

TECHNICAL TERMS AND CONDITIONS:

PREFACE:

BHEL-PSSR has around 800 computers connected in a LAN / WAN environment. The computers are located at Chennai HQ and at its various project site locations in Southern / Central India. The topology is LAN and WAN. Currently around 350 computers have been installed with Symantec Endpoint Protection 12.1 Clients and being centrally managed by the Symantec Endpoint Protection 12.1 Server at the data centre in PSSR HQ, Chennai.

BHEL PSSR has procured 400 licenses of Symantec Endpoint Protection 12.1. The breakup of the licenses is as follows:

Serial No.	No. of licenses	Type of Procurement	Start Date	Expiration Date
M8766996222	100	Renewal – 1 yr	16-Feb-15	22-Nov-15
M5061747086	200	Renewal – 1 yr	16-Feb-15	14-Jan-16
M2942563541	100	Initial – First year	02-Sep-15	17-Aug-16

Since some of the licenses have expired / due to expire, BHEL PSSR desires to renew the licenses from the date of expiry of the respective licenses for a period of three years, and extendible up to five years.

The license of the Endpoint protection software shall be for a period of 3 years and extensible up to 5 years.

All Software updates and upgrades shall be provided during the entire License period at no extra cost. The bidder shall give commitment letter in this regard.

SCOPE:

The scope of the project includes supply and installation of the Symantec Endpoint Protection licenses in the existing Management Server and time to time deployment of Symantec Endpoint protection client software as per requirement of BHEL PSSR.

The bidder shall deploy their own manpower to install licenses in the Management Server. Any changes required in the Management Server, including installation of licenses, configuration of policies and groups, configuration of backup etc. should be done directly from PSSR HQ Chennai location, since remote access to the Management Server will not be provided.

Reconfiguration of the Antivirus Server if required and migration to another Server if required shall be in the scope of vendor at any time during the AMC.

Provision of hardware for Management Server and installation of OS are in the scope of BHEL PSSR.

The cost of commutation, boarding, lodging etc. for the onsite visits shall be borne by the bidder and no extra cost is payable for the onsite visits.

SERVICE LEVEL AGREEMENT FOR THE SUPPORT OF SYMANTEC ENDPOINT PROTECTION SOLUTION:

The bidder shall fulfil all the below mentioned terms and conditions during the service tenure:

- 1. Stable version upgrades and patches shall be incorporated in to the live server whenever the OEM releases new version upgrades and patches.*
- 2. Installation and complete configuration support shall be extended by the bidder, whenever hardware upgrade / migration takes place. This shall be catered as per BHEL PSSR requirement and there is no limit on the number of times it may be required.*
- 3. The bidder shall demonstrate that there is no performance degradation of the nodes after the installation of the Endpoint client software.*
- 4. Support level escalation matrix shall be provided.*
- 5. The bidder shall make quarterly visits to BHEL PSSR HQ (Chennai) to audit the antivirus server health and must submit a report on the threat level and preventive measure plan.*
- 6. Telephonic support shall be extended by bidder whenever needed. In the event of problem not being solved, the vendor shall provide onsite support and resolve the issue.*
- 7. The bidder shall provide direct support and shall not have a third party sub contract for the support and service.*