

	MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD. Government of Maharashtra (Undertaking) (CIN No. U40109MH2005SGC153646) EHV Project Cum O&M Zone, Pune Administrative Building, 3rd floor, Block No.402, Rasta Peth, Pune-411 011 ☎ 26066106,26061132 (P) E-Mail : cepune@mahatransco.in	
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No. CE/EHV/PC (O&M) Zone/Pune/IT/ **No 2 0 4 7 -**

Date: **0 3 NOV 2025**

E-ENQUIRY (Through MSETCL web page)

Subject: E-Enquiry for 'Renewal of existing Centralized Net Protector Endpoint Security protection application for 600 numbers of Clients for one (1) year under EHV PC O&M Zone, MSETCL's jurisdiction'.

Dear Sir/Madam,

Sealed and Super scribed quotations are invited for the "Renewal of existing Centralized Net Protector Endpoint Security protection application for 600 numbers of Clients for one (1) year under EHV PC O&M Zone, MSETCL's jurisdiction." as per 'Scope of work' (Annexure-A) & 'Schedule-A'. You are requested to quote your lowest rate for above work.

The terms & conditions are as follows: -

1. Prescribed Format:

Rates should be quoted in prescribed format which is mentioned in 'Schedule-A' & duly signed & stamped on the letter head of the agency.

2. Schedule-A:

In Schedule-A, agency will provide best lowest quote. Rates shall be valid for one year.

3. Security Deposit: -

The successful Bidder shall pay 10% of the contract value towards 'security deposit' (S.D.) with the acceptance of LOI/Work Order within 7 days from issuance of LOI/Work Order. After expiry of the contract period, interest free 'Security deposit' will be refunded in normal course, subject to any deductions/penalty (if applicable) & as per MSETCL terms & conditions. In case of breach of contract during contract period, S.D. will be forfeited without assigning any reason.

4. Scope of Work: - (Most Important)

Agency has to execute the work as per 'Scope of work' (Annexure-A). Technical specifications, other important terms & conditions should be read carefully in line with original work order(enclosed) & configurations as per Net Protector Corporate ID: PUN-M2842.

5. Sealed & Super Scribe Envelope:

So, agency will make **one** sturdy envelope with '**sealed & super scribed**' as:

Quotation for 'Renewal of existing Centralized Net Protector Endpoint Security protection application for 600 numbers of Clients for one (1) year under EHV PC O&M Zone, MSETCL's jurisdiction'.

Name of the Bidder:

Following documents will be submitted in this envelope by agency:

- i. Copy of one '**Work Order**' of similar work (work order amount Minimum Rs.3.00(Three) Lacs) within last 3 years (Year 2022/2023/2024/ Completed as on date) of any sector (**any** 'Government/Semi-government/Private' establishment). (Only **One** Work order is required.)
- ii. Copy of Registration under 'Shop Act' **OR** 'NOC of Gram panchayat' **OR** 'Udyam aadhar' **OR** 'Certificate of Incorporation'.
- iii. Copy of **PAN card**
- iv. Copy of **GST Registration certificate**
- v. **Schedule-'A'** on the letterhead of the agency with seal & sign.

6. Conditional bids will directly be rejected.

7. Do not include this 'Enquiry' in the envelope.

8. Include only required documents.

9. Your duly filled with sealed and super scribed quotation should reach this office on or before date 11.11.2025 at 12.00 Hrs. without fail. Date of opening of quotation (Technical) is 11.11.2025 at 15.00 Hrs. (Probable). Quotations received after due date & time will not be considered.

10. Acceptance of Work: -

The successful Bidder shall accept the offer within 7 days from issuance of LOI/Work Order OR it will be presumed that concern bidder is not interested for same work.

11. Agreement on Stamp Paper: -

The successful Bidder shall execute Agreement on **Rs.500/- (Rs. Five hundred only/-)** stamp paper in 'MSETCL format' within 7 days from the issuance of Work Order/LOI. Bidder shall bear Cost of the 'stamp paper & execution of agreement'.

12. Disputes: -

Any disputes related to the contract shall be subject to the exclusive jurisdiction of Pune District Court only. The MSETCL's general 'Terms & Conditions' shall be applicable & binding on bidder for this work contract. (For Queries please Contact: 9322948870)

13. The right to place a 'work order/LOI' or to 'cancel' this work without assigning any reason is reserved with this office.
14. MSETCL standard Terms & Conditions that too existing & amended time to time shall be applicable on this contract. In addition to this, any government norms that too existing & amended time to time shall be applicable on this contract.

Thanking You.

Enclosed: 'Schedule- A' and 'Scope of Work (Annexure-A)'



(Anil Kolap)
Chief Engineer
EHV PC O&M Zone Pune

Schedule-A - Renewal of existing Centralised 'Net Protector Endpoint Security protection application'						
Sr.No.	Description of Item	Quantity	Unit	Per 1 (One) Unit Exclusive Rate (INR)	Total Exclusive Rate (INR)	GST Amount (INR) on 'E'
	A (As per 'Scope of the Work')	B	C	D	E = (B*D)	G
						H = (E+G)
1	Renewal of existing Centralized Net Protector Endpoint Security protection application for 600 numbers of Clients for one (1) year under EHV PC O&M Zone, MSETCL's jurisdiction.	600	Number	500	300000	54000
2	Installation & Configuration of 'End Point Security Application' as per scope of work	1	Each	9500	9500	1710
	Total				309500	55710
						365210


 Chief Engineer
 EHV PC O&M Zone Pune

Maharashtra State Electricity Transmission Co. Ltd
(CIN No.U40109MH2005SGC153646)

Annexure-A: (Scope of the Work)

Sub: 'Renewal of existing Centralized Net Protector Endpoint Security protection application for 600 numbers of Clients for one (1) year under EHV PC O&M Zone, MSETCL's jurisdiction'.

..... 'Scope of the Work' thereof

1. Renewal of existing centralised Net Protector Endpoint Security protection application:

- a) License details: MSETCL has installed 600 numbers of clients for 'centralised Net Protector Endpoint Security protection application' having following details:
- b) Corporate ID: PUN-M2842
- c) This application shall expire by 25.11.2025 (25 November 2025)

2. Renewal Period: Agency shall renew the application for the period of One(1) year. i.e. from 25.11.2025 to 24.11.2026

3. Installation: This application does **not** require **first time** (1st) time **installation** at 600 locations as this is **renewal**. However, when MSETCL Computers requires installation of application, agency shall provide **direct** mobile number for installation. This installation will be on remote basis. This service shall be **infinite** time. MSETCL end users shall call this direct number for application installation. No IVR or waiting base mobile numbers will be accepted.

4. Billing:

- a) **For renewal:** After successful renewal of the complete application, agency shall raise bills/e-invoices, in physical & through MSETCL Bill tracking System (BTS) system.
- b) **For Installation:** MSETCL shall pay 'Installation' payment after the expiry of this work order i.e. after One year.
- c) Invoices will be processed in due time with respect to MSETCL standard terms & conditions.

5. Original terms & conditions:

- a) Rest terms & conditions will be as it as per Corporate ID: PUN-M2842
- b) There will not be any change in technical specifications of product assigned vide Corporate ID: PUN-M2842
- c) Previous Work order is attached herewith for rest of technical specification & reference etc.



MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LTD.

CIN No. U40109MH2005SG153646.

From:

Name of Office: The Chief Engineer, EHV PC O&M Zone, Pune.

Office Address: Administrative Building, 3rd Floor, Block No.401 & 402, Rasta Peth, Pune-411 011.

Contact No: 26066106,26062913,26061132(P), 26066596 (Fax)

Email Id: cepune@mahatransco.in

Ref No. CE/EHV/PC (O&M)/Zone/Pune/Tech-IT/

No 1 9 3 3 4 2 2 NOV 2022

Work Order

P.O. No: 9 100012116

To,

**M/s. Navtej Commercial Corporation,
141, Lonare Complex, Dahegaon Road,
Khaparkheda, Nagpur- 441102.
E-mail: -navtejcc@gmail.com**

Sub: Supply, Installation, Maintenance & Support for Cloud based Enterprise/Professional 'Centralized Client Server Architecture Endpoint Security protection application for 600 numbers of Clients for three (3) years under EHV PC O&M Zone, Pune MSETCL's jurisdiction.

Ref:-

- 1. Tender No.CE/EHV/PC(O&M)/Zone/Pune/TenderNo.13/2022-23(RFXNo.7000024041)**
- 2. Your response No. 4000127439**
- 3. LOI CE/EHV/PC (O&M)/Zone/Pune/Tech/ 1551 Dtd 12.9.2022**

Dear Sir,

With reference to the above, the undersigned is pleased to inform you that your response for the Supply, Installation, Maintenance & Support for Cloud based Enterprise/Professional 'Centralized Client Server Architecture Endpoint Security protection application for 600 numbers of Clients for three (3) years under EHV PC O&M Zone, Pune MSETCL's jurisdiction is accepted on the following terms & conditions.

TERMS AND CONDITIONS

1. Scope of Work:

As per Annexure 'I' & Schedule 'A'

2. Value of the Work Order:

The total value of the work order is limited up to **Rs. 8,05,614/-** (Rs. Eight Lakhs Five Thousand Six Hundred Fourteen Only, inclusive of GST). Quantity & Amount can be varied as per the actual work carried out by you & M.B. recording by MSETCL representative. However, payment shall be made as per actual quantities executed & measured as per the Company's rules.

3. Security Deposit: -

10% of the amount of the Contract (RFX/Tender) price (as per tender document Part III, Condition No. 8.1) i.e. **Rs. 1,09,102.80/-** is to be paid as security deposit by

cash/DD/BG/RTGS in favor of **Superintending Engineer, EHV O&M Circle, Pune**. No interest will be paid on this amount and this will be refunded after expiry of guarantee period satisfactorily. Failure to furnish the security deposit within the specified period shall entail to forfeiture of the EMD and cancellation of the contract.

Please note that, the % of SD/PBG Clause of the work order may be vary as per rules & guidelines issued by MSETCL/Govt from time to time. Same will be binding on you.

4. Indemnity/Agreement Bond:

For Satisfactory performance of the contract, you have executed the Indemnity Bond on a Stamp Paper with the MSETCL Company to carry out the contract in the prescribed form on non-judicial court stamp paper of **Rs.500/-** at this office.

5. Work Completion Period: -

The validity of work contract is **36 months from actual work starting date**. Once your application is "accepted" by resolving all the issues at all the offices/sites of MSETCL, that day will be considered as start date and solution will be valid for 3years there after.

6. Supply of Material:-

Immediately on receipt of the LOI / Work Order, your office shall take prompt action in planning the work in consultation with the concerned Assistant Programmer (IT), EHV PC O&M Zone, Pune. He should also take steps for timely procurement of the necessary material as per LOI/Work Order and tools and plant. The material/equipment shall meet the technical specifications attached to the tender document/RFx.

To avoid utilization of duplicated non standard software/ items, the software / material supplied your office will be verified on website by putting item/software serial no. on OEM website. **The material/software to be supplied shall be of latest configuration / specifications & in original. Further, if the materials/software to be supplied by your office from the scope of this tender, and if it is available with MSETCL during contract period, same will be utilized during execution of work.**

7. Execution of the work:

The execution of work is to be planned in consultation with the Assistant Programmer (IT), EHV PC O&M Zone, Pune after verifying the safety condition. The work should be carried out strictly following the standard practices, processes and methods of MSETCL.

8. Supervision of the work:

The works shall be under overall supervision, and shall be subject to the approval of only Assistant Programmer (IT), EHV PC O&M Zone, Pune.

9. Operating Authority:

This contract will be operated by the Assistant Programmer (IT), EHV PC O&M Zone, Pune.

10. Time is the essence of the Contract:-

The time stipulated in the Contract for the completion of works shall be deemed to be the essence of the Contract. The Contractor shall so organize his resources and perform his work as to complete it not later than the date agreed to.

11. Guarantee/Warranty:-

- a) Your office shall warranty that the software/materials/spares will be new and in accordance with the Contract documents and will be free from defects in material/software and workmanship for a period of Three years from the date of final acceptance of the works by your office OR for a period more than Three year as per manufacture's warranty of the software/ material.
- b) Also, any defects developed due to defective materials and/or workmanship during testing and commissioning & installation or during the guarantee period of Three year from the date of final acceptance of work OR as per manufacture's warranty, shall be rectified or made good by your office at your own cost.
- c) Your office liability shall be limited to repair/replacement of any defective part in his own manufacturer or those of his sub-contractors and arising from faulty, design, materials and/or workmanship. All costs for the repair and/or replacement of defective parts such as supply, installation & transportation etc shall be to the account of your office.

12. Performance Guarantee In lieu of Security Deposit:

1. The Performance Bank Guarantee for the proper fulfillment of the Contract shall be furnished by your office in the prescribed form within Fifteen (15) days of Notice of Award of Contract/Letter of Award and before release of any payments due including the advance payment, if any. The performance Guarantee shall be as per proforma attached to the Bid Document. This guarantee shall be for an amount equal to 10% (ten percent) of the Contract (RFX/Tender) price or accepted bid whichever is higher. However as per Circular No 2434 Dtd. 01.04.2022, the % of SD/PBG Clause of the work order/tender may be vary as per rules & guidelines issued by MSETCL/Govt from time to time. Same will be binding on your office.
2. The performance guarantee shall cover additionally the following guarantee to the MSETCL.
3. Your good office guarantees that the software installed by him shall be free from all defects in materials-software/workmanship and shall, upon written notice from the Owner, fully remedy free of expenses to the Owner such defects that are attributable to the Contractor within the period of guarantee specified in the relevant clause of the Contract.
4. The Contract Performance Guarantee is intended to secure the performance of the entire Contract. However, it is not to be construed as limiting the damages stipulated in other clauses of the Contract.
5. The Performance Guarantee shall be returned to your office 90 days after the end of the guarantee period. The MSETCL is not liable to pay any interest or compensation to your office for retaining the performance Guarantee after the end of the guarantee period.
6. The termination of the Contract on account of 'Contractor's default' shall not entitle to your office to reduce the value of the performance guarantee nor the time thereof. The performance guarantee shall be valid for the full value and for the full period of Contract including 90 days after the end of guarantee period.
7. In the case of increase in contract value, your office shall within 30 days from the date of amendment letter, indicating increase in contract value, submit the Performance Bank Guarantee equivalent to 10% of the value of increase in contract value, valid for period as indicated in clause.

8. After issue of the Notice of Award /Letter of Award of contract, if your office has not submitted the Performance Bank Guarantees within 15 days, the action of cancellation of Notice of Award/ Letter of Award will be initiated against your office and S.D. / Bank Guarantees will be forfeited.

13. Payment Terms:-

- i. No advance.
- ii. 20% of the cost for supply and installation of antivirus shall be payable within reasonable period against the successful installation and configuration of antivirus License on server side of MSETCL, subject to availability of funds.
- iii. 80% of the cost for supply and installation of antivirus shall be payable within reasonable period against successful Installation, configuration & assessment to antivirus Licenses on all client side PC's of MSETCL, subject to availability of funds. The reasonable period mentioned for payments shall be reckoned from the date of successful clearance of verification of documents or due date whichever is later.

14. Liquidated Damages:-

If your office fails to complete all the works within the time frame stipulated as completion period, the MSETCL shall levy liquidated damages for breach of Contract without prejudice to any other rights and/or remedies provided for the Contract.

The liquidated damages shall be levied at ½% (half percent) of the total Contract price per week of delay or part thereof, subject to maximum of 10% (Ten percent) of the **Contract price** for the entire scope of work delay. The Contract may be terminated by the MSETCL and the balance work shall be completed by the Owner at the risk and cost of the Contractor in case the progress is not to the satisfaction of the owner.

The penalty/LD shall be as per clause attached to tender document.

15. Risk & Cost:-

In case you fail to complete the work entrusted to you partly or fully, the undersigned reserves the right to get the balance work carried out through other agency and difference in cost will be recovered from your bill and S.D. If the balance remained to be recovered the same shall be recovered from your any balance payment in all over MSETCL.

16. Hindrance of work:-

If the work has to be suspended due to any reason, shut down etc. The MSETCL shall not pay any compensation / Damage to the contractor towards item like labor, idle material/software, vehicles etc. However in such case the contractor will be paid for the actual work executed by him under the supervision & measured by concerned Executive Engineer (Admin) & Asst. Programmer (IT).

17. Dispatch Instruction:

Your office will have to supply the material as per scope of work to the site as informed by the operating authority.

18. Consignee:

The consignee for the supplied material is the Assistant Programmer (IT), EHV PC O&M Zone, Pune.

19. Quantities:-

The quantities indicated in the Schedules are approximate and only indicative. The actual quantities may vary. The payment will be done for the actual quantity of work executed successfully against services and supply part.

20. Price Variation:-

Price variation clause is not applicable for this tender.

21. Contractor's employees:-

Your office shall employ and provide onsite only such employees who are skilled and experienced for execution and supervision of works. Your good office shall provide housing accommodation to his employees. He/She shall also be responsible for any injury / accident to his employees, payment of compensations etc. as may be required to be paid eventually, shall be borne by the your office itself. Your office should ensure that his staff uses the requisite safety equipment. The employees should be duly insured against any such eventuality.

22. Damages to Persons and Property:-

Your office shall indemnify MSETCL against any losses and claims regarding any injuries of damage to any persons, material or physical damage to any property whatsoever which may arise out of, or in consequence of the execution of the work. During execution of work any damage/loss to Transmission Company's property occurs will be recovered from your bill.

23. Site Clearance:-

Your office shall, during the progress of work, keep the site reasonably free of all unnecessary obstruction and shall store the material neatly so as not to cause any obstruction for normal working / operations.

24. Sub-letting of Contract:-

The contract, or any thereof shall not be assigned, transferred, or sub – let without the prior written permission of the undersigned. Even if such permission is granted, it shall be the responsibility of your office to whom the work order was originally issued, to execute the works as per the terms of the contract.

25. Force Majeure:-

The following clauses which substantially affect the performance of the Contract shall only be considered as force majeure conditions.

a) Natural phenomena, including but not limited to floods, droughts, earthquakes and epidemics.

b) Acts of any Government, domestic or foreign, including but not limited to war, declared or undeclared, quarantines, embargoes. Provided the party affected by the 'Force Majeure' shall within fifteen (15) days from the occurrence of such a clause, notify the other party in writing of such cause with sufficient documentary proof.

26. Income Tax, GST-TDS and Labour Cess:-

Income Tax, GST-TDS and Labour cess as applicable will be deducted from the bills as per rules & regulations. All applicable taxes & levies are deducted (if applicable) at the time of payment.

27. Tax variation:

No upward variation in taxes shall be paid.

28. Workmen's Compensation Insurance:-

This insurance shall protect your office against all claims applicable under the Workmen's compensation Act 1948 or any amendment thereof. This policy shall also

cover your office against claims for injury, disability, disease or death of his or his sub office employees, which for any reason are not covered under the Workmen's compensation Act 1948. The liabilities shall not be less than Workmen's Compensation as per statutory provisions.

29. Compensation under workmen's compensation Act – 1923 (VII of 1923):-

Your office shall be responsible for and shall pay compensation to his workman / employee as per Act for injuries that may be inflicting on the workmen. In case if such compensation is paid by the Transmission Company, as per Principals under subsection (1) of Section 12 of said Act, on behalf of your office, the amount of such compensation paid shall be recovered in the manner laid in clauses 4 of the relevant section of the Act.

30. Details Confidential:-

Your office shall treat the Contract and everything contained therein as private and confidential. In particular, your office shall not publish any information, drawing or photograph concerning the works and shall not use the sites for the purpose of advertising, except with the written consent of the Engineer and subject to such conditions as he may prescribe during the course of execution of contract you may receive information of the confidential nature or proprietary nature which is to be used only during the course of execution of work (whenever necessary). Such type of information is not to be disclosed with other party. Hence, at the time of contract you will have to give undertaking regarding non-disclosure of confidential information.

31. Disputes:-

All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during the progress of the work or after its completion and whether before or after the determination of the contract, shall be referred by the contractor to Chief Engineer and the Chief Engineer shall (within 120 days after receipt of the contractor's representation make and notify decisions of all matters to by the contractor in writing.

32. Termination of Contract:-

The undersigned reserves the right of cancel the contract, after giving due notice to your office, in the event of the breach of contract in any respect or undue delay in execution of work / starting of the work.

33. Applicability of General Conditions of Contract:-

Notwithstanding anything stated herein, the MSETCL's General Terms and Condition of Contract shall be applicable to the contract, as far as they are applicable to this contract also.

34. Jurisdiction:-

All disputes, differences related to the tender / contract shall be subject to the exclusive jurisdiction of Pune District Court. The undersigned reserves the right to cancel the tender without assigning any reasons thereof.

Please acknowledge the receipt of this work order. If you failed to complete the formalities as per terms & conditions mentioned above within 07 days from the date of receipt of this work order, it will be presume that you are not interested in executing the above said work and undersigned is reserved the right to issue the Work order to other interested bidder. Please note that if any case this office has to issue a work order to other interested bidder, the

Supply, Installation, Maintenance & Support for Cloud based Enterprise/Professional Centralized Client Server Architecture Endpoint Security protection application for 600 numbers of Clients for three (3) years under EHV PC O&M Zone, Pune MSETCL's jurisdiction

extra cost occurs from it will be recover from you. In no case, your claim will be entertained after the prescribed period mentioned as above.

Encl:- Schedule 'A' & Annexure 'I'

Thanking you.

Yours Sincerely


(R.L. Gaikwad)

Chief Engineer

EHV PC O&M Zone Pune

Copy to:-

- The Superintending Engineer, EHV O&M, Pune/Solapur /Project/TCC/Civil Circle, Pune.
- The AGM (F&A), EHV PC O&M Zone, Pune.
- The AGM (HR), EHV PC O&M Zone, Pune.
- The Executive Engineer, EHV O&M Dn-I/II/Pimpri-Chinchwad/Manchar/R.S. Dn Lonikand-I/Lonikand-II/Chakan/Jejuri /PAC-I/PAC-II Dn, Pune.
- The Executive Engineer, EHV O&M Dn Solapur/Baramati/ R.S. Dn Lamboti/PAC-III Dn Solapur
- M/F.

Supply, Installation, Maintenance & Support for Cloud based Enterprise/Professional Centralized Client Server Architecture Endpoint Security protection application for 600 numbers of Clients for three (3) years under EHV PC O&M Zone, Pune MSETCL's jurisdiction



MAHATRANSCO
Maharashtra State Electricity Transmission Co. Ltd

Maharashtra State Electricity Transmission Co. Ltd
EHV PROJECT CUM O&M ZONE, PUNE

Subject: - Annual Maintenance Contract (AMC) for one year for Computers (Desktops, Laptops and such a devices), Local area network (LAN) And allied devices of LAN, Printers, general purpose and system software including installation & Maintenance at MSETCL Offices in Administrative Building, Rasta Peth, Pune.

SCHEDULE 'A'

Sr No	Description of Item	Qty	Unit	Unit Rate (Rs.)	Sub Total (Rs.)	GST @18% (Rs.)	Total Amount (Rs.)
1	Supply , Installation, Configuration of 600 Numbers of 'Cloud based Enterprise/Professional End Point Security Application' as per scope of the work with 3 (Three) years Subscription including Server, Client Installation and Configuration and Maintenance & Support Services for 3 Years with respect to 'Scope of the work' (including Server & Client Maintenance , installation , updates , patches with respect to 'Scope of the work' under Jurisdiction of EHV PC O&M) under Jurisdiction of EHV PC O&M Zone, Pune, MSETCL.	600	No	1,138	6,82,725	1,22,890	8,05,615
Total							8,05,615

Rs. Eight Lakhs Five Thousand Six Hundred Fourteen Only, inclusive of GST.

(R. L. Gaikwad)
Chief Engineer
EHV PC O&M Zone Pune



Maharashtra State Electricity Transmission Co. Ltd
EHV PROJECT CUM O&M ZONE, PUNE

Annexure-I
Scope of Work

Endpoint protection application should be of **'Cloud based Enterprise/Professional Centralized Client-Server architecture'** (Hereafter also referred as **'End Point Security Solution' Or 'Application'**) for 3 years. Type of expected application; functionality wise, is like **'F-Secure Cloud Based End Point Security Solution'** etc. Examples mentioned here is illustrative purpose only.

We have Sophos XG 210 Firewall at one location (approximately 180-200 Users), so application should be compatible to the same firewall & rest other locations are remote. Application is to be installed on Remote Sites (Offices & sub-stations at scattered locations) including Pune, Baramati, Solapur districts. Detail list will be provided by MSETCL while executing the work. Bidder has to visit every location to install the application & bidder will be only permitted for 'online installation', if it is possible to MSETCL (Most of the sites are connected to 'Internet'). But, installation & support as per scope of work, will be the responsibility of the bidder. Below mentioned **'End Point Security Application, End Point Security - Server, End Point Security - Client, End Point Security - General & Support Services'** should be considered to be in-line with each other.

1) End Point Security Application:

- a) This Application should be of 'Cloud based Enterprise/Professional Client Server architecture' in line with Scope of Work. Server application software (like but not limited to GUI interface etc.) should be installed on existing Computer present at IT Section, EHV PC O&M Zone, Pune. Any other required device &/Or license or anything (Like but not limited to 'any other server', 'application', 'any license', 'software', 'Operating system' etc.), if required, should be provided by Bidder Only, at his 'Own Cost'. No any other device or hardware & software service/s will be provided by MSETCL. Bidder may visit the site to better understand the setup before bid.
- b) Application should prevent & provide enhanced protection to the computers from all types of Viruses, now & in future - Viruses, ransomware attacks, worms, Trojans, malwares, programming codes, remote code execution etc. Also, Application should have latest up-to-date virus, threats, malware databases or any such an update database declared by Central &/or State government of India &/or Standard End Point Security protocols declared by authenticate agencies by time to time.
- c) **Application should also have following functionalities & features:**
 - i) Access control, Website control, File type control (e.g. .exe), Web & Category filter functionality, URL filtering, Application control, email based event alerts, browsing protection, Automatic patching of Windows Operating System Vulnerabilities, Centralized Management Console, Common Distribution Mechanism via combination of push & pull technology.
 - ii) Should perform updates automatically and run in the background without slowing down the system. The updates shouldn't be causing problems or loss of program files. If file damage occurs the software should repair itself with the newest working update.

- iii) Should be able to detect new classes of viruses by normal virus definition update mechanisms.
- iv) Should be able to view all servers and clients from one console (GUI).
- v) Should be able to perform manual or scheduled virus scans on individual computers.
- vi) Alerts on virus activity should be passed on to administrator.
- vii) Should scan the body text and attachments of incoming e-mail messages that are delivered through POP3 / IMAP / SMTP mail clients.
- viii) Should scan in-memory processes on disk for threats. If a threat is detected, the running process can be terminated, same way auto play should be initiated when using external device such a CD/USB pen drive etc.
- ix) Should be able to strike a balance between false positives and false negatives. "False positive" is when antivirus software identifies a no malicious file as a virus.
- x) Shall provide printing facility as well as saving the file in different format including .doc/.pdf/.xls of various logs/activity reports/History of Web browsing etc.
- xi) Auto Backup & Restore feature for taking backup of all the system files that are frequently used and stores them.
- xii) Real Time Anti-Virus & Anti-Spam scanning, Anti-Phishing, Web control, Web traffic Scanning, USB Blocking / Whitelisting, Connection control over HTTPS, browser protection, and malicious web downloads protection, Zero Day attack protector, false positive control. It should prevent from all types of Virus & such a category like but not limited to spam, phishing.
- xiii) Internet Security to the End Points. Also, it should have an ability to clean, Quarantine or delete viruses or threats. Also, should be able to identify new originating viruses, ransomwares, worms, malwares & all types of risks etc. and should have solution for them.
- xiv) 'On demand' scan option, 'Back up' facility, 'Email traffic scanning' functionality, 'Exclusion facility' for a particular applications & files, prevention from execution of 'malicious code', centralized 'event logging' to locate & cure threat issue.
- xv) Administrator should be able to initiate 'virus/threat sweeps' remotely.
- xvi) Application should be able to deploy policies to each node from server side.
- xvii) Client's uninstallation should be on 'password' basis.
- xviii) Application should not make loss of any 'user's data'.
- xix) Application should show the name of End Point (Computer Name) on Server side to identify.
- xx) Application should have password protected, Both Server while login & Client while un-installing. Server side should be password protected.
- xxi) Application should support Microsoft Windows 7/8/8.1/10/11 Operating systems (OS), Also, if newer versions of Microsoft OS arise during the contract period, application should support to the newer version of OS too.
- xxii) Application should have Centralized Reporting including Vulnerabilities, Summary feature & Management console. Also, it should provide number of installed clients, their status, last connected status etc. Reports should be downloadable in doc/.pdf/.xls format.
- xxiii) Application should have interactive GUI for all functionalities mentioned in a scope.
- xxiv) Application should not delete user data unless required by user.
- xxv) Application should support Active directory.

2) End Point Security - Server:

- a. Server should support minimum 600 Clients simultaneously smoothly. And copy of the same should be installed at IT Server room, Administrative Building, Rasta Peth, EHV PC O&M Zone, Pune-411011, MSETCL.
- b. Server application should have interactive GUI for all functionalities mentioned in the 'Scope of Work'.
- c. Server application should fetch all updates through OEM online automatically & Server application should continuous monitor all clients regarding any update to them. Update Like but NOT limited to virus database etc.. to the client should be done automatically. Server should be able to push all the policies to the clients, all & GroupWise too whenever required or scheduled.
- d. Server application should show the total installed number of Clients list, it's Active-Inactive State. Server application should be able to categorize clients in a group. Means, for a particular office, all clients should be placed in that group so all policies for that group can be separately (Like application, web filter, control etc.) applied.
- e. Server application should be able to push policies applied to all clients through main group of all clients.
- f. Server should have Client 'delete' facility.

3) End Point Security - Client:

- a. Clients will be on Remote Sites including Pune & Solapur districts. Detail list will be provided by MSETCL while executing a work.
- b. Client application will be installed on each and every computer of MSETCL by Bidder by visiting the site. Wherever possible, bidder can take Remote Session for installation of the same. Old antivirus/End Point Security will be first removed by bidder.
- c. Application (Both Server & client) should be up to date for all latest Virus database, ransomware, Zero-day attack, Worms, Malwares, Spams etc. & likewise category.
- d. Clients should receive automatic updates from server end also it should be also able to update from OEM web support directly, in case, if server application is not running.
- e. Client package/software should be single & should support all facilities mentioned in scope of the work and related to the clients.

4) End Point Security - General terms, Maintenance & Support Services:

- a. Application will be maintained & supported by Bidder during whole contract period including all types of maintenance & support like but not limited to Server, Client installation, Any Update installation, Re-installation, Patches installation, any infrastructure changes like but not limited to change in static IP, firewall, network devices, are done at MSETCL etc., then accordingly application & installation changes should be done by bidder at his own cost during whole contract period. Bidder will provide an 'Email Id & Contact number' for 'Support service' during whole contract period. MSETCL users will contact on these numbers & email.
- b. 'Client application', with time to time update should be shared on Cloud (or OEM Website) at their 'own security' & 'cost', by bidder so as to available to MSETCL at any time during contract period. Bidder should proactively monitor, maintain & support the application.

- c. On-site Server application, its updates, re-configuration, services should be given by bidder during whole contract period. Support, communication to the OEM, call logs, on-site engineer / technician arrangement to be done at his own cost by bidder during whole contract period. Any type of changes by 'application's OEM' either technical or financial should be handled by bidder at his own cost.
- d. If any functionality or feature found missing fully or partially after installation or start of service of the Application, bidder has to do at his own cost or same will be procured by MSETCL at Bidder's cost. In this case, MSETCL will not be liable to pay to bidder & may penalize bidder as per MSETCL standard terms & conditions.
- e. Support services should be from India (Exempted: Online update or any online service, from OEM).
- f. Application should be fully secured & match industry standards.
- g. Bidder will obtain 'Work Completion Certificate' from Each H.O.D. (Superintending Engineer / Executive engineer) as per Annexure 'A'. And will submit consolidated count of the installed Clients while processing the bills.
- h. Application should not have been prohibited by Central or any State government, Public Sector Undertakings, any legal body & by any Honorable Court, in India or any representatives appointed by them.

5) Miscellaneous:

- a. **Upgrade and Updates:** Application solution should be for with three years with upgrade & updates subscription.
- b. **Testing:** The bidder would give demonstration of the application software installed with full functionalities as per 'scope of the work' at prescribed locations.
- c. **License:** The application should be licensed to EHV PC O&M Zone, Pune, MSETCL for three years. Certificate of License & Validity, in the name of Chief Engineer, M.S.E.T.C.L., Pune. Should be provided for the same for application by bidder (Certificate from OEM is a mandatory for License & Validity).
- d. **Training:** An in-house training of minimum 1 day to IT Section, EHV PC O&M Zone, Pune, MSETCL for day to day operation and maintenance of the application is to be given by the bidder.
- e. **Application Management Services:** The Bidder will arrange a visit of Technical professional every Quarter, who would do random check of the PCs, Server/s and will give a report of inspection regarding satisfactory working of application.
- f. **Installation Period:** The entire installation to be completed within 30 days from the issue of Work Order.
- g. The bidder would repair/remove all the existing malware from the systems before installing application & also uninstall Old application.

6) Planning and deployment:

- a. The bidder shall submit a detailed installation steps for 'installation activity of full application' (with dates) within 7 days from the date of acceptance of Work Order and get it approved from MSETCL.
- b. The bidder shall submit weekly progress reports of the project and also the status as on the scheduled date and actual date of each activity detailing any deviation from baseline mentioned above 5(a).
- c. It will be bidder's total responsibility for working out and get it done macro and micro level details of the project plan and the requirements.
- d. It is the full responsibility of bidder to Supply, Install, Maintain & Support this Application for 'Contract Period'.

7) Operational Acceptance of Application:

- a. Operational acceptance will be started once full application is commissioned/deployed/installed with all resources and live for all users.
- b. Afterwards, bidder will inform to MSETCL by Email to itadmin6000@mahatransco.in , CC: cepune@mahatransco.in , ee6000@mahatransco.in stating monitoring/start of 'Operational Application'.
- c. Operation Acceptance period will be from 21 days from the next day on which email received from bidder to MSETCL.
- d. During 'Operation Acceptance period', queries, if raised, will be informed to bidder on given email & bidder has to solve the queries immediately & inform to MSETCL on above email ids.
- e. After 21 days, if no issues occurred/observed & all queries have been resolved, MSETCL will inform the bidder about successful 'Operational acceptance of application'.
- f. No 'Operational acceptance of application' will be given till all queries /gaps have been resolved.
- g. If proposed application fails to pass Operational Acceptance Tests for 3 (Three) attempts, then MSETCL may penalize the vendor as per standard terms and conditions of MSETCL.
- h. Full Scope of the work should be completed & application should be fully functional before September 2022.



Chief Engineer
EHV PC O&M Zone Pune