

O/c

Ref.No. CGTMSE/IT/SW/2015-16(1)/1766

February 24, 2016

<Symantec authorised partners/ re-sellers>.

Dear Sir/ Madam,

**Invitation of bids –
Renewal of S/w support with Symantec and on-site support services
for Symantec Endpoint Protection (SEP) licenses**

We are in the process of renewal of software support for 70 SEP licenses and on-site support services, for a period of 01 year. You are requested to please submit your proposal in the prescribed format and as per terms and conditions given in following Annexures on or before **3:00 pm on March 07, 2016**:

1. Annexure - I : Terms and conditions
2. Annexure - II : Bid Forwarding letter
3. Anneuxre - III : Eligibility Criteria.
4. Annexure - IV : Commercial bid format.

Thanking you,

Yours faithfully

[Narender Kumar]
AGM (Systems)

Encl: As above.

Annexure – I

Terms and Conditions

1. Purpose and :

- a. CGTMSE is using Symantec Endpoint Protection Ver. 12.1 for protecting its desktops and servers viruses, worms, malware and other threats. Currently there are 70 software licenses with valid software support from Symantec for the period as under:

S No.	License Description	Qty.	Support Expiring/ expired on
1	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A	15	25/03/2016
2	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A	55	27/03/2016

- b. CGTMSE invites proposals from eligible bidders for the renewal of software support with Symantec for above mentioned licenses for the period as indicated and providing on-site maintenance support by the vendor **for the period March 28, 2016 – March 27, 2017 i.e. for a period of 01 year.**

2. Scope of work:

Following would be the scope of work under the contract:

- a. Renewal of support with Symantec for following licenses for the period as indicated:

S No.	License Description	Renewal SKU	Qty	Support renewal period
1	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A	30THOZZO-ER1GA	15	26/03/2016 to 25/03/2017
2	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A		55	28/03/2016 to 27/03/2017

- b. Submission of the assignment certificate and renewal certificate(s) in physical or electronic from Symantec, in the name of CGTMSE.
- c. Providing on-site support for a period of 01 year starting from March 28, 2016. Following would be the scope of work:
- i. Vendor shall depute support engineer to CGTMSE, once in a quarter:
 - ✓ To review the entire configuration and settings of SAV software on CGTMSE servers & desktops.
 - ✓ To have quarterly review of SAV software logs and report untoward incidents, if any, to CGTMSE.
 - ✓ To implement major versions/ updates/ releases/ bug fixes of the software released by the OEM.
 - ii. Quarterly visits may be scheduled in mutual consultation with CGTMSE.
 - iii. In between the quarterly visits, vendor shall provide telephonic/ on-line remote support to CGTMSE to resolve the issues, if any. However, in case the issue could not be resolved over phone, vendor shall depute the engineer on-site for resolution of the same.

3. Delivery Schedule:

- a. New license should be supplied within 04 weeks from the date of purchase order.
- b. The Service Provider shall ensure to lodge the order with OEM Symantec well in time so that the support is renewed well in time for the desired period.
- c. Vendor shall submit the proof of renewal of licenses and the assignment of new licenses along with invoice at the following address:

**The General Manager,
Credit Guarantee Fund Trust for Micro and Small Enterprises,
1002 & 1003, 10th Floor, Naman Centre,
Plot No. C-31, G Block, Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051**

- d. Vendor shall start on-site support services w.e.f. March 28, 2016, for a period of 01 year.
- e. The Trust will not be in a position to supply Form-C or Form-D and bidder will have to arrange for Form 31 or 32 or any other road permit, if required, on behalf of CGTMSE. Bidder shall arrange the Road Permits or any other document wherever required. Any letter required for this may be given by the Trust.

4. Payment Terms:

- a. 100% payment shall be made after the vendor has submitted the proof of renewal of support services by Symantec for the desired period, along with the invoice.
- b. For renewal of software support and cost of new licenses, 100% payment shall be made after the vendor has submitted the proof of renewal and certificate of assignment of new licenses, along with the invoice.

5. Award of contract: Contract shall be awarded to the commercially L1 bidder provided its bid is found to be responsive to the terms and conditions of proposal.

Annexure –II

Bid Forwarding Letter

(To be submitted on Bidder's company letter head)

Date:

The General Manager
CGTMSE
1002-1003, 10th Floor, Naman Centre,
Plot No. C-31, 'G' - Block
Bandra Kurla Complex (BKC), Bandra (E)
Mumbai - 400 051

Dear Sir,

**Renewal of S/w support with Symantec and on-site support services
for Symantec Endpoint Protection (SEP) licenses**

This is in reference to your request for proposal vide letter no. CGTMSE/IT/SW/2015-16(1)/1766 dated February 24, 2016 on the captioned subject. In this connection, we the undersigned bidders, having understood your requirements, do hereby propose to extend our services as per terms & conditions and scope of work mentioned in **Annexure-I** and submit the following as per requirement:

1. Minimum Eligibility bid as per **Annexure–III**
2. Commercial bid as per **Annexure–IV**.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Thanking you,

Yours sincerely,

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Annexure – III

Minimum Eligibility Bid

S. No	Criteria	Bidder's Response
1	Name of the bidder company	
2	Year of establishment	
3	Type of Company <i>[Govt./ PS / Pub. Ltd/ Pvt. Ltd/ Partnership/ Proprietary]</i>	
4	Address of Registered Office with contact numbers [phone /fax/mail]	
5	PAN No.	
6	Contact Details of the person authorized to make commitment to CGTMSE for execution of work as per scope.	
a	Name	
b	Designation	
c	Mobile No.	
d	Fax No.	
e	Mail Id	
7	Vendor should be an authorised partner/ service provider of Symantec for providing software support renewal services. <i>Pl. attach authorisation letter from Symantec.</i>	
8	Vendor should have experience of providing s/w support renewal with Symantec and installation/ administration/ maintenance support services for Symantec Endpoint Protection to at least 02 customers with at least 50 endpoints.	

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Annexure-IV

Commercial Bid Format

S. N.	Items Description	Support Period	[Amt in ₹]		
			Qty. [A]	Unit Price, incl. of taxes [B]	Total Cost, incl. of taxes [C=AxB]
1	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A	26/03/2016 to 25/03/2017	15		
2	SYMC PROTECTION SUITE ENTERPRISE EDITION 4.1 PER USER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A	28/03/2016 to 27/03/2017	55		
3	01 year on-site support as per SOW	28/03/2016 to 27/03/2017		N.A.	
Total cost of services [1+2+3]					

Note :

- Total cost should be inclusive of all taxes.
- TDS will be deducted at source as per rules, if it is applicable.

Date _____ Signature of Authorised Signatory ...

Place _____ Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...
