The Director,
All India Institute of Medical Sciences, Ansari Nagar, N. Delhi-29
(SEAL OF THE OFFICER)

Dear Sir,

1. I/We hereby submit our tender for the Antivirus Software.
2. I/WE now enclosing herewith the Bank Guarantee/D.D. No………………….. dated…………….. For Rs. 40,000/- drawn in favor of the “DIRECTOR, AIIMS, NEW DELHI” towards EMD/Bid Security. Tenders not accompanied with EMD/Bid Security (along with Technical Bid Part-I in case of two-bid system) shall be summarily rejected.

3. I/We hereby agree to all the terms and conditions, stipulated by the AIIMS, from page No.1 to (enclosed) in this connection including delivery, penalty etc. Quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

4. I/We have noted that over written entries shall be deleted unless duly out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

5. Tenders are duly signed (No thumb impression should be affixed).

6. I/We undertake to sign the contract/agreement within 7 (seven days) from the issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the AIIMS New Delhi-29.

7. I/We have gone through all terms and conditions of the tender documents before submitting the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS RATES AND TAXES ETC, HAS BEEN INDICATED SEPARATELY IN THE QUOTATION. DURING THE RATE CONTRACT PERIOD BASIC PRICE EXCEPT GOVT. LEVIES OF THE ITEM WILL NOT BE CHANGED. OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIREMENT.

Yours faithfully,

Signature of Tenderer with full Address.

WITNESS______________________________________
WITNESS______________________________________
WITNESS______________________________________
WITNESS______________________________________
Terms & conditions

(SCHEDULE-'B')

Tender Ref. No. : XX-278/ Antivirus/08-09/St..
Subject. : Antivirus software to protect Desktops and Mobile computers on the network and stand alone computers with following functionality.
Date of Submission : 19.12.08 upto 12.30 P.M.
Date of Opening : 19.12.08 at 3.00 P.M.

1. Tender should be addressed to the Director, All India Institute of Medical Sciences, Ansari Nagar, New Delhi-29 and submitted to the Office of the Stores Officer, (Main) under sealed cover failing which the tender shall be rejected. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which the tender(s) will be rejected.

2. The Director, AIIMS New Delhi reserves the right to cancel/reject full or any part of the tender, which, generally do not fulfil the conditions, stipulated in the tender. No correspondence will be entertained in this regard.

3. Mixed quotations will not be considered for acceptance.

4. TENDER SHOULD INVARIAIBLY BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:
   PART-I: - TECHNO-COMMERCIAL BID IN ONE SEALED COVER.
   PART-II: - PRICE BID/FINANCIAL BID IN SEPARATE SEALED COVERS.
   BOTH THE SEALED ENVELOPES (PART-I & II) SHOULD THEN BE PUT IN OUTERCOVER INDICATING THEREON:
   i) Reference No. Of the Tender:________________________________________________
   ii) Tender regarding: ______________________________________________________
   iii) Due date for submission of the tender: _________________________________________
   iv) Due date for opening of the tender: ____________________________________________
   v) Name of the firm: __________________________________________________________
   PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED IN THE TECHNO-COMMERCIAL BID. THE PRE-QUALIFICATION DOCUMENTS INCLUDING E.M.D./BID SECURITY AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIAIBLY BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID.

5. The tender forms be clearly filled in ink legibly or typewritten giving full address of the tenderers. The tenderers should quote ink figures as well as in words. Alterations/overwriting/cuttings unless legibly attested by the tenderers, shall disqualify the tenders. The tenders should be signed by the tenderer himself/themselves or their authorized agent on their behalf (Authorization may be enclosed, if applicable).

6. The basic price in Indian Rupees should be quoted, unit wise, both in figure and words separately for each items inclusive of packing, forwarding, freight, insurance and installation charges at site etc. THE INSTITUTE IS NOT AUTHORIZED TO ISSUE ‘C/D FORMS’. Tender not confirming to these requirements shall be rejected and no correspondence will be entertained whatsoever.

7. THIS TENDER DOCUMENT IS NON-TRANSFERABLE.
8. The tenderers should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender rejected.

9. The contract will be initially for a period of one year, extendable to a maximum additional period of two years on year-to-year basis, on satisfactory performance.

10. The tenderers shall clarify/state whether he/they are, accredited agent or sole representative indicating principals and agent quoting on behalf of their manufacturers/principals must attach authority letter in their favor provided the manufacturer accepts responsibility for any lapses of the distributors/supplier in case they are authorized agent.

11. Handwritten quotations shall be accepted at the bidder’s risk. In case of any discrepancy in the figures, the rate mentioned in words will only be considered.

12. Delivery prospects with definite date of delivery at destination taking into cognizance transit facilities must be indicated.

13. EACH TENDER SHOULD BE ACCOMPANIED WITH AN EMD/BID SECURITY AMOUNTING TO Rs.40,000/- BY WAY OF DEMAND DRAFT/ BANK GUARANTEE DRAWN IN FAVOUR OF “DIRECTOR, AIIMS, NEW DELHI”, (PREFERABLY BANK GUARANTEE) FAILING WHICH THE TENDER SHALL NOT BE CONSIDERED FOR ACCEPTANCE AND WILL BE OUTRIGHTLY REJECTED. IN CASE OF BANK GUARANTEE, IT SHALL BE VALID FOR 27 MONTHS FROM THE DATE OF OPENING AND THE SAME SHOULD BE FROM ANY SCHEDULED BANK (AS PER THE LIST ENCLOSED). CASH/CHEQUE/FDR IS NOT ACCEPTABLE AT ALL. THE EMD/BID SECURITY DEPOSITED AGAINST OTHER TENDERS CANNOT BE ADJUSTED OR CONSIDERED FOR THIS TENDER. NO INTEREST IS PAYABLE ON EMD/BID SECURITY.

14. The details of the maintenance and servicing such as preventive maintenance and emergency maintenance etc. may be clearly specified.

15. The terms of replacing of the spare parts and procurement etc. should be clearly indicated.

16. A comprehensive proposal along with the rates may be submitted with the tender.

17. All equipments shall be taken under service agreement from the existing contractor by the firm in working condition. Those equipment-parts, which are still under warranty, shall be included under the service contract after the expiry of their warranty. The equipment shall be taken under warranty only after proper Performa has been duly filled and signed by the respective authorities.

18. On completion of the contract in all respect, the security deposit made by the vendor will be refunded to the firm on demand without any interest on presentation of “No demand certificate” from the Computer Facility and the Stores Accounts Section.

19. In case the vendor fails to comply with the terms and conditions of the contract or fails to carry out the servicing/maintenance, the institute shall be entitled to forfeit the security money.

20. The vendors will attend to any number of breaks down emergency calls without extra payment and the calls will be attended immediately.

21. In case of any component failure, the vendor will procure/provide these parts and set the machines/equipments in order immediately.

22. The Successful tenders shall furnish the performance security within two weeks of issue of contract for due performance of the contract the performance security should be for an amount of 10% of the contract value payable in Indian rupees or DD/Bank guarantee from any Indian Nationalized Bank in favor of Director, AIIMS, and it shall be valid for 27 months from the date of issue of Rate contract, failure to furnish performance security in time would entail forfeiture of earnest money deposited by the firm & the cancellation of the contract.
23. The Vendors are requested to give detailed tender in their own forms.

24. If the delivery is not effected on due date, the Director, AIIMS, New Delhi will have the right to impose penalty as under:
   a) First extension for month or part thereof _________________________ @ 2%.
   b) Second extension for an additional month _________________________ @ 3% of part thereof.
   c) In case of non-supply __________________________________________ @ 7.5%

25. In case of non-supply of material within the due date i.e. with in the date of delivery, the Director, AIIMS, New Delhi will have the right to impose penalty as deemed fit and resort to risk purchase in full or part thereof at his/her discretion, his/her decision shall be final and binding.

26. Excise Duty & other such levy imposed by the Govt. of India from time to time will be authorized extra on demand with adequate proof thereof.

27. The Director, AIIMS New Delhi shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.

28. No payment shall be made for rejected material. The tenderers would remove rejected items within two weeks of the date of rejection at their own cost and replace immediately. In case these are not removed, these will be disposed off in a manner as deemed fit by the authorities at the risk and responsibility of the suppliers without any further notice.

29. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No inquiries verbal or written shall be entertained in respect of acceptance or rejection of the tender.

30. TENDER SHALL BE REJECTED IF THE COPY OF SALES TAX REGISTRATION CERTIFICATE (Now called as VAT)/Service Tax Registration Certificate. Sales tax (VAT)/Service Tax and other statutory levies should be shown separately and should not be included in the basic price. Otherwise it will not be considered.

31. The quantity shown in the schedules can be increased or decreased to any extent depending upon the actual requirement.

32. Any action on the part of the tender to influence anybody in the said Institute will be taken as an offence and the tender submitted by the firm will subsequently be rejected and the vendor may be liable to be debarred from bidding for AIIMS tenders in future for a period of three years.

33. The price charged for the Stores/Equipment’s, under the reference, by the supplier shall in no even exceed the lowest price at which the supplier the Stores/Equipment’s of same identical description to any other person/organization/ Institution during the currency of the contract as per fall clause adhered by D.G.S.& D. If at any time, during the said period the supplier reduced the said prices of such/Stores/Equipment or sales such stores to any other person/organization/ Govt. Institution/ Co. Operative Stores at price lower than the quoted price, he shall forthwith notify such reduction or sale to the Director, All India Institute of Medical Sciences and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced and should attach an undertaking on non-judicial stamp paper of Rs 10/- duly attested otherwise quotation shall be summarily rejected.

34. PAYMENT: The payment for services rendered shall be made direct to the party by the Accounts Officer (Stores Accounts) on presentation of bills on triplicate duly pre-receipted along
with a certificate from the Computer Facility Department, other areas and Centers of AIIMS for performing satisfactory services after completion of the contractual period quarterly in arrears.

35. The Institute will give reasonable co-operation to the vendor and the institute will make the payments of the bills within 30 days time from the date or receipt of bills complete in all respects from the vendor.

36. The firm shall furnish the following certificate to the Accounts Officer (Stores Accounts) along with each bill for payment for supplies made against in Rate Contract Tender.

“I/We certify that the Stores of description identical to the Stores supplied to the government under the contract against Tender herein have not been offered/sold by me/us to any other person/organization/Institution up to date of bill/the date of completion of suppliers against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute under contract/against tender”.

37. If at any time, any question, dispute or difference whatever shall arise between the two parties (AIIMS on the one hand and vendor on the other hand) in relation to the purchase either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the firm. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred.

Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event of the arbitrators not agreeing in their award the umpire appointed by them shall enter upon the reference and his award shall be binding on the parties. The venue of the arbitrator shall be at AIIMS.

The provision of the Indian Arbitration and Reconciliation Act 1996 and of rules framed if under and any statutory modifications thereof shall be deemed to apply and be incorporated for the supply, installation, installation and commissioning etc.

Upon every or any such reference the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators on in the event of their not agreeing of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manners the same shall be borne and paid.

38. The court of Delhi will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other the court shall have jurisdiction in the matter.

39. Any failing of omission to carry out the provision of the contract by the supplier shall not give rise to any claim by any party, one against the either, if such failure of omission or arises from an act of God, which shall include all acts of natural calamities such as fire, flood, earthquake hurricane or any pestilence or from civil strikes, compliance with any stature and/or regulation of the Government, lookouts and strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including war (whether declared or not) civil war or state or insurrection, provided that notice or the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to force major conditions.

40. The tenderer shall furnish a non-blacklisting certificate that the firm has not been blacklisted in the past by any government/ Private institution. The tenderer/Supplier has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Private Organization.
41. The tenderer shall furnish following certificates invariably along with techno-commercial bid, as applicable, otherwise quotation shall be summarily rejected:
   a) A declaration by the proprietor of the firm, in case, the firm is proprietorship firms on non-judicial stamp paper of worth Rs. 100/- duly attested.
   b) An attested copy of partnership deed duly registered by the Registrar of Firms, in case, of partnership firm.
   c) An attested copy of article of memorandum with constitution of firm and guidelines, in case, of private limited firm with name, photo & signatures of all Directors.
42. A surprise visit to the premises by the representatives of the Institute shall be made to assess the firm’s capacity and standing.
43. A duly constituted Technical Selection Committee will shortlist the Technical Bids on the basis of technical parameters including possible visit to inspect service station/working facilities, if considered necessary. Based on the technical details infrastructure, vendors will be short-listed further and the names of short listed vendors will be announced to the respective vendors only whose Technical Bids qualify for opening of the Financial/Commercial Bids. The Commercial Bids of only vendors, shortlist from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective vendors, and the same will be evaluated by a duly constituted Committee.
44. The percentage of Sales Tax/VAT/Service Tax to be charged be clearly mentioned along with the rates.
45. Tender by Tele-fax/telegram/fax/e-mail will not be accepted.
46. The tenderer should submit statement of financial standing from their bankers/chartered accountants. The name of the bank/firm along with full address to be furnished on their firm’s letterhead.
47. The proposal is required from reputed vast experienced authorized dealers/service providers. The vendor is also required to submit list of organizations (on the firm’s letter head) and to submit performance report from similar organizations (on the clients letter head) preferably where the vendor has experience in maintaining Antivirus Software of more than 500 nodes at a single site, with heterogeneous servers in the last two years. “The tenderers are not supposed to attach any document that reveals price along with techno-commercial bid as a proof of experience. Tenderer may enclose the copy of inspection note issued by respective Deptt. without disclosing rates”. Failure to comply this clause will lead to rejection of their bid.
48. The tenderer is also required to enclose list of Engineers employed by the Vendor giving name, designation, qualification, years of experience with the vendor, telephone numbers etc.
49. The tenderer should have been in this business for a period of at least last 2 years in the country in relation to the type of stores for which the quotations/tenders are being submitted. A declaration to this effect should be given by the tenderer on a non-judicial stamp paper worth Rs.10/- duly attested.
50. The tenderer should submit the details about the infrastructure and stock available with vendors for providing after sales services along with procedure/efficiency for replacing deficit material.
51. Rates should be quoted strictly as per the tender specifications and should be valid till finalization of next tender and any deviation from specification shall not be considered at all.
52. If the tenderer gives a false statement on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.
53. Any defective item displaying manufacturing defects or Quality Control Problem will be totally replaced with new one by the Vendor at his cost and risk within 5 days of rerouting such defects. Failure of which entail cancellation of the Purchase Order along with forfeiture of the
EMD/Security Deposit. In case these are not replaced/removed, those will be auctioned at the risk and responsibility of the suppliers without any further notice.

54. TENDER DOCUMENTS ARE NOT TRANSFERABLE.

55. In case, the AIIMS shows that the market rates have come down from the time earlier when rates were finalized, the AIIMS will ask the technically short-listed vendors to re-quote the prices and the vendor will be selected on the basis of procedures given earlier. The time difference between such re-quotes will be minimum 2 months.

56. Payment shall be released after the successful performance of the terms & conditions of the contract.

57. AIIMS will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.

58. THE FORWARDING LETTER/ UNDERTAKING (SCHEDULE-A) DULY SIGNED SHOULD INVARIABLY BE RETURNED ALONG WITH QUOTATIONS FURNISHED FAILING WHICH THE TENDER SHALL BE REJECTED.

59. IN CASE THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE: -


TENDERS SHOULD BE SUBMITTED IN TWO PARTS PART-I CONTAINING TECHNO-COMMERCIAL BID IN ONE SEALED COVER AND PART-II CONTAINING PRICE BIDS/FINANCIAL BIDS, IN OTHER SEALED COVER. ALL THE PRE-QUALIFICATION DOCUMENTS INCLUDING EMD AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIABLY BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID. TENDERS SUBMITTED WITHOUT FOLLOWING AS PRESCRIBED ABOVE WILL BE SUMMARILY REJECTED.

Note: -

a) If the above-mentioned certificates/documents are not submitted along with the tender, such offers will not be considered and will be out rightly rejected.

b) Any tenderer/supplier giving false information shall be disqualified and removed from the rate contract. No business, henceforth, will be done
Technical & requirements Specifications
for
Anti Virus software to protect Desktops and Mobile computers on the network
and stand alone computers with following functionality:-

All India Institute of Medical sciences (AIIMS) has around 1400-1500 desktop computers with
mostly with Windows XP, 98, Vista operating system in a networked environment and few
desktops, Laptops and Mobile computers on Standalone basis. AIIMS also has around 15-25
servers of various configurations in a networked environment.
AIIMS is looking for Anti-Virus product to protect these computers from any Virus and
related threats. The solution need to be implemented on a centralized basis and to be
supported for 3 years with state of art solution.

The Vendors are required to provide the solution to the following requirements:
1. Shall provide a Web-based management console with the following features:
   a) Supports the latest Web technologies including Java, CGI, HTML, Flash and HTTP
   b) Supports SSL- based encryption for secure browser access
2. Able to scan at least 19 types of Compression archive formats (please provide complete
   list)
3. Shall support centralized pattern file roll-back from the management server i.e. shall be
   able to revert to previous pattern files if there is a problem with the new file.
4. Shall be able to deploy the Client software using the following mechanisms:
   a) Internal Web page – by instructing the users in the organization to go to the
      internal Web page and download the client setup files
   b) Login Script Setup – by automating the installation of the Antivirus client to
      networked computers when they log on to the network
   c) Client Package – by deploying the client setup or update files to client via email.
   d) Automated installation by network scanning - by automatically install the
      antivirus program on all Windows NT/Windows 2000/Server 2003 clients that do
      not have antivirus installed.
   e) Microsoft System Management Server - by using Microsoft System Management
      Server (SMS) or other software management system to distribute the client
      program
   f) Automatically uninstalls other antivirus programs before installation of the client
      agent program
5. Real-time lock down of client configuration i.e. allow or prevent users from changing settings or unloading/uninstalling the software.


7. Shall provide continuous Virus protection and able to perform updates regardless of whether the client is connected to the management server.
   a) Shall be able to update virus patterns even when the computer is outside the main campus.

8. Shall support automated virus outbreak prevention with the following capabilities:
   a) Receives attack-specific policy recommendations from the enterprise management console and distributes the policy to the other managed servers
   b) Able to un-share folders
   c) Able to configure access to "read-only"
   d) Able to block certain TCP/UDP ports or a range of ports
   e) Able to block access by filename(s)

9. Shall be able to perform remote damage cleanup of Trojans and Worms with the following capabilities: (please provide complete list)
   a) Removes / resets virus edits to the Windows Registry
   b) terminates memory-resident virus processes
   c) removes virus created entries in system files
   d) deletes virus dropped file(s)

10. Shall support firewall features as follows:
    a) Centrally managed firewall policies
    b) Co-exists and compatible with Windows XP SP1 and SP2 and SP3 firewall
    c) Centrally update firewall driver
    d) Able to detect & block Network viruses/worms without blocking common network ports, e.g. 135, 445
    e) Able to centrally update network virus patterns
    f) Able to define different firewall policies for client online/offline status
    g) Shall support Intrusion Detection System with intrusion signatures

11. Shall support centralized Spyware and Adware detection and removal with the following characteristics:
    a) Centrally managed from the same console as the desktop antivirus solution
    b) Central update of spyware patterns from the antivirus servers
    c) Able to detect and remove Spyware and Adware even after it is installed and running on the computer.

12. Shall support the following update download and deployment methods:
    a) Able to perform incremental update of virus patterns and cleanup templates (please indicate average size of incremental update)
    b) Shall be able to update directly from vendor's update servers on the Internet when the client is out of office
c) Shall support "resume download" technology where interrupted downloads continue from the last segment rather than resending the complete file.

13. Shall be able to support advanced scanning techniques as follows:
   a) Able to perform different scan Actions based on the virus type (Trojan/ Worm, Joke, Hoax, Virus, other)
   b) shall be able to scan only those file types which are potential virus carriers (based on true file type)

14. Shall include Vulnerability Scan tool to identify vulnerable machines on the network.

15. Shall do the following:
   a) Automatic Hourly updates
   b) New threats Response Time (hours) should be less than 4 hrs.
   c) Proactive Behavior Blocker
   d) Scans Email Messages
   e) Scans Instant Messages (IM)
   f) Blocks Phishing Attempts.
   g) Detects Unknown Malware (heuristics).
   h) Protects against hacker Utilities.
   i) Restricts Unknown Application Activities.
   j) Identifies Application Vulnerabilities.
   k) Keylogger Protection.
   l) Schedule Scanning Option.

16. Shall provide real-time/on-access virus scanning services for the following platforms (please indicate supported versions):
   a) Microsoft Windows Server
   b) Microsoft Windows Server 64-bit Itanium 2
   c) Microsoft Windows Server 64-bit EM64T/AMD64
   d) Microsoft Windows Desktop
   e) Microsoft Windows Desktop 64-bit
   f) Novell Netware 6.5

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**Anti Virus software to protect File Servers and Networked Storage with following functionality:**

1. Shall provide domain based central management
   a) Organize and manage computers in logical domains.
   b) Shall download and distribute virus patterns automatically.
   c) Shall support pattern file roll-back – shall be able to return to past pattern file if problem with new file.

2. Shall be able to remotely install and uninstall the antivirus software
3. Antivirus agent installation does not require reboot of the server after a successful installation and after a Virus Pattern update.

4. Shall provide real-time/on-access virus scanning services for the following platforms and network storage devices (please indicate supported versions):
   a) Microsoft Windows Server
   b) Novell Netware
   c) Linux

5. Able to scan mapped drives and Mount Points in real-time.

6. Able to scan at least 19 types of Compression archive formats (please provide complete list)

7. Able to perform different scan Actions based on the virus type (Trojan/Worm, Joke, Hoax, Virus, other)

8. Shall be able to scan only those file types which are potential virus carriers (based on true file type). Optionally it should scan all the files when required.

9. Shall support automated virus outbreak prevention with the following capabilities:
   a) Receives attack-specific policy recommendations from the enterprise management console and distributes the policy to the other managed servers
   b) Able to un-share folders
   c) able to configure access to "read-only"
   d) Able to block certain TCP/UDP ports or a range of ports
   e) Able to block access by filename(s)

10. Shall be able to perform remote damage cleanup of Trojans and Worms (please provide complete list) with the following capabilities:
    a) Removes / resets virus edits to the Windows Registry
    b) terminates memory- resident virus processes
    c) removes virus created entries in system files
    d) deletes virus dropped file(s)

11. Shall be able to scan Object Linking and Embedding (OLE) File

**Central Management**

**Enterprise Management Console functionality for centralized virus control for automatic dissemination of the latest Anti-Virus Pattern across the Enterprise:**

1. Shall manage the anti-virus programs on the network from a single web-based console.
2. Shall provide network wide virus statistics and analysis.
3. Must be able to do centralized update to all anti-virus programs on the network.
4. Shall be able to monitor remote locations over WAN links for anti virus activity.
5. Shall provide Incident monitoring and notification
6. System reporting shall provide Information collected throughout network for analysis of activity; graphical report generation (templates provided)
7. Shall be interactive and perform event-driven communication which minimizes network traffic.
8. Shall support 3-tier communication architecture to have better bandwidth management and scalability. (Please provide details)
9. Shall provide proactive virus outbreak management, focused on getting attack specific information and policy file to IT administrators before new pattern file available
10. Shall be able to perform all necessary outbreak related tasks from a single interface
11. Shall be able to have Different operator assigned separate access to individual location for job delegation and separation of task and responsibility
12. Shall utilize Secure encrypted communications between Management Server and managed product(s)
13. Shall be able to Customize software update deployment plans
14. Shall notify the administrator and other users by email whenever an outbreak task is launched and when it is completed
15. Shall automatically check for the latest virus pattern updates every 10 minutes during a virus outbreak
16. Shall be able to produce the following reports on a one-time and scheduled basis:
   a) Reports shall be available on-line via web interface
   b) Shall be able to automatically deliver reports via email to designated users when the report has been generated
   c) Reports shall support the following formats: PDF, RTF, ActiveX, Crystal Reports
   d) Report templates shall include:
<table>
<thead>
<tr>
<th>S. No</th>
<th>Report Template</th>
<th>Description</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Spyware/Gray ware Detection Reports</td>
<td>Spyware/Gray ware Detected</td>
<td>Most Commonly Detected Spyware/Gray ware (10, 25, 50, 100)</td>
</tr>
<tr>
<td>2</td>
<td>Virus Detection Reports</td>
<td>Viruses Detected</td>
<td>Most Commonly Detected Viruses (10, 25, 50, 100)</td>
</tr>
<tr>
<td>3</td>
<td>Antivirus Client Information Reports</td>
<td>Detailed/Basic Summary</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Antivirus Product Registration Report</td>
<td>Spyware/Gray ware, Grouped by (Day, Week, Month)</td>
<td>Viruses, Grouped by (Day, Week, Month)</td>
</tr>
<tr>
<td>5</td>
<td>Antivirus Server Deployment Reports</td>
<td>Detailed Summary</td>
<td>Basic Summary</td>
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<td></td>
<td></td>
<td>Detailed Failure Rate Summary</td>
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<tr>
<td>6</td>
<td>Virus Damage Cleanup Services Reports</td>
<td>Policy Violation report: Policy violations, Grouped by (Day, Week, Month)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Network Virus Wall Reports</td>
<td>Service Violation report: Service violations, Grouped by (Day, Week, Month)</td>
<td>Most common clients in violation: Clients with the most violations, (10, 25, 50, 100)</td>
</tr>
<tr>
<td>8</td>
<td>Top 10 Virus Detection Points Report</td>
<td>Includes the top 10 managed products and number of detected viruses</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>All Entities Virus Infection List</td>
<td>Includes all managed products and number of detected viruses</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Top 10 Infected Email Sender Report</td>
<td>Includes the top 10 senders of infected messages and number of infected messages.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Top 10 Infected Files Report</td>
<td>Includes the top 10 infected files.</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Report/Category</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Top 10 Security Violation Report</td>
<td>Includes the top 10 content security policies violated and number of infections.</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Deployment Rate</td>
<td>Includes the deployment status, managed product deployed to, last reported time, and percentage completed.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Virus Infection Channel vs. Product</td>
<td>Includes the source of the virus infection and number of infections.</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Web Security Violations Report</td>
<td>Includes blocking type and rule, as well as the number of web security rule violations.</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Desktop Antivirus Protection Summary</td>
<td>Includes virus detection of desktop antivirus managed products</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Filter Events by Frequency Report</td>
<td>Includes virus and spam detection.</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Filter Events by Policy Report</td>
<td>Includes messages filtered according to Security Suite policies.</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Spam Summary for Recipients Report</td>
<td>Includes the top 10 spam recipients and spam information.</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Spam Summary for Domains Report</td>
<td>Report Includes the top 10 domains affected by spam.</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Outdated Antivirus Client</td>
<td>Includes antivirus clients that do not have the current components (virus pattern, scan engine, product program) as the AV server.</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Consolidated Report</td>
<td>A Global Consolidated Report profile generates information provided by all templates, except those provided by the Deployment Rate template.</td>
<td></td>
</tr>
</tbody>
</table>

**Support**

**Support Capability**
a) Shall have a technical support team providing 24X7 support and 2 qualified persons (Technology graduate with training in Anti-virus) on site during office hours 8.30 am to 6.00 pm on all AIIMS working days.
b) Local Business Office in New Delhi with local Technical Support staff (please state how many)
c) Shall have ISO 9001:2000 certification for Virus Pattern development and Technical Support
d) Local Technical Account Manager (TAM) to provide 24x7 phone support.
e) Guaranteed 2-hour turn around time for new virus pattern file requests
f) Authorized Training Program to be conducted in CF, AIIMS to deliver instructor- led classroom training for the entire suite of Antivirus products

**Deployment & Project Management**

The vendor shall provide Antivirus Deployment Project Management and Services as follows:

(1) Project Manager to define the project timeline, key deliverables, monitor progress and provide weekly report on progress and technical or commercial issues arising during the deployment

(2) The project management and services shall cover the following stages of the project:

A. **Pilot deployment stage including the following activities:**
   a) Antivirus server installation
   b) Antivirus client deployment to 100 computers or servers
   c) Support / provide solutions for any technical issues concerning antivirus installation
   d) Writing the final deployment plan based on lessons learned from the pilot
   e) Writing the "Frequently Asked Questions" document for posting on the website and internal support training

B. **Support Training phase which includes:**
   a) providing 1 full- day briefing/ presentation on Antivirus features and installation methods
   b) 1 full- day hands-on training for Antivirus client installation

C. **Solution Deployment phase which includes:**
   a) Installing the Antivirus server for up to 15-25 servers
   b) Migrating all the desktop/laptop and server computers from the existing antivirus solution to the new solution for up to 1400-1500 computers (please indicate whether remote on-site support is needed)

D. **Deployment Audit / Enforcement phase including:**
   a) Performing an installation audit of the entire IP range in the LAN to locate any computers without the new antivirus
   b) Assisting in the network- based antivirus enforcement using Appliance- based solution
   c) Writing and presenting the report on the success rate for antivirus deployment in the LAN
E. Handover phase including:
   a) Documentation of the entire solution deployment diagram, including network links, IP addresses and scan settings
   b) Documentation to cover Administration Guide and Troubleshooting Guide
   c) Provide briefing for internal staff regarding the documentation and support structure
   d) Vendor will continue to provide support after implementation with 2 qualified engineers resident at AIIMS during office hours apart from 24X7 support.

(3) The vendor shall provide sufficient technical personnel (please indicate how many, with their detailed and related resume) to deploy the solution to 1400-1500 desktops, laptops and servers within 2 months of award of contract

(4) The vendor shall provide details of previous projects or reference sites in India which are similar in nature and scope. You may provide multiple reference sites. Details to be included:
   A. Customer's Company / organization name
   B. Contact person office phone number and email address
   C. Number of antivirus desktops deployed
   D. Nature of deployment, e.g. New installation, migration from other antivirus solution, upgrade from previous version of antivirus

General Term & Conditions

1. Submit Technical and financial bids separately in two different sealed envelopes
2. Quote the price for standalone version of antivirus separately for around 50-100 desktops on yearly basis for 3 years with all updates and upgrades.
3. Quote the price for network version (centralized etc.,) for desktop, laptop & mobile computers for around 1400-1500 numbers/licenses on yearly basis for 3 years with all updates and upgrades.
4. Quote price for Servers version of antivirus separately for around 15-25 servers of various configurations. on yearly basis for 3 years with all updates and upgrades.
5. Vendor should have experience of deployment & management of centralized anti-virus application of at least 500 desktops and 5 server on a single site for about 2 two years.
6. Proper original media and licenses should be supplied where applicable.