



## Surat Municipal Corporation (SMC)

**Bid for**  
**Supply, Installation, Configuration and Maintenance of Enterprise**  
**Antivirus Solution**  
**[DC-ISD-Antivirus-03-2025]**

**Online Bid Start Date**

May 09, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

May 21, 2025

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy**

May 28, 2025

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**Information Systems Department (ISD)**  
**Surat Municipal Corporation**  
**Muglisara, Surat-395003**



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## 1. Notice Inviting Bid

	<p><b>Surat Municipal Corporation (SMC)</b> Muglisara, Surat – 395003, Gujarat. www.suratmunicipal.gov.in</p> <p><b>Notice Inviting Bid DC-ISD-Antivirus-03-2025</b></p>	 
<p><b>Bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution</b> for Surat Municipal Corporation (SMC) is invited online on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
<b>Bid Fee</b> (Non-refundable)	• Rs. 2,832/- (Rs. 2,400/- + 18% GST) (by DD or Banker's Cheque only)	
<b>EMD</b>	• Rs. 66,000/- (by DD or Banker's Cheque only)	
<b>Online Bid Start Date</b>	• 09/05/2025	
<b>Online Bid End Date</b> (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	• 21/05/2025 upto 18:00 hrs.	
<b>Submission (in Hard Copy) of Bid Fee and EMD</b>	• In sealed envelope strictly by RPAD/Postal Speed Post on or before 28/05/2025 upto 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	
<ul style="list-style-type: none"><li>• Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in electronic format only on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> website till the Last Date &amp; time for Online Submission.</li></ul>		
<p>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</p>		
<p>Deputy Commissioner Surat Municipal Corporation</p>		



## 2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-Antivirus-03-2025
Bid Availability	Start from 09/05/2025 upto 21/05/2025 upto 18:00 hrs.
Bid Fee	Bid Fee of Rs. 2,832/- (Rs. 2,400/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	EMD of Rs. 66,000/- by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Bid Start Date	09/05/2025
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	On or before 21/05/2025 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 28/05/2025 upto 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.

## 3. Eligibility Criteria

The bidder interested in being considered for "Bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution" at SMC should fulfill the following minimum criteria:

- 3.1.** The bidder **bidding for Enterprise Antivirus Solution** must be authorized distributor/ dealer/ channel partner/ reseller for the quoted product. It will, however, be preferred that the Original Equipment Manufacturer (O.E.M.) quotes directly.
- 3.2.** The bidder **bidding for Enterprise Antivirus Solution** must have completed at least 3 years of experience/operation in the field of supply, installation, Configuration and Maintenance of Enterprise Antivirus Solution as on bid start date.
- 3.3. Original Equipment Manufacturer (O.E.M.) of the proposed Enterprise Antivirus Solution** should be in Gartner's Leader Quadrant for Endpoint Protection Platforms in any one year out of last 3 years as on bid start date. The document furnishing the same should be invariably attached with the technical bid.

**OR**

**Original Equipment Manufacturer (O.E.M.) of the proposed Enterprise Antivirus solution** must have successfully supplied antivirus solution having at least 10,000 licenses in India in last 3 financial years to any Government/PSU/ULB/Scheduled Public or Scheduled Private Bank out of which minimum 3 orders must be of at least 1000 licenses each.



- 3.4.** The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.
- 3.5.** The bidder **bidding for Enterprise Antivirus Solution** shall have successfully completed the supply and installation of
- at least 80% (2,560 licenses) of the tender quantity in one financial year during last three years (for this purpose last financial year would be considered as the one ended on 31.03.2025) out of which one order shall be of 50% (1,600 licenses) or more of the tender quantity.
- OR
- at least 60% (1,920 licenses) of the tender quantity in each of two financial year during last three years (for this purpose last financial year would be considered as the one ended on 31.03.2025) out of which two order shall be of 33% (1,056 licenses) or more of the tender quantity
- 3.6.** The O.E.M. of the proposed Enterprise Antivirus solution should be in the business of providing antivirus, server security and email security Solution and should have registered office and service center in India for at least five years as on bid start date.
- 3.7.** The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 4.4.



## 4. Instructions for the Bidder

### 4.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice DC-ISD-Antivirus-03-2025.

### 4.2. Addenda & Corrigenda

If required the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

### 4.3. Submission of Price Bid and Technical BID

The price bid and the technical bid containing all the relevant supporting documents must be submitted online only on <https://smctender.nprocure.com> on or before the last date of submission of the bid. No documents except the Bid Fee, EMD and Affidavit to be accepted in hardcopy. It is advised to keep the softcopy of the relevant documents ready and upload the same in advance on <https://smctender.nprocure.com> with respect to this tender to avoid issues if any.

All the relevant softcopy should invariably follow the (n)Code portal's specific requirements pertaining to file types, file size, file name length, etc.

- **File Types:** Files with only .pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar extension can be uploaded.
- **File name:** It should not be more than 70 characters. Special Characters Like ( ' % @ < > : \* ? | & ~ ^ ) are not permitted.
- **File size:** Single file size should not be more than 3 MB.

The bid document (duly signed and stamped) in hard copy shall be submitted by the successful bidder upon intimation from SMC.

### 4.4. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 2,832/- (Rs. 2,400/- + 18% GST)** and **EMD of Rs. 66,000/-** by separate Demand Draft/Cheque/Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

4.5. The bid should be filled in legibly, clearly indicating the figures and its value in words too.

### 4.6. Online Submission of the Technical Bid:

The bidder will be required to upload the **duly signed, stamped and notarized color scanned copy** of below mentioned documents in the same order of sequence online on [smctender.nprocure.com](https://smctender.nprocure.com) during e-tendering process.

1. Scan copy of Tender (Bid) Fee
2. Scan copy of EMD



3. Scan copy of Solvency certificate
4. Scan copy of work order / Completion certificate / Contract clearly indicating years in operation. (in support of Eligibility Criteria No. 3.2)
5. Scan copy of work order / Completion certificate / Contract clearly indicating license quantity (in support of Eligibility Criteria No. 3.5)
6. Scan copy of the latest Gartner Report for Endpoint Protection clearly indicating OEM presence (in support of Eligibility Criteria No. 3.3)

OR

Scan copy of work order / Completion certificate / Contract clearly indicating license quantity (in support of Eligibility Criteria No. 3.3)

7. Scanned copy of Bid Format given in Section – 9, Annexure to Technical Bid
  - A. Bidder's Details (signed and stamped page no. 35, 36 and 37)
  - B. Information of Authorized Signatory / Contact Person (signed and stamped page no. 38)
  - C. Authorization Letter from OEM (in support of Eligibility Criteria No. 3.1) (on OEM's letter head, Page No. 39)
  - D. Performa of Compliance letter (in support of Eligibility Criteria No. 3.4) (on Bidder's letterhead, Page No 40 and 41)
8. Scan copy of duly filled, signed and stamped Technical Specification given in Section – 8 (To be submitted on OEM's letter head)
9. Scan copy of duly filled, signed and stamped Technical Specification given in Section – 8 (To be submitted on Bidder's letter head)
10. Scanned copy of Gartner's Leader Quadrant of Magic Quadrant for Endpoint Protection Platforms Report (Optional)
11. Scan copy of PAN card
12. Scan copy of company registration with local body and state government/central government
13. Scanned copy of GST Registration Certificate
14. Scan copy of duly signed addendum and Corrigendum, if any.
15. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).
16. Authorization Letter as per Clause-4.25 (mandatory in case tender signatory is other than Owner/Partner/MD/Director/Company Secretary) (Optional)

**4.7. Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-4.10 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice.**



**Penaltative action will be taken for not submitting original Demand Draft in the account department of Surat Municipal Corporation within 7 days from the last date of online submission of the bid for the first time as mentioned below.**

Sr. No.	Tender Amount	Penalty Amount in Rs.
1.	Up to Rs. 1 Crore	Rs. 10,000/-
2.	More than Rs. 1 Crore and Upto Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Upto Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Upto Rs. 100 Crore	Rs. 70,000/-
5.	More than Rs. 100 Crore	Rs. 1,00,000/-

**If bidder will not submit the penalty amount within 10 days to Surat Municipal Corporation and/or bidder will not submit the demand draft in original for the second time and after, Penaltative action shall be taken for abeyance of registration and cancellation of E-tendering code for 6 (six) months.**

**Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.**

**4.8. All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.**

**4.9. All documents must be notarized with clearly-displaying stamp, number and name of the notary.**

**4.10. Sealing, marking and submission of the Bid Fee and EMD:**

Following documents shall only be submitted in Hard Copy to Surat Municipal Corporation by the bidder:

- Earnest Money Deposit (EMD)
- Tender Fee.

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as "**Bid Fee and EMD**"

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
<p><b>TENDER DETAILS</b></p> <ul style="list-style-type: none"> <li>• Notice No.: DC-ISD-Antivirus-03-2025</li> <li>• Bid Fee &amp; EMD for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution</li> <li>• <b>Last Submission Date:</b> 28/05/2025 upto 18:00 hrs.</li> </ul>	<p>To,</p> <p><b>The Chief Accountant,</b>  <b>Surat Municipal Corporation,</b>  Mahanagar Seva Sadan,  Gordhandas Chokhawala Marg,  Muglisara, Surat - 395 003,  Gujarat, INDIA.</p>

The envelope containing EMD and Bid Fee must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **28/05/2025 up to 18:00 hrs.**

**Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**





## **TECHNICAL BID & PRICE BID**

The technical bid & price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

**4.11.** The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

**4.12. Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.

**4.13. Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all bidders. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.

### **4.14. Withdrawal of Bids**

Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.

### **4.15. Period of Validity**

The offer should be valid for acceptance for a minimum period of **120 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.

### **4.16. Language of Bids**

The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

### **4.17. Right To Accept or Reject Any Bid or All Bids**

SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.

### **4.18. Firm Prices & Bid Currency**

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

### **4.19. Costs to be Borne by Bidder**

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.

### **4.20. Acceptance of Terms & Conditions**



The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

- 4.21. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.
- 4.22. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
- 4.23. The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 4.24. The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

#### 4.25. Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

**4.26. Arithmetical errors will be rectified on the following basis. If there is a discrepancy** between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

- 4.27. Disqualifications:** A Bidder shall be disqualified and Bids will not be considered if
- a) Hardcopy envelop does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
  - b) The Price Bid and Technical Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid.
  - c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
  - d) The Bid documents are not in a language as per Clause.
  - e) The Bid documents are not signed affixing stamp by the authorized signatory.



- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.



## 5. Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on <https://smctender.nprocure.com> by the bidder so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

#	Description of Requirement	Proof Required to be Submitted
1.	The bidder <b>bidding for Enterprise Antivirus Solution</b> should be authorized distributor/ dealer/ channel partner/ reseller of Anti-Virus (AV) products, active in Anti-Virus Software and related IT business for last three financial years. It will, however, be preferred that the Original Equipment Manufacturer (O.E.M.) quotes directly.	Authorization letter from OEM as per Form – 'A', Section – 9
2.	Original Equipment Manufacturer (O.E.M.) should be in Gartner's Leader Quadrant for Endpoint Protection Platforms in any one year out of last 3 years as on bid start date.	Gartner's Magic Quadrant for Endpoint Protection Platforms Report published in the year 2022, 2023 or 2024
3.	<b>Original Equipment Manufacturer (O.E.M) of the proposed Enterprise Antivirus solution</b> must have successfully supplied antivirus solution having at least 10,000 licenses in India in last 3 financial years to any Government/PSU/ULB/Scheduled Public or Scheduled Private Bank out of which minimum 3 orders must be of at least 1000 licenses each.	Copy of work order / Completion certificate / Contract clearly indicating the quantity
4.	The bidder must have completed at least 3 years of experience/operation in the field of supply, installation, Configuration and Maintenance of Enterprise Antivirus Solution as on bid start date.	Copy of work order / Completion certificate / Contract clearly indicating years in operation
5.	The bidder <b>bidding for Enterprise Antivirus Solution</b> shall have successfully completed the supply and installation of <ul style="list-style-type: none"><li>at least 80% (2,560 licenses) of the tender quantity in one financial year during last three years (for this purpose last financial year would be considered as the one ended on 31.03.2025) out of which one order shall be of 50% (1,600 licenses) or more of the tender quantity.</li></ul> OR <ul style="list-style-type: none"><li>at least 60% (1,920 licenses) of the tender</li></ul>	Copy of work order / Completion certificate / Contract clearly indicating the quantity



	quantity in each of two financial years during last three years (for this purpose last financial year would be considered as the one ended on 31.03.2025) out of which two order shall be of 33% (1,056 licenses) or more of the tender quantity.	
6.	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Self-declaration / Undertaking by bidder as per Form – 'B', Section – 9
7.	The O.E.M. of the proposed Enterprise Antivirus solution should be in the business of providing antivirus, server security and email security Solution and should have registered office and service center in India for at least five years as on bid start date.	Please attach the following: 1. Certificate of Incorporation / Registration in India 2. Copy of GST Registration / Copy of PAN Card / VAT Registration / CST Registration 3. Any of the following: Property Tax Bill / Electricity Bill / Telephone Bill / Valid lease agreement indicating presence in India since last 5 years.
8.	EMD & Bid Fee	As per clause 4.4
9.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank.	Solvency Certificate as per Clause No. 7.9
10.	Compliance with technical specification as mentioned in Section – 8	Duly filled Section – 8 [Technical Specification] must be submitted separately on OEM's letter head as well as on Bidder's letter head for Enterprise Anti-virus Solution. The same must be duly signed and stamped by authorized person.
11.	Product literature	Technical details/brochures / specification sheet / Manual of bided products
12.	Undertaking from OEM	On OEM's letter head as per Form – 'A' as mentioned in Section- 9
13.	The compliance letter as per Form 'B'	On Bidder's letter head as per Form – 'B', Section- 9



14.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		



## Surat Municipal Corporation (SMC)

### TECHNICAL BID

**Bid for**  
**Supply, Installation, Configuration and**  
**Maintenance of Enterprise Antivirus Solution**  
**[DC-ISD-Antivirus-03-2025]**

**Online Bid Start Date**

May 09, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

May 21, 2025

**Last Date of Physical Submission of Bid Fee & EMD in**  
**Hard Copy**

May 28, 2025

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**Information Systems Department (ISD)**  
**Surat Municipal Corporation**  
**Muglisara, Surat-395003**

Technical  
Bid



## TECHNICAL BID

### 6. Scope of Work

#### 6.1 The broad scope of work is as under:

6.1.1 Supply, installation, configuration and maintenance of Enterprise Antivirus Solution to Surat Municipal Corporation (SMC) for a **period of three years.**

#### 6.2 Detailed scope of work for enterprise antivirus solution is as under:

6.2.1 The scope of the work would cover supply, installation, configuration and maintenance of Enterprise Antivirus Solution as per SMC's requirement from time to time and support of all these, at the discretion of the SMC, at least for a period of three years.

6.2.2 Bidder shall be fully responsible for installation, uninstallation /reinstallation, configuration, maintenance & troubleshooting of Enterprise Antivirus Solution including its server and clients at all offices.

6.2.3 The antivirus solution should be configured in such a way that it provides the following:

6.2.3.1. Central management console to centrally control desktop configurations, including scanning and cleaning options.

6.2.3.2. Centralized Audit trail logging and reporting capability with ability to communicate the reports using email.

6.2.3.3. Roll-back of pattern file if there is any problem with the new pattern file.

#### 6.2.4 Proposed setup of Enterprise Antivirus Solution

SMC is having many computers and multiple servers. These computers are spread across different SMC offices like Head Quarter, zone office, city civic center, hospitals, health centers, etc. All-important sites are connected with data center through WAN links / OFC which ranges from 2 Mbps to 100 Mbps. Each zone office is having local network and connected with ICCC through WAN links.

Proposed Enterprise Antivirus Solution should protect the entire network including the servers, desktops and laptops and necessary maintenance, technical support and training required to fully utilize the solution should be provided.

SMC should provide server for hosting proposed antivirus solution. The Central Antivirus Server should send virus definition update and all other updates to client desktops/laptops having different modes of network connectivity like Leased Line, Wireless, OFC, etc. Directory services are not currently available on SMC's Enterprise Wide Area Network for connected nodes. The detailed setup should be as follows:

- **Antivirus Server:** Antivirus Server or Central Server for the network will be situated at Data Center, Surat Urban Observatory and Emergency Response Centre (ICCC), Surat.

The solution should also support the following:





- **Direct Update:** The sites not having connectivity with data center but having internet connectivity shall be configured to get the updates from internet.
  - **Manual Update:** The sites neither having connectivity with data center nor having internet connectivity shall be configured to get manual updates with help of removable media.
- 6.2.5 All the connected PCs shall be configured to get automatic updates with proper scheduling so as to avoid traffic congestion. The update mechanism should be configured in efficient manner and update frequency should be configured in such a way that it does not cause bandwidth issues.
- 6.2.6 The proposed solution will be used on Live Production Servers running business critical applications as well as clients and hence the solution should be configured in such a way that it does not hamper the routine operations of both client and server systems.
- 6.2.7 All minor and major future upgrades and future version releases shall be available free of cost during the three years contract period.
- 6.2.8 Bidder shall ensure necessary technical support during the three years contract period so that all the features of the Antivirus solution is properly configured and utilized.
- 6.2.9 Bidder shall also ensure necessary technical support in case the problem is not solved by the resident engineer.
- 6.2.10 **Training**
- The selected bidder shall be required to impart instructor led training by trained and qualified instructor to the personnel nominated by SMC.
  - The training will comprise of technical training covering areas related to configuration, management, trouble shooting, etc. and operational training.
  - The selected bidder shall be responsible for finalizing a detailed training plan in consultation with SMC.
  - If required, the selected bidder shall arrange and provide refresher training.
- 6.2.11 The Enterprise AV Solution should seamlessly work with applications developed in-house by SMC / used by SMC. Majority of the applications are developed on Microsoft platform in VB/ VB.net. In case of any conflict onsite support engineer will add SMC applications in exceptions in end user PC / Central console to ensure necessary solution of the problem raised.
- 6.2.12 **Delivery & Installation Timeframe**
- The rollout of the anti-virus solution at HQ should be completed within 30 days of the date of the work order.
  - The rollout of the anti-virus solution at 9 Zone offices, 21 City Civic Centers, SMIMER Hospital must be finished within 45 days of the date of the work order.



- The complete rollout of the anti-virus solution must be achieved within 60 days of the date of the work order.

### 6.2.13 Manpower Support

Bidder shall be required to depute **one qualified, certified and experienced resident engineer at SMC for three years**. However, if required, additional manpower must be deployed during the rollout period so that the same can be completed at the earliest. Computer hardware and related infrastructure will be provided by SMC.

6.2.14 The engineer to be deputed **should be on the payroll of the successful bidder**.

6.2.15 SMC has all the rights to reject the services of the engineer and can ask for a change, if not found fit. In the event of change of any service engineer from the site, prior approval from the Head of ISD, SMC shall be essential.

6.2.16 The working time of Resident Engineer shall be 8 hours per day, 6 days per week (Sunday being holiday); but they will have to put in extra time whenever called for by SMC without any additional charges. The reporting time will be 15 minutes earlier than the SMC work start time.

6.2.17 In case of change in Resident Engineer owing to attrition Bidder shall ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new Resident Engineer. The exiting Resident Engineer should be replaced with equally or more competent personnel.

6.2.18 The Resident Engineer will be required to visit any of the SMC offices or any other places as per the directions of the Head of the IS Department. S/he will need to have his/her own vehicle / arrangements for this purpose and Bidder shall have to bear the cost for this and SMC will not make additional payment in this regard.

6.2.19 The Resident Engineer must possess mobile phone to ensure their availability. Bidder shall have to bear the cost for this and SMC will not make additional payment in this regard.

6.2.20 If the support of deputed Resident Engineer is found to be insufficient, additional support as and when needed shall be provided from offsite competent staff of Bidder at no extra cost to SMC.

6.2.21 The Resident Engineer deputed must work closely and coherently with other agencies working for SMC for IT related activities.

6.2.22 Bidder shall not use any information (including but not limited to data, records), the name or the logo of SMC except for the purpose of providing the service as specified under this contract.

### 6.2.23 **The Resident Engineer (RE) will be required to perform the following:**

The Resident Engineer shall be responsible for proper installation, configuration and maintenance of the Anti-Virus Solution at all the client machines and central server. S/he must possess necessary expertise and abilities to configure the features of the solution so that the same are fully and optimally utilized. S/he



shall be required to configure the Anti-Virus solution policies for clients and servers for specific site or user groups as per the need of SMC. S/he shall optimally configure the Anti-Virus solution so that it does not affect the client and server performance and utilizes the network lightly. S/he shall be responsible for regular updates of definition, patch, versions, etc. to all clients and servers. S/he shall be required to uninstall/reinstall/repair the client Anti-Virus as well as server Anti-Virus as and when required. S/he must remain vigilant to keep all the clients and servers in good health. The functions to be performed by RE staff will be inclusive but not limited to above. Any task not specified but necessary to be performed under this assignment has to be performed by the RE.

### Penalty Clause

6.2.24 Any problem pertaining to Antivirus solution must be attended within 2 working hours by the resident engineer on reporting of the complaint. However, problem pertaining to server must be attended immediately or at earliest. Failure to respond within the stipulated time, penalty clause will apply.

6.2.25 **Resolution time frame for the complaint for the critical problem pertaining to Antivirus solution will be 4 working hours** and for the rest, **the resolution time frame will be 8 working hours**. For the down time, beyond this duration penalty clause will apply.

6.2.26 The down time penalty as per the following table will be imposed in case of down time beyond the time limit as specified in clause – 6.2.25.

<b>Down time beyond specified time limit</b>	<b>Penalty</b>
Upto 3 days	Rs. 50 per day per machine.
4 days to 6 days	Rs. 100 per day per machine.
7 days to 10 days	Rs. 250 per day per machine.
Above 10 days	Rs. 500 per day per machine.

6.2.27 The decision of the head of the IS Department will be final and binding in case of the penalty to be applied.

### **Liabilities, Control, etc. of the person deployed**

6.2.28 Bidder on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of delivering the services and shall be responsible for acts of commission and omission on the part of its staff and its employee etc. and Bidder shall keep SMC fully indemnified against any such loss or damage.

6.2.29 The person deployed by Bidder shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of SMC during the contract period or, after expiry of the contract.



6.2.30 Bidder shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. SMC shall, in no way, be responsible for settlement of such issues whatsoever.

6.2.31 The transportation, food, medical and other statutory requirements in respect of personnel of the service provider shall be the responsibility of Bidder.



## 7. Terms & Conditions

**7.1.** Prices to be quoted should be inclusive of all Central/State taxes, levies, custom duties, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.

**7.2. The prices/charges quoted should also include:**

1. Delivery at installation site in SMC's main office and at all other office to be decided by the SMC, within Municipal limit.
2. Transit Insurance, Freight and loading, unloading charges upto SMC's site.
3. Installation & Commissioning of the Software / Hardware.
4. The cost of resident engineer

**7.3.** If the bidder is not the OEM, he will be required to submit "Authorization Letter from OEM" (as per **Form 'A'**) in soft copy online on <https://smctender.nprocure.com> on the OEM's Letter Head. An authorized signatory of the O.E.M. should sign this undertaking.

**7.4.** The bidder has to submit the "Self-Declaration" as per the Performa of Compliance Letter (as per **Form 'B'**) in soft copy online on <https://smctender.nprocure.com> on its letter head duly signed by the authorized signatory.

**7.5.** The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.

**7.6. Delivery schedule:**

The successful agency shall Supply, installation, configuration and maintenance of Enterprise Antivirus Solution as detailed in Part-8 [Technical Specifications] of this bid as per **delivery schedule detailed in Clause – 6.2.12** from the date of the Work/Purchase order.

A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed Supply, installation, configuration and maintenance of Enterprise Antivirus Solution for delay of each day thereafter.

**7.7. Security Deposit**

The successful bidder will be required to place **Security Deposit at 5%** of the consideration of the Contract by Cash/Demand Draft/Cheque/Banker's Cheque of any scheduled/nationalized bank Payable at **Surat** in favour of **Surat Municipal Corporation** of any scheduled/nationalized bank within 10 days from the date of notice of award of contract, failing which a **penalty at 0.065%** of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

**7.8. Agreement, Undertaking and Surety**

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking and Surety with SMC for supply of goods and its/their installation, Commissioning etc. on a Rs.300/- stamp paper (or of appropriate amount) of



Government of Gujarat at the agency's own cost within 10 (ten) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

## 7.9. Solvency Certificate

Along with the technical bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. The Solvency Certificate should valid and should not be older than one year from the bid start date.

7.10. No interest shall be paid on **Earnest Money Deposit** and/ or **Security Deposit** placed.

7.11. Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.

7.12. Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the bid document carefully. Failure to furnish all information required as per the bid document may result in the rejection of the bid

7.13. In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.

7.14. The selected bidder shall provide User Manuals, Operational and Maintenance Manuals, etc.

7.15. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the contract period, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.

7.16. The total penalty could be up to 10% of the Consideration of Contract and the decision of head of the Information Systems Department, SMC shall be treated as final in such cases.

7.17. The bidder shall indemnify SMC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

- any negligence or wrongful act or omission by the bidder or any third party associated with bidder in connection with or incidental to this Contract; or
- any breach of terms as stated in the bid document, the bidder's Bid and the Contract with the bidder
- any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

7.18. Prices to be quoted in Indian Rupees and should be inclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

## Notes



- a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sales Tax laws.
- b) Surat Municipal Corporation is a "Local Self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filaria/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

## 7.19. TAX LIABILITY

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

- 7.20. SMC may buy full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity, in accordance to any instruction, which may



be given to him in writing by SMC. The rates quoted by the bidder will be applicable on full / partial /additional quantity also.

- 7.21.** In case, the awardee i.e. the selected bidder fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies are not found up to the mark or found of inferior quality vis-à-vis specifications, the earnest money deposit and/or security deposit will be forfeited at once.
- 7.22.** All goods to be supplied shall be of specified or higher speed/technology/version. SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. SMC shall notify to the agency for this purpose and nature of tests that may be conducted (if found necessary) for benchmarking.
- 7.23.** In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of SMC. No "End of Life" product should be quoted to minimize such instances till the bid validity.
- 7.24. Terms of Payment for enterprise anti-virus solution:**
- 75% in 45-60 days of delivery of the license/product.
  - 15% in 30 days of complete installation or after completion of 90 days from the date of full supply whichever is earlier.
  - 05% on completion of 1<sup>st</sup> year of subscription.
  - 05% on completion of 2<sup>nd</sup> year of subscription.
- 7.25.** It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting bid for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.
- 7.26.** The bidder shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any sales promotion scheme(s) is/are launched after submission of bid or after the bidder is awarded with the contract by the SMC, all such benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.
- 7.27.** The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
- 7.28.** The agency shall depute only such individuals as are skilled and experienced in the works to be executed under the contract. The SMC has all the rights to reject the services of any engineer and can ask for a change, if not found fit.
- 7.29.** The bidder/ its personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/ organizational matters as all are confidential/secret in nature.





**7.30. Back-office Support:** Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.

**7.31. Force Majeure:** The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.

**Declaration:** I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place

Signature of Authorized Person

Date

Designation

Seal/ Stamp

Name



## 8. TECHNICAL SPECIFICATIONS

- The bidder can quote only one option (i.e. only one product can be quoted) against each item meeting or exceeding the below mentioned minimum specification.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped by authorized person of respective entity.
- The Technical Specification Sheet for enterprise anti-virus solution must be submitted separately on OEM’s letter head as well as on Bidder’s letter head. The same must be duly signed and stamped by authorized person of respective entity.

### TECHNICAL (MINIMUM) SPECIFICATIONS

#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
<b>I. Enterprise Anti-Virus Solution</b>			
1.	Must be able to reduce the risk of virus/malware entering the network by blocking files with real-time compressed executable files.		
2.	Include capabilities for detecting and removing rootkits		
3.	The proposed solution has its own proprietary scan engine		
4.	Must offer comprehensive client/server security by protecting enterprise networks from viruses, trojans, Ransomwares, worms, hackers, botnets and network viruses, plus spyware and mixed threat attacks.		
5.	Must provide Real-time spyware/grayware scanning for file system to prevent or stop spyware execution		
6.	Must clean computers of file-based and network viruses plus virus and worm remnants (Trojans, registry entries, viral files)—through a fully-automated process		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
7.	Scanning of compressed file archives in ZIP, ARJ, Microsoft Compressed formats, etc.		
8.	Assessment mode to allow first to evaluate whether spyware/malware is legitimate and then take action based on the evaluation.		
9.	Address the threats and nuisances posed by Trojans, the solution should be able to do the following: <ul style="list-style-type: none"> <li>Terminating all known virus processes and threads in memory</li> <li>Repairing the registry</li> <li>Deleting any drop files created by viruses</li> <li>Removing any Microsoft Windows services created by viruses</li> <li>Restoring all files damaged by viruses</li> <li>Includes Cleanup for Spyware, Adware etc</li> </ul>		
10.	Scanning of USB, CD ROM and Network Drives automatically in real-time when accessed		
11.	Solution should have option for Manual Scan, Scheduled Scan, Real-time Scan, and Scan Now		
12.	Shall have capability to detect and prevent files and folders getting shortcuts in flash/pen drive		
13.	Must be capable of cleaning viruses/malware even without the availability of virus cleanup components. Using a detected file as basis, it should be able to determine if the detected file has a corresponding process/service in memory and a registry entry, and then remove them altogether		
14.	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		
15.	Must have behavior monitoring to restrict system behavior, keeping security-related processes always up and running		
16.	Must provide Real-time lock down of client configuration – allow or prevent users from		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
	changing settings or unloading/ uninstalling the software		
17.	Users can configure Manual Scan, Scheduled Scan, and Real-time Scan settings		
18.	CPU usage performance control during scanning		
19.	Adjusts the scanning speed if: The CPU usage level is Medium or Low, Actual CPU consumption exceeds a certain threshold		
20.	Prevention feature that allows administrators to configure port blocking and suspicious files		
21.	Should have Integrated spyware protection and cleanup		
22.	Should be able to perform different scan Actions based on the virus type (Trojan/ Worm, Joke, Hoax, Virus, other)		
23.	Safeguards endpoint mail boxes by scanning incoming POP3 email and Outlook folders for Threats		
24.	shall be able to scan only those file types which are potential virus carriers (based on true file type)		
25.	Should be able to detect files packed using real-time compression algorithms as executable files		
26.	Updating virus definitions with incremental updates. Should support daily update for definition files. Size of daily update should be optimal.		
27.	Client machine acting as update agent which is delivering pattern updates to rest of the machines in the LAN, should have the capability to upgrade program upgrades also. No separate web server should be required		
28.	Shall be able to protect the endpoints from Web threats by blocking access to and from malicious sites based on the URL's reputation ratings		
29.	Shall have the capabilities to define Approved URLs to bypass Web Reputation policies		
30.	shall be able to scan Object Linking and Embedding (OLE) File		
31.	Provide real-time protection by referencing online database with millions of rated Web		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
	domains		
32.	Protect clients and servers on the network using stateful inspection, high performance network virus scanning, and elimination.		
33.	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		
34.	Provide a secure Web-based management console to give administrators transparent access to all clients and servers on the network		
35.	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		
36.	If the update from the Management server fails, the security clients with the privilege should be able to get updated directly from the vendor's server		
37.	Pattern file roll-back – shall be able to return to past pattern file if there is any problem with the new pattern file.		
38.	Should have integration with the Active directory		
39.	Shall support grouping of clients into domains for easier administration		
40.	Solution should be able to Blocks known and unknown vulnerability exploits before patches are deployed		
41.	Solution should have Advanced ransomware protection which monitors for suspicious file encryption activities at the endpoint, identify and block ransomware program that runs on endpoints by identifying common behaviors and blocking processes commonly associated with ransomware programs. It should have capability to recover lost files if possible.		
42.	Should be able to stop mass encryption of documents and other files on local disks (including USB drives) and remote shares on network drives (SMB) even if it happens from an (abused) trusted legitimate process		
43.	In case any client machine is affected / compromised by viruses, trojans, Ransomwares, worms,		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
	hackers, and network viruses, botnets, etc., then proposed solution should be able to isolate that affected/compromised host from network in order to prevent infection to other host in network		
44.	Support plug-in modules designed to add new security features without having to redeploy the entire solution, thereby reducing effort and time needed to deploy new security capabilities to clients and servers across the network		
45.	All client features (antivirus, anti-spyware, Enterprise Client Firewall and damage cleanup) are installed at the same time via client deployment methods and managed centrally via the web-based management console		
46.	Should support Intel and AMD x64 processors		
47.	Support for Windows 8, Windows 8.1, Windows 10, Windows Server 2003, Windows Server 2008, Windows 2012 Server		
48.	The end point solution manager should be compatible to be installed in a Windows server 2008 R2 (virtual server).		
49.	Solution must have the capability to exclude applications that are normally detected as Potentially Unwanted Application		
50.	Must be able to send a customized notification message to specified recipients when firewall violations exceed certain thresholds, which may signal an attack		
51.	Must be certified by Microsoft to support the Windows™ platform (32-bit and 64-bit).		
52.	Should have feature to prevent uninstall/ unload/ disable antivirus/ real time scanning by end user/ client.		
53.	Signature-based antivirus should eradicate malware on a system to protect against viruses, worms, Trojans, spyware, bots, adware, and root kits and also should offer comprehensive client/server security by protecting enterprise networks from viruses, Trojans, worms, hackers, and network viruses, plus spyware and mixed threat attacks		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
54.	<p>Solution should provide the following reports and should have capability to generate customized report as per requirement. Solution should also have capability to send an automated e-mail for alert notifications/reports.</p> <p>a) Security Events (Shows all security events, such as malware detections, on your devices and let you filter them to generate reports)</p> <p>b) Audit Logs (Record of all activities and changes made to the system.)</p> <p>c) Policy Violators (Shows the users who tried to access blocked websites or download blocked files most often.)</p> <p>d) Blocked Sites Access Record (Shows the blocked websites that users tried to visit most often and the users who tried to visit them.)</p> <p>e) Application Control Policy Violators (Shows the servers/users that tried to access blocked applications most often and the application they tried to access.)</p> <p>f) Warned Sites (Shows the top websites for which we display a warning and the users who most 9 often ignore the warnings)</p> <p>g) Blocked Applications (Shows the top blocked applications and the servers/users that tried to access them)</p>		
55.	The Solution should provide multi-layer of protection into a single agent - (AV, HIPS, Memory Exploit Mitigation, Advance Machine Learning, Emulation capabilities, Behavioral Monitoring and protection, reputation lookup, application and device control & system lockdown)		
56.	Have artificial intelligence to provide zero-day protection and stop new and unknown threats by monitoring file behaviors while they execute in real-time to determine file risk. Must be able to reduce the risk of virus/malware by blocking files with real-time compressed executable files.		
57.	If the endpoint client detects a network attack, solution must automatically activate active response to block all communication to and from the attacking computer		



#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
58.	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, 3) Login Script Setup, 4) Remote installation, 5) From a client disk image		
59.	The Solution should check for the existence for antivirus software, patches, hot fixes, and other security requirements. For example, the policy may check whether the latest patches have been applied to the operating system		
60.	To address the threats and nuisances posed by Trojans, the solution should be able to do the following: Terminating all known virus processes and threads in memory, repairing the registry, deleting any drop files created by viruses, removing any Microsoft Windows services created by viruses, restoring all files damaged by viruses, Includes Cleanup for Spyware, Adware etc		
61.	Solution should protect processes by a) Preventing process hollowing attacks b) Preventing DLLs loading from untrusted folders		
62.	Shall have capability to block particular website		
63.	Solution should support automated malware removal		
64.	Remediation and side effect repair engine should aggressively scan infected endpoints to locate Advanced Persistent Threats and remove tenacious malware		
65.	Solution should support Malicious Traffic Detection (MTD)		
66.	Solution must support Runtime Behavior Analysis / HIPS		
67.	Solution should support the time based policies		
68.	Solution should have capability to block the access of USB devices to all / selected client		
69.	Proposed solution should show the alert description along with Device name and IP address		
70.	The solution Should help prevent internal and external security breaches by monitoring application behavior and controlling file access, registry access, processes that are allowed to		





#	Requirement	Compliance? [Yes/No]	Deviation from Specification / Remarks if Any
A	B	C	D
	run, and devices information can be written to		
71.	Entire antivirus solution including all components must be from same OEM		
72.	Make and Model of proposed enterprise anti-virus solution (Specify in Column – D)		

Place

Signature of Authorised Person

Date

Designation

Seal/ Stamp

Name



## Surat Municipal Corporation (SMC)

### Annexure to Technical BID

**Bid for**  
**Supply, Installation, Configuration and**  
**Maintenance of Enterprise Antivirus Solution**  
**[DC-ISD-Antivirus-03-2025]**

**Online Bid Start Date**

May 09, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

May 21, 2025

**Last Date of Physical Submission of Bid Fee & EMD in**  
**Hard Copy**

May 28, 2025

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Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003

Annexure  
to  
Technical  
Bid



## 9. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

### A. Bidder's Details

1 Details of responding firm/company	
a.	Name of the Bidder/Supplier
b.	Address
c.	Telephone <span style="float: right;">Fax:</span>
d.	Website
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other
f.	Income Tax Number [PAN]
g.	Goods & Service Tax (GST) No.
2 Information about responding firm / Company	
a.	Address of Head Quarter/Head Office
b.	Address of Registered Office
c.	Main Office in Gujarat
d.	Office in Surat



e.	No. of years of operation in India			
f.	Turnover (figures as per last three audited balance sheets are to be provided)	Yr.-1 (20__-__)		
		Yr.-2 (20__-__)		
		Yr.-3 (20__-__)		
<b>3</b>	<b>Details of Contact Person</b>			
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
<b>4</b>	<b>Details of Authorized Signatory</b>			
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
<b>5</b>	<b>Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)</b>			
<b>#</b>	<b>Forum of Business</b>	<b>Yes/ No</b>	<b>Registration Details (submit attested copies of certificates)</b>	<b>Validity Date</b>
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)			
i.	Hindu Undivided Family?			
j.	Partnership Firm?			
k.	Public Limited Company under The Companies Act?			



l.	Private Limited Company under The Companies Act?			
m.	State Govt. owned Undertaking/ Corporation / Enterprise?			
n.	Central Govt. owned Undertaking/ Corporation / Enterprise?			
o.	Co-operative Society?			
p.	Association of Persons?			



## B. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		



## C. Authorization Letter from OEM

### FORM – A

(To be submitted on OEM's letterhead duly signed by its Authorized signatory)

Date:

To

**Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003**

**Sub.: Authorization to a distributor/dealer/channel partner for bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution [DC-ISD-Antivirus-03-2025]**

Dear Sir,

Please refer to your Notice Inviting Bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution.

<<**Name of the bidder**>>, who is our reliable <<**Specify Status like authorized distributor/ dealer/ channel partner / implementation partner / Systems Integrator / Service Provider**>> is hereby authorized to quote on our behalf for Enterprise Antivirus Solution for this bid.

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

Yours faithfully,

<<*Authorized Signatory*>>

For and on behalf of

<<*Name of OEM*>>



## D. Self-Declaration

### FORM – B

#### Performa of Compliance letter

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

To,  
The Deputy Commissioner,  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

Date:

**Sub:** Compliance with the bid terms and conditions, specifications and Eligibility Criteria

**Ref:** Bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution  
[DC-ISD-Antivirus-03-2025]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.

We hereby confirm that all the components/parts/assembly/software which we shall supply on award of contract shall be original new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.





I/We also state that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>



## Surat Municipal Corporation (SMC)

### **Price BID**

### **Bid for Supply, Installation, Configuration and Maintenance of Enterprise Antivirus Solution [DC-ISD-Antivirus-03-2025]**

#### **Online Bid Start Date**

May 09, 2025

#### **Online Bid End Date**

**(Last Date of Online Submission of Bids)**

May 21, 2025

#### **Last Date of Physical Submission of Bid Fee & EMD in Hard Copy**

May 28, 2025

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**Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003**

Price Bid



## Price Bid

[Note: **Must be submitted online, not to be sent physically,**]

### PRICE BID

Item No.	Particulars	UoM	OEM & Product Name	No. of users	Unit Rate excl. GST	GST (%)	Unit Rate incl. GST	Amount incl. GST
A	B	C	D	E	F	G	$H = F + (F * (G/100))$	$I = E * H$
1.	Subscriptions of Enterprise Antivirus Solution for 3 years	Nos.		3,200				

### Note:

1. The rates (Quoted in Unit Rate Column) should be exclusive of GST. The applicable GST should be quoted separately in GST column in Price Bid.
2. The taxes/GST at prevailing rate will be considered for payment purpose.

Place:

Date:

Company stamp:

Signature of Authorized Person:

Designation:

Name: