if any, required for configuration and Inventory should be bundled with the solution.
7	Must have smart feedback enable/disable option to enable feedback from the client agents to the threat research centers of the vendor. This will enable it to deliver automatic, real-time protection against the latest threats and provides "better together" security.
	Mail Gateway
1	Should provide mail gateway solution with antivirus and anti-spamming capabilities
2	Centralized management of email traffic, quarantine logs and reporting.
3	Should be available as SW Compatible with Virtual Platforms.
4	Should block up to 90% of all malicious content prior to secondary inspections.
5	Rate Control : Should have option to control number of connections allowed from the same IP address/domain with option to exempt selected IP/domain.
6	Should have both Inbound and Outbound Filtering

7	Should be able to receive email from IPv6 networks, apply content policies, and deliver to either IPv4 or IPv6 networks.
8	Should have the capability to force a SMTP over TLS connection when sending email to or receiving email from a specific domain.
9	Should be able to block bounce messages/NDR's from forged return addresses that did not originate from the network
10	Quarantined emails should be available to users for review (End user quarantine)
11	Should have comprehensive Audit Trail and System Logging
12	should support multiple administrators with varying levels of access
13	Management console should have the provision to backup and restore the configuration to local disk or remote host.
14	Should have graphical reporting tools.
15	Whitelisting/Blacklisting at the Mail Gateway level based on From ,Subject, Body Content, Header, Mailer Agent, IP, Domain etc
16	AntiSpam and AntiVirus at Mail gateway must check every mail coming in or going out for SPAM and Virus
17	Attachment Filter : Should be able to block/quarantine mails based on attachments, option should be available to check the file attachments in archives.
18	SPF Sender Policy Framework and Sender ID Validation : Reject mail with a 'From' address that contains a domain that matches that of a recipient for which the device has been configured for.
19	Should be able to do reverse DNS lookup using the IP address of the sender to find the hostname associated with it.
20	Real time IP Blocklist : Should check against RBL servers to determine whether the connecting IP is a known or suspected spam originating IP address.
21	Should be able to store / quarantine certain number of emails on the solution itself and also have the capability to forward/download the emails to an alternate email address.
22	All SPAM mails must be delivered to a separate account along with delivery to the recipient with tag "SPAM" to the Subject line
23	All mails containing viruses must be delivered to a separate account or must be quarantined.
24	The AntiVirus patterns must be updated automatically from the OEM website at specified intervals
25	The solution should have option to submit sample mails to OEM for review and further classify the mail as spam, non-spam or false negative.
26	The Anti-SPAM templates must be automatically updated from the OEM site at specified intervals

27	Vendor has to provide integration to existing MTAs(postfix, sendmail, Exchange, zimbra etc)
28	The solution should include High Availability feature, ie. Clustering between two instance of email Gateway.
29	Should apply automatic, customer-specific reputation services, stopping spam and viruses, and create a firewall against DHA and bounced mail attacks.
	Web Gateway
1	Should have the capability to act as a fast web proxy server with web filtering services
2	Should have application Layer Blocking
3	Should provide Comprehensive Audit Trail and System Logging
4	Should have Forward Proxy option
5	Should be able to integrate with the Active Directory LDAP/ OpenLDAP for user authentication and single sign-on and should support configuration of at least two authentication servers, so that, in case of failure of one authentication server, the other authentication server should authenticate without any manual intervention.
6	Should support IP based authentication and local user based authentication
7	Should have Https decryption, Malware scan, inspection etc.
8	Should be available as SW Compatible with Virtual Platforms.
9	Must provide Web threat protection by the following ways: 1) Must be able to protect the endpoints from Web threats by blocking access to and from malicious sites based on the URL's reputation ratings 2) Must extend Web threat protection to the endpoints even when they disconnect from the network, i.e. regardless of the location 3) Must have the capabilities to define Approved URLs to bypass Web Reputation policies 4) Must provide real-time protection by referencing online database with millions of rated Web domains 5) Configure Web reputation policies and assign them to individual, several, or all clients. 6) Must provide File reputation service 7) Must be able to check the reputation of the files hosted in the internet 8) Must be able check the reputation of the files in webmail attachments

	9) The solution must support user based policy configuration for security and Internet access based on Active directory groups. This allows administrator to define user or group based access policies to Internet.
10	Provision to whitelist or blacklist URLs or domains or IP/Subnet range
11	Reporting Provide web based reports for per IP/user web sites visisted, duration, usage(upload/download). Top Sites, Top Downloads
12	Per IP/user bandwidth threshold. Per IP/user maximum upload/download size.
13	Should support Forward Proxy / Reverse Proxy, Transparent / Bridge Mode, WCCP, ICAP, HTTP, FTP and HTTPS proxy.
14	Should support file type blocking with MIME Content Type
15	Should support Java Applet and ActiveX code security
16	Should be on premises based solution
17	The solution should include High Availability feature, ie. Clustering between two instance of web Gateway.
18	The solution should have the option to configure both Ipv4 and IPv6 IPs for the clients to access.
19	The solution should have Inbuilt Caching Mechanism
20	The solution should scan all Incoming traffic, should effectively mitigate malware that attempts to bypass proxy and should block any malicious outbound traffic.
21	The solution should have URL database which should have minimum 50 + pre-defined categories.
22	URL database should be updated regularly by the OEM automatically.
23	The solution should detect and block spyware activity trying to connect to the outside Internet through proxy. The solution should effectively mitigate malware that attempts to bypass proxy.
24	The solution should have inbuilt virus engine to block any Virus activity in HTTP, HTTPS and FTP traffic.
25	The solution should block web based threats, like adware, browser hijackers, phishing, pharming, rootkits, trojans, worms, system monitors and keyloggers.
26	URL check & submission - Provision should be available to check URL category and submit new URL for categorization.

27	DNS Splitting : The solution should support configuration to use split DNS. It should be able to refer to different DNS for Different Domains (e.g. root dns for all external domains and internal DNS for organization domain).
28	The solution should have facility to inform end user with notification page informing them of organization internet usage policies and provide reasons as to why they have been blocked. (The page should be customizable by the administrator).
29	Apart from http access from popular web browsers, the solution should allow FTP clients like Filezilla/Winscp to access FTP Sites.
	Management
1	Secure Web Based management - The solution should be manageable via HTTP or HTTPS Management console.
2	The solution should have the provision to backup and restore the configuration to local disk or remote host.
	Notification Reporting
1	List of clients with potential threats.
2	The retention period of the reporter details should be for a period of atleast 30 days with no db size limitation . The retention period should also be customizable.

INSTRUCTIONS TO BIDDERS

21.0 Bidding by Principal/OEM or AGENT

(a) "In this tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in this tender".

(b) "If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in this tender for the same item/product".

Instructions for filling the Price Bid/Unpriced Bid Format

Priced Bid

Vendors are requested to fill their prices in **REVISED PRICE BID FORMAT, REV 02** ONLY.

Unpriced Bid

1. Put “Q” or “Quoted” in the **UN-PRICED BID FORMAT REV 02** wherever you are quoting the values in the price schedule and upload the same in the un-priced bid portion.