

Government of India
Department of Atomic Energy
Computers and Information Systems Division

Anushakti Bhavan,
C.S.M. Marg,
Mumbai - 400 001
Phone: 22862599

Ref: CISD/COMP/02/SW/K17/ 879

January 17, 2018
18

Subject: Tender enquiry for renewal and purchase of Trend Micro Enterprise Security Suite Licenses and AMC Support for the period 1.12.2017 to 30.11.2019 (Two years)

1. Sealed quotation on printed letterheads are invited as per the enclosed format for :

Renewal and purchase of license, and AMC Support for the period 1.12.2017 to 30.11.2019 (Two years):

For Trend Micro Enterprise Security Suite as per product codes & description mentioned at **Annexure-I: Technical Specifications**

2. **Details of licenses:**

- a) Renewal of Existing Licenses: 300 Nos.
- b) Fresh Licenses: 100 Nos.
- c) Validity Period: 1.12.2017 to 30.11.2019 (2 Years)

3. **Details of AMC Support:**

- d) Incident/Call: **One incident/call refers to one on-site troubleshooting / resolution of issue like installing / updating package/s or scanning / removing virus/es**
- e) Volume: **Up to 10 on-site incidents/calls per annum**
- f) Validity Period: 1.12.2017 to 30.11.2019 (2 Years)

4. **Operating Systems Compatibility :**

Components of the Trend Micro Enterprise Security Suite shall run on Red Hat Linux and Scientific Linux servers, and Microsoft Windows client machines as are being run currently. The vendor shall submit list of other supported Operating Systems.

5. **Warranty and Antivirus update Subscription:**

All the software and accessories supplied shall be eligible for free-of-cost upgrades for the period 1.12.2017 to 30.11.2019 (2 years). The warranty shall include software updates, patches, upgrades in product, updates of virus definition etc. Troubleshooting services (like problems in installation and functioning of the software at server and client levels) shall be provided under AMC Support.

6. **Terms Of Annual Maintenance Contract (AMC) :**

The support shall cover installation of Trend Micro Enterprise Security Suite software in the event of breakdown/failure of server, major virus attack and any problem associated with the functioning of software at the server and client ends, troubleshooting and any other problem related to smooth functioning of Trend Micro Enterprise Security Suite components. The vendor shall attend the call on priority basis within 4 hours of placement of call. **The AMC terms shall begin from the date of renewal of licences.**

7. **Installation, Testing and Commissioning:**

The contractor shall carry upgradation/installation of existing/fresh licences on the servers and client machines and demonstrate all the functionalities as described against per Technical Specifications given in Annexure-I.

8. Terms of payment:

The entire payment of renewal and purchase of licenses shall be released after satisfactory completion of work and subject to acceptance certificate from Member, CISD. Payment of AMC Support shall be done on quarterly basis at the end of each quarter.

9. Price of software:

All Prices should be clearly specified for the software and versions offered. Incomplete quotations shall be summarily rejected. Freight forwarding charges, taxes, octroi and levies applicable should also be indicated separately and included in the offer. If the quoted prices are 'all inclusive' (incl. all taxes, levies, octroi etc.), alteration of price in any manner will not be entertained later. TDS will be deducted as applicable.

Format for quotation is enclosed as Annexure-II

10. Tender addressed to:

The sealed cover should be superscribed with "Trend Micro ESS 2017-2019" and should reach the undersigned on or before February 5, 2018, 3 p.m.

Chand
17.01.2018
Yours faithfully,

(Phool Chand)
Scientific Officer and Head
Computer and Information Systems Division
102, Anushakti Bhavan
C. S. M. Marg
Mumbai - 400 001
Tel: 022-22043584

Annexure-I: Technical Specifications

#	Item	Technical specifications	Remarks																																																						
1	Existing License	<p>Certificate Number: TM-L-A000029251</p> <p>Trend Product(s)/Service(s) Licensed</p> <p>Trend Product: EAMMMME1XLCZZZ Description: Enterprise Security Suite</p> <table border="1" data-bbox="544 439 1262 524"> <thead> <tr> <th>Order Type</th> <th>HW/Box</th> <th>License Qty</th> <th>UOM</th> <th>Language Version</th> <th>Territory</th> </tr> </thead> <tbody> <tr> <td>Renew</td> <td>1</td> <td>140</td> <td>User</td> <td>English</td> <td>India</td> </tr> <tr> <td>Renew</td> <td>1</td> <td>160</td> <td>User</td> <td>English</td> <td>India</td> </tr> </tbody> </table> <p>Serial Number/Activation Code</p> <table border="1" data-bbox="544 539 1262 1182"> <thead> <tr> <th>Trend Product</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>ASZZMME7VLCZZZ</td> <td>SPS 7.0 for Virtual Appliance - License Only</td> </tr> <tr> <td>ASZZMME7XLCZZZ</td> <td>Spam Prevention Solution MultiOS</td> </tr> <tr> <td>EI3BWWN2XLCZZZ</td> <td>Vulnerability Protection 2.x</td> </tr> <tr> <td>EIQNMMEZZLCZZZ</td> <td>OfficeScan Client-Server Suite Advanced, plug-in, OfficeScan IDF, Security for Macintosh</td> </tr> <tr> <td>IHHTVSE6XLCZZZ</td> <td>InterScan Web Security Virtual Appliance 6.x English version</td> </tr> <tr> <td>INZZMME7VLCZZZ</td> <td>InterScan Messaging Security Virtual Appliance-Standard</td> </tr> <tr> <td>IMZZMME7XLCZZZ</td> <td>InterScan Messaging Security Suite Multi OS-Standard</td> </tr> <tr> <td>IMZZVSH9XLCZZZ</td> <td>IMSWA 9.x includes Base Product, Cloud Pre-filter and SPS/ERS</td> </tr> <tr> <td>OSQNWVWNBXLCZZZ</td> <td>OfficeScan 11.x Multilingual Full Feature</td> </tr> <tr> <td>SLLNLE3XLCZZZ</td> <td>ScanMail Domino Suite Linux</td> </tr> <tr> <td>SLLNWVESXLCZZZ</td> <td>ScanMail for Lotus Domino Suite, English, Windows ver 5.x</td> </tr> <tr> <td>SPZZLE3XLCZZZ</td> <td>ServerProtect Linux</td> </tr> <tr> <th>Trend Product</th> <th>Description</th> </tr> <tr> <td>SPZZMME5XLCZZZ</td> <td>ServerProtect NT/NW</td> </tr> <tr> <td>SSEXWWEBXLCZZZ</td> <td>ScanMail for Exchange Suite Version 11</td> </tr> <tr> <td>TMVEWWM6XLCZZZ</td> <td>Control Manager Advanced Edition - Multi-lingual</td> </tr> <tr> <td>VIOZWWMI1XLCZZZ</td> <td>OfficeScan Plug-in - Virtual Desktop Infrastructure</td> </tr> </tbody> </table>	Order Type	HW/Box	License Qty	UOM	Language Version	Territory	Renew	1	140	User	English	India	Renew	1	160	User	English	India	Trend Product	Description	ASZZMME7VLCZZZ	SPS 7.0 for Virtual Appliance - License Only	ASZZMME7XLCZZZ	Spam Prevention Solution MultiOS	EI3BWWN2XLCZZZ	Vulnerability Protection 2.x	EIQNMMEZZLCZZZ	OfficeScan Client-Server Suite Advanced, plug-in, OfficeScan IDF, Security for Macintosh	IHHTVSE6XLCZZZ	InterScan Web Security Virtual Appliance 6.x English version	INZZMME7VLCZZZ	InterScan Messaging Security Virtual Appliance-Standard	IMZZMME7XLCZZZ	InterScan Messaging Security Suite Multi OS-Standard	IMZZVSH9XLCZZZ	IMSWA 9.x includes Base Product, Cloud Pre-filter and SPS/ERS	OSQNWVWNBXLCZZZ	OfficeScan 11.x Multilingual Full Feature	SLLNLE3XLCZZZ	ScanMail Domino Suite Linux	SLLNWVESXLCZZZ	ScanMail for Lotus Domino Suite, English, Windows ver 5.x	SPZZLE3XLCZZZ	ServerProtect Linux	Trend Product	Description	SPZZMME5XLCZZZ	ServerProtect NT/NW	SSEXWWEBXLCZZZ	ScanMail for Exchange Suite Version 11	TMVEWWM6XLCZZZ	Control Manager Advanced Edition - Multi-lingual	VIOZWWMI1XLCZZZ	OfficeScan Plug-in - Virtual Desktop Infrastructure	For Renewal of Existing Licenses with validity for 2 years
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2	Fresh License	Trend Micro Enterprise Security Suite comprising of above Trend Products / Components	For Fresh Licenses with validity for 2 years																																																						
3	AMC Support	For arranging technical support from contractor for troubleshooting/solving issues like installing / updating package on server onsite or scanning / removing virus/es	On-site support for up to 10 incidents /calls per annum validity for 2 years																																																						

Annexure-II: Format for Quotation

(Tender No. CISD/COMP/02/SW/K17/)

Delivery of Schedule: On or Before December 01, 2017

#	Item Description	Unit Cost for two years (Rs.)	Qty /Licenses	Taxes/ Duties (Rs.)	Octroi (Rs.)	Total cost (Rs.)
1	Trend Micro Enterprise Security Suite as per Annexure-I: Technical Specifications	Renewal of Existing License	300 Nos.			
		Fresh License	100 Nos.			
2	AMC Support for Two Years as per Annexure-I: Technical Specifications		--			
Grand Total						

Grand Total in Words: Rupees _____

Delivery Schedule: Within 2 Weeks ARO

Date:

Signature & Seal

Name of the Authorised signatory: _____

Company Name: _____

Address: _____

Fax & Phone: _____