



Institute for Development and Research in Banking Technology

(Established by Reserve Bank of India)

Castle Hills, Road No.1, Masab Tank, Hyderabad -500 057

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Notice Inviting Open Tender

Tender Enquiry No. IDRBT/SYS/GR/13.10/878/2013-2014

Dated: Oct 25, 2013

To
The Intending Tenderers.

Dear Sirs,

For and on behalf of the IDRBT, you are invited to tender for supply and installation of enterprise version of Anti-Virus Software for 250 users for the IDRBT at Hyderabad as detailed in the Schedule to this Notice.

Interested parties may quote for supply and installation of Enterprise version of Anti-Virus Software in accordance with the requirements in the Schedule, please submit your offer in duplicate in sealed envelope super- scribing

"TENDER No. IDRBT/SYS/GR/13.10/878/2013-2014 dated: Oct 25, 2013 due for opening on Nov 21, 2013 at 3.00 PM FOR SUPPLY OF ANTIVIRUS SOFTWARE LICENSE FOR IDRBT Hyderabad" in the 'Tender Box" kept at the Security Enclosure of this office as per the date and time indicated in the Schedule.

Yours faithfully

(G.Raghuraj)
General Manager

Schedule to Tender Enquiry No. IDRBT/SYS/GR/13.10/878/2013-2014 Dated: Oct 25, 2013

1. IDRBT is looking for world-class Antivirus products, widely used in India & Abroad, well identified by printed brochures and documents etc, and well supported through product support website for regular upgrades/updates from time to time. Accordingly, Sealed quotes are invited on behalf of the IDRBT from bidders (Authorised Distributors/OEM) for supply and installation of Enterprise version of Anti-Virus Software for the IDRBT Systems for minimum 250 users in the office of the IDRBT, Castle Hills, Road No-1, MasabTank, Hyderabad 500 057, as per schedule given below:

Date of issue of Tender documents	28-10-2013
Cost of Tender Enquiry	Free of Charge
Last Date & time for submission of Tender	Nov 21, 2013 at 2.30 PM
Tender to remain valid till	Dec 21, 2013
Tender System	Sealed tenders are invited in Two bid system (Technical & Commercial)

2. **Qualification criteria:**

a) The tenderer submitting the offers should be OEM Vendor or authorized Reseller/Distributor of OEM Vendor for Anti-Virus (AV) Software products, active in AV Software and related IT business for last three financial years. Authorized Reseller/Distributor must submit the manufacturer's authorization form (MAF)/letter from OEM vendor whose Anti-Virus Software License is offered to IDRBT. Format of the Authorization Letter is enclosed as **Annexure "A"**.

b) Bidders must have successfully supplied and maintained the Enterprise version of Anti-Virus system with minimum 250 licenses in at least 3 or more Government Organizations including Central/State/PSUs/Autonomous Bodies, etc., in the preceding three years. Bidders must submit attested/certified copies of Supply Order/work completion/satisfactory letters that substantiate fulfillment of this qualification criterion.

or

Bidders must have successfully supplied and maintained the Enterprise version of Anti-Virus system with minimum 200 or more licensees in at least 5 or more Government Organizations including Central/State/PSUs/Autonomous Bodies, etc., in the preceding three years. Bidders must submit attested/certified copies of Supply Order/work completion/satisfactory letters that substantiate fulfillment of this qualification criterion.

3. **Instructions to the Tenderers:-**

a) Bids must be submitted in sealed envelopes super-scribed with **IDRBT/SYS/GR/13.10/878/2013-2014 dated: Oct 24, 2013 due for opening on November 21, 2013 at 3.00 P.M. FOR SUPPLY OF ANTIVIRUS SOFTWARE LICENSE FOR IDRBT**". Tenders received after the closing time & date for bid submission shall not be entertained.

b) **Instructions for Agents/Resellers/Distributors:** Authorized Reseller/ Distributor of the anti-virus product companies must submit a Manufacturer's Authorization Form (MAF) from parent organization (OEM), stating that they have been authorized to quote on their behalf and offer the Antivirus products to IDRBT. The MAF must be in the format specified in **Annexure-"A"**.

Submission of MAF is a qualification criterion. Failure to submit the MAF will result in disqualification of the tender offer.

- c) **Details of Past Supplies.** Bidders shall submit details of past supplies made by them of similar products along with documentary evidence in support of their eligibility in terms of qualification requirement mentioned in para 2(b) above.
- d) **Technical Compliance.** Bidder shall submit clause wise compliance with the technical specification as stipulated in **Annexure “B”**.
- e) **Trials before placement of Order.** The lowest eligible bidder shall supply a trial version Anti-Virus software licenses to IDRBT before final purchase order is placed. Trial version shall be installed and tested on, at the most 10 Client Machines. Trials shall be carried out in IDRBT Systems for a period of one month. If trials are successful; the formal Purchase Order will be released. In case trials fail, next lowest bidder will be given an opportunity to offer its product for trial for a period of one month. Formal Purchase Order shall be placed on the bidder whose product has successfully passed the trials.
- f) **Prices Duties and Taxes.** The bidders shall give breakup of the quoted rates clearly stipulating cost of Supply & Installation of Anti Virus Software and onsite support charges separately. The bidders shall quote the prices in Indian Rupees only. Rates should be quoted both in figure and words. Rate and amount of all the applicable duties and taxes should be clearly stipulated. The duties and taxes, not explicitly asked for in the offer, will be presumed to have been accepted by the bidder within the quoted prices and shall not be payable later on. All inclusive prices, i.e. prices inclusive of duties and taxes, shall be considered for purpose of ranking and evaluation.
- g) **Award of Contract.** The contract shall be awarded to lowest evaluated bidder technically responsive bidder who meets the qualification criteria and whose product successfully passes through the trials in IDRBT Systems.
- h) **Modification and Withdrawal of Offers.** The Bidder may modify or withdraw his offer after its submission, provided that written notice of the modification or withdrawal is received by IDRBT prior to the closing date and time prescribed for submission of offers. No offer can be modified by the bidder, subsequent to the closing date and time for submission of offers.
- i) **No Commitment to Accept Lowest or Any Tender.** IDRBT shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete, without assigning any reason whatsoever. IDRBT reserves the right to make any changes in the terms and conditions of tender. IDRBT will not be obliged to meet and have discussions with any vendor, and or to entertain any representations.

4. Schedule of Requirement

Description of Item	Supply and installation of Enterprise version of Anti-Virus Software for IDRBT Systems for minimum 250 users conforming to specifications as given in Annex “B”
Period of License of Anti-Virus	Three Years.
The configurations of system/server of Data Centre on which Anti-Virus system is to be installed	Operating System: Windows-2008 Standard Edition RAM : 4 GB Hard Disk : 80 GB
Time period for Trial Version	The lowest eligible bidder shall supply and install the trial version within 15 days of getting request letter for the same from the IDRBT

	and tried for one month
Delivery Period	The successful bidder shall supply and install the licensed version of anti-virus software within 15 days of placement of formal purchase order.

5. Conditions of Contract

- a) **Media and documentation to be supplied.** The AV software products must be supplied in their **original media (CD)** along with license/subscription documents. Product documentation must be in printed or electronic form.
- b) **Completeness of Installation.** The installation will be deemed as incomplete if any component of the Antivirus software or any documentation/media is not delivered or is delivered but not installed.
- c) **Licensing Period, Upgrades & Updates.** The offer must cover a minimum Licensing/subscription period of three year from the date of installation including all upgrades and updates from the date. Upgrades would mean product upgrades, engine updates, virus definition updates as well as version updates. The facility of upgrades and updates must be available on OEM website and enabled for IDRBT to download the upgrades and updates automatically as and when made available on the website.
- d) **Services of Engineer.** The Successful bidder shall provide onsite support for the antivirus installed. For this purpose, the successful bidder shall depute an Engineer to IDRBT. The Engineer shall report in IDRBT on need basis from 9:30 AM to 5:30 PM or as required on all working days during the validity of license period.
- e) **Latest version of anti-virus system.** The successful bidder should quote latest version of anti-virus system as available in the market. Moreover, in case any upgraded version is introduced by the OEM during validity of license of anti-virus supplied, upgraded version shall be implemented in IDRBT also.
- f) **Indemnity.** Vendor shall indemnify, protect and save IDRBT against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights, etc. or such other statutory infringements in respect of all the software supplied by him.
- g) **Payment terms:** 100% cost of license shall be paid on successful installation of Anti-Virus Software.
- h) **Penalty:** In case, any of the viruses in system is not removed within 48 hours of its reporting, a penalty at the rate of Rs. 2000/- per day shall be levied for the period beyond 48 hours. The penalty charges shall be recovered from onsite support charges on quarterly basis or by other means.
- i) **Performance Security.** The successful bidder shall furnish performance security to IDRBT for an amount equivalent to 10% of Purchase Order value in the form of Bank Guarantee within 15 days of placement of contract. Performance Guarantee will be valid for a period of 39 months. In case of extension of the software license, the performance security is to be extended accordingly. The performance security shall be payable to IDRBT as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract. The Performance Security Bond will be discharged by IDRBT after completion of the Supplier's performance obligations under the contract.

(G.Raghuraj)
General Manager

Annex "A"

Manufacturer's Authorization Form (MAF)

Date:

To

The Director,

Institute for Development and Research in Banking Technology,
Castel Hills, Road No. 1,
Masab Tank
Hyderabad – 500 057, INDIA

Dear Sir,

Tender Reference No. _____

We _____, who are Established and reputable manufactures of _____ having offices at and do hereby authorize M/s. _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender /offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name)

For and on behalf of M/s _____ (Name of OEM)

Note: This letter of authority (MAF) should be on the letterhead of the manufacturer (OEM) and should be signed by a competent person of the manufacturer.

Annexure-“B”

Technical Specifications for Anti-Virus

1. Anti-Virus Software should have the following features/capabilities conforming to the specifications as given below:-

Sl.No.	Feature/Capability	Required Specifications	Compliance to the specifications clause wise clause
1.	On Access Scanner	Whenever, any external device is plugged into the system, it should display a prompt asking user whether they want to scan the device or not. The device should be scanned, if the user desires so.	
2.	On Demand Scanner	Should allow the user/administrator to initiate a scan on the memory as well as the HDD	
3.	Exclusions	Should have the ability to exclude specific files and directories from the on Demand Scanning	
4.	Risk Based Scanning	Should allow the user to define processes/files as high risk or low risk and thereby assign a scan policy on them	
5.	Scheduled Scans	Should allow the user/administrator to run at specific times or at scheduled intervals	
6.	Memory Scan	Should have the ability to include on demand or scheduled in-memory process scanning for viruses, worms,snoops,mines and Trojans. Memory Scanning should use viral signatures instead of file names	
7.	Email Scanning	Should have the ability to scan email subject headers bodies and attachments for MAPI Clients potential spams	
8.	Centralized management and graphical reporting	Should be capable of being managed via a centralized console, and should provide reports such as AV Coverage, Virus Definition update reports, Top 10 Virus infections detected, actions performed etc. Reports should be in crystal reports, HTML and Microsoft Excel Format	
9.	Active Directory Support	1.1.Should support scanning of Active Directory Database	
10.	Size of the anti-virus software and updates	The anti –virus software should have a disk footprint of not more than 200 MB.	
		Automatic updates should be incremental with update sizes of 100KB	

		on average	
11.	<u>Resumable Scanning</u>	Should allow the On Demand Scanner to recognize the last scanned file and resume scanning from that file if an “On demand Scan” is interrupted	
12.	CPU and Disk IO utilization control	Should have the ability to detect and remove unwanted joke programs, toolbars, adware, spyware, dialers, etc,	
13.	Spyware, adware and dialer detection	The proposed solution should be capable of detecting and removing unwanted programs such as	
	a)	Adware	
	b)	Dialers	
	c)	Joke Programs	
	d)	Remote Administration Tools	
	e)	Password Crackers	
	f)	Spyware	
	g)	User Defined Programs	
	h)	Post detection the actions that the antiviral performs can be the following	
	i)	Alert / Notify	
	j)	Clean	
	k)	Delete / Remove	
	l)	Move / Quarantine	
	m)	Prompt for Action	
	n)	The administrator should have the option of excluding specific programs that are detected as part of this detection. The exclusion can be set based on filenames or categories	
14.	Script protection	The proposed anti -virus solution should have the capacity to prevent infections from occurring by detecting and preventing the execution of malicious code that leverages	
	a)	Java Scripts	
	b)	Visual Basic (VB) Scripts	
15.	Port Blocking / Lockdown	Allows the Administrator or User to “turn off “(block) specified ports from either Outbound or inbound network traffic (connections), based on the following parameters	
	a)	Specific ports	
	b)	Range of port addresses	
	c)	Should have the ability to define a process which is excluded from the port blocking rule	
	d)	In order to prevent mass mailing worms from propagating the proposed solution should at the desktop level provide application Monitoring of e-Mail	

		Engines, which will prevent Mass mailing worms such as My Doom and Love gate from propagating; this should not cause a breakdown of the email system by restricting access to legitimate processes using Port 25	
16.	Infection Trace and Block	Discover and Report (Trace) the IP Address of the end-point system (infection source) that sent malicious code to the desktop.	
	a)	Report Infection Source information back to Management Console.	
	b)	Optionally, block further communications from the infection source end-point system:	
	c)	For a specified time period (configurable)	
	d)	Indefinitely, until reset	
18.	Supported Platforms	Windows , Linux all versions	
	a)	Windows Vista ,Windows 7 and Windows 8	
	b)	Backup and Restore Management	

2. Anti-Virus Software should also support the following features:-

S. No.	Feature/Capability	Compliance to the specifications clause wise clause
1	System Recovery solution should support for Dissimilar Hardware recovery in case of a complete system crash.	
2	It should support conversion to and from virtual environments like VMware, Microsoft Hyper & Microsoft Virtual Server	
3	It Should support scheduling of recovery points	
4	It should auto-detect hardware and install appropriate drivers while recovering a system from complete crash situation.	
5	The solution must be able to initiate automatic threat con driven backups as soon as the threat landscape increases.	
6	The solution should provide a complimentary disaster recovery for critical servers and clients.	
7	The solution must provide bare metal recovery to the existing or dissimilar hardware possible in minutes	
8	The solution should provide physical to virtual and virtual to physical conversion. With this functionality, administrators can follow best-practices, such as testing deployments in virtual environments or using virtual environment as an immediate disaster recovery site.	
9	An optional Granular Restore should also be part of solution.	
10	Should support Windows 7, 8, 2003, 2008 & 2012 all servers versions, Red Hat and SUSE Linux	