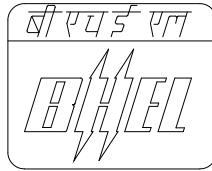


**BHARAT HEAVY ELECTRICALS LIMITED**



**SCOPE & TECHNICAL SPECIFICATIONS  
FOR  
PURCHASE OF ANTIVIRUS SOFTWARE  
SPECIFICATION NUMBER: PE888S-1305 REV.00**

**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 of licenses of Trend Micro Anti virus s/w (Enterprise Security suite).
- b. Regular updates and upgrade of the Trend Micro Anti virus s/w (Enterprise Security suite).
- c. Providing maintenance, enhancement and technical support during all kind of up gradation and installation activities during the period of 3 years.
- d. On-site trouble shooting and support for unlimited incidents. Response time would be 3 hours, 7 days a week.
- e. Direct support from OEM for 10 incidents.
- f. Advanced certification Training for minimum 10 employees for 2 days in premises of BHEL in NCR by specialists from OEM
- g. Free of cost Certification exam (multiple attempts) of trained BHEL personnel on advanced level administration of Trend Micro Anti virus s/w (Enterprise Security suite).and award of certificate
- h. Anti-Virus Solution Deployment:
  - i. A Centralized antivirus sever to be configured to get updates automatically from the Internet. The deployment has to be managed on client and server machines as per product version in place from time to time.
  - ii. The partner has to manage the update server, reinstall in case of any problem and install any new server in case of any version change etc. The hardware (servers) environment for this will be provided by BHEL.
  - iii. The vendor shall provide trouble free update of patches & upgrade of product. The virus definitions shall be required to be updated regularly from the Internet. The vendor has to fine tune the systems in a way that these updations take place automatically at a specified frequency from the Internet. In case of failure of these automatic updates to take place on

### **Annexure - 3**

some account, it shall be responsibility of vendor to manually update the definitions at the BHEL's installation.

- iv. In case of critical/severe virus threats, updates to be carried out immediately.
- v. In case of outbreak of some virus, the vendor has to take immediate preventive action and also carry out the required rollout on all the machines immediately.
- vi. The vendor to provide procedure/guidelines for installation of antivirus software to BHEL's team from time to time in case of changes in product / technology
- vii. The vendor shall ensure availability of his engineer within 3 working hours of complaint being registered for this purpose.
- viii. Non-availability of support from the Principal OEM product(s) supplier resulting in default on service provision shall also be considered as a factor for failure of the service as the service provider chosen is authorized by the OEM.

### **2. Requirement:**

All the following components of Trend Micro Anti virus s/w (Enterprise Security suite).are required:

- a. Office scan 10.6 with IDF, Mac Security
- b. Server protection for Linux
- c. Scan mail for Exchange and Domino
- d. IMSVA (InterScan Messaging Security Virtual Appliance)
- e. IWSVA (InterScan Web Messaging Security Virtual Appliance)
- f. TMCM (Trend Micro Control Manager) Advanced

### **3. Payment terms:**

- a. The contract shall commence w.e.f. the date of successful installation of license at both client and server end
- b. Payment of 70% of the License amount shall be made after the successful installation of licenses at both client and server end

**Annexure - 3**

- c. Payment of 10% of the License amount shall be made after the completion of one year after the successful installation of licenses.
- d. Payment of 10% of the License amount shall be made after the completion of two year after the successful installation of licenses.
- e. Payment of 10% of the License amount shall be made after the completion of three year after the successful installation of licenses.
- f. Annual Technical Support amount shall be paid quarterly at the end of the quarter.
- g. 100% Training amount shall be made after the successful completion of two days training program in BHEL premise in NCR region and participation in certification exam.

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