



भारतीय उष्णदेशीय मौसम विज्ञान संस्थान
(पृथ्वी विज्ञान मंत्रालय, भारत सरकार का एक स्वायत्त संस्थान)
डॉ. होमी भाभा मार्ग पाषाण, पुणे- ४११ ००८

INDIAN INSTITUTE OF TROPICAL METEOROLOGY
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)
Dr. Homi Bhabha Road, Pashan, Pune - 411 008. India



सं. / No . PWS/141/2016/03

दिनांक / Date:

मेसर्स./ M/s.

प्रिय महोदय / Dear Sirs,

“दिनांक _____ की पूछताछ से _____ की अनुक्रिया में दिनांक _____ की नवोदित दर सूची,” लिफाफे पर लिखे मुहरबंद निवोदित दर सूची निम्नलिखित भण्डारों की आपूर्ति के लिए संस्थान दिनांक _____ के 12.00 घंटे तक निमंत्रित है जिन्हे उसी दिन 15.00 घंटे तक खोला जाएगा।

Quotation in sealed cover superscripted there on quotation due on **14th June 2016** response to **Enquiry No. PWS/141/2016/03** dated **20th May 2016** is invited for **Renewal of Hosted Anti Spam and Antivirus for 500 users** so as to reach this Institute latest by **12:00 Hrs.** on **14th June 2016** which will be opened on the same day at **15:00 Hrs.** on **14th June 2016**.

यह जांच पत्र इस संस्थान के सम संख्यक जांच पत्र दिनांक 22/04/2016 के निरंतरता में जारी किया जाता हैं और दरसूची बोली जमा करने की अंतिम तिथि दिनांक /17/05/2016 से 14/06/2016 दोपहर 12: बजे तक के लिए 00 बढ़ा दी गई हैं। निविदाएँ उसी दिन 15: बजे खोली जाएंगी। 00

This enquiry letter is issued in continuation to this Institute's even no. enquiry letter dated 22/04/2016 & last date of submission of quotation / bid is **extended** from 17/05/2016 to 14/06/2016 up to 12:00 hrs. Bids will be opened on the same day at 15:00 hrs.

The quotation shall normally remain valid for a minimum period of 90 days from the date of opening इस पष्ठ की दूसरी और छपे अनुदेशों को ध्यान में रख कर निवोदित दरसूची भरी जाएगी।
The quotation shall be filled in with the consideration to the instruction printed overleaf.

क्रम सं. Sr. No.	विवरण Description	इकाई Unit	मात्रा Quantity
1.	Hosted Anti Spam and Antivirus for 500 users renewal for domain tropmet.res.in Details enclosed in Annexure – I & II	Job	One

एस.टी./सी.एस.टी./आदि के लिए संस्थान कोई रियाती फार्म नहीं दे सकता।
This Institute is unable to furnish any Concessional form for S.T / C.S.T. / etc.

भवदिय / Yours faithfully



(V.R. Mali)
Scientific Officer Gr.-II
For Director

1. Tenders/quotations, addressed to the Director, Indian Institute of Tropical Meteorology, Pashan, Pune- 411008 must be submitted in sealed cover super scribing Quotation for **renewal of Hosted Anti Spam and Antivirus for 500 users.**
2. Last date for the receipt of completed quotations is up to 12:00 Hrs. of **14th June 2016.**
3. The quotation must be valid for a period of 90 days from the date of opening.
4. System can be inspected on any working day between 10:00 Hrs to 17:00 Hrs.
5. Vendor should have at least 5 years proven experience in the relevant field.
6. The successful firm/contractor, within a period of 10 days, shall furnish a Bank Guarantee for 10% of the total cost of CMC, valid till the end of the contract period towards security for smooth performance of the CMC.
7. You are requested to submit Service Level Agreement.
8. The contract may be terminated by either party by giving one month's notice in writing.
9. The vendor should give an SLA for 24X7 supports valid for 1 year with 2 hours response time and next business day resolution time.
10. Penalty Clause: Penalty shall be imposed for not meeting the SLA i.e. if not resolved the complaint within the resolution time, at the rate of Rs. 500/- for delay of every 24 hours and maximum up to 5% of the total contract value.
11. In the event of mail server being down, the mails should be stored vendors storage at least for a period of 1 week.
12. The Contract will be valid for a period 1 year. If the services are satisfactory the contract may be extended for two more years.
13. Institute can terminate the AMC if found services are not satisfactory.
14. Director, IITM reserves the right to reject any or all tenders without assigning any reason.
15. In case any dispute regarding maintenance, the Director, Indian Institute of Tropical Meteorology Pune, will be the final Authority to decide the appropriate action and it will be binding on the vendor
16. **Payment Terms:** Payment terms would be 50% after activation of licenses and remaining 50% after 6 months.
17. Institute reserves the right to cancel the order.



(V.R. Mali)
Scientific Officer Gr.-II
For Director

Technical Specifications – Hosted Email Anti-spam & Anti-virus

Sr.No.	Particulars	COMPLIED Yes/No	Deviations if any
1	Minimum 3 Independent IDC setup where MX will be pointed with same priority hosted within Indian Boundaries.		
2	Minimum 2 Commercial Anti-spam & 2 Anti-virus Products Filters (At least one Product used should be present in latest Magic Quadrant for Secure Email Gateways)		
3	Average Mail Latency (Scan & Delivery) should never exceed 3 min.		
4.	Incoming Mail scanning Feature Requirement: Reputation based (RBL) filtering , RBL that is being referred should maintain the reputation on day to day basis (Dynamic) White Or Blacklisting of Domain / Email ID should be possible		
5	Spam Catch rate of above 99 %(independent report affirming the catch rate)		
6	Known Virus catch rate of 100 %		
7	Advance Malware & Zero –Hour- Attack Protection		
8	Spooling time of 72 Hours , in case of our mail setup not reachable or when under maintenance		
9	Facility to list users & enforce a recipient check prior , accept mail only for users who are present in the list (LDAP)		
10	Enforce Opportunistic TLS encryption between sender and recipient server both for Inbound & Outbound Email Traffic		
11	Outgoing Mail Scanning Feature Requirement: Outbound mails to external domain should never get blocked owing to IP reputation Outbound Mails to be scanned for Spam &Virus , prior deliver Support All Anti-Spoofing Technologies like SPF / DKMI / DMARC / rDNS to identify Spoofed Emails.		

12	<p>Spam Quarantine & Digest Options :</p> <p>Identified spam should be quarantined for minimum of 7 days</p> <p>Bulk Marketing email should be tagged & Quarantined</p> <p>Spoofed mail should tagged & Delivered to user</p> <p>Administrator access to be provided to access spam quarantine and release false Positive mails should be possible.</p> <p>Notification to user in the form of spam digest mail should be possible.</p> <p>Frequency of spam digest mail & user should have ability to release falsely identified spam.</p>		
13	24 x 7 Support with ticketing system		
14	The proposed hosted email security solution should support & run smoothly on IPv6 Configuration with backward compatibility with current IP version IPv4		
15	Administration control Panel with following features ; Ability to bulk Add/delete users View mail traffic details Mail Tracking & Log Search (7 days log data availability)		
16	Service Level Agreement (SLA Parameters calculated on Monthly basis) 99.9 % uptime Average Mail Latency less than 3 min		
17	Business Continuity (Optional Feature) In case of disaster of our mail infrastructure , Email Security Solution provider should be in a position to provide temporary mail box to user for access & reply of mails till primary mail setup is up.		
18	The bidder shall provide 24 x 7 x 365 Helpdesk facility with direct access telephone number, email id, name, etc, of its team that will be managing the Email Security Infrastructure with complete Escalation Matrix & SLA on issue response time		


(V.R. Mali)

Scientific Officer Gr.-II
For Director