



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2024/B/574586:

Dated/दिनांक : 10-01-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	24-01-2025 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	24-01-2025 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Department Of Space
Department Name/विभाग का नाम	Department Of Space
Organisation Name/संगठन का नाम	Indian Space Research Organization
Office Name/कार्यालय का नाम	Isro Headquarters
Total Quantity/कुल मात्रा	1000
Item Category/मद केटेगरी	Endpoint Detection and Response (EDR) Appliance / Software (Q2)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	3 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

Bid Details/बिड विवरण

Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	62

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Sr Accounts Officer
ISRO Headquarters, New BEL Road, Bangalore
(Sr Accounts Officer/ifa)

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated

4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023. [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

3. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

PRICE BID TEMPLATE TO BE UPLOADED UNDER PRICE RELATED BID - [1736506938.xlsx](#)

Endpoint Detection And Response (EDR) Appliance / Software (1000 pieces)

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

Technical Specifications/तकनीकी विशिष्टियाँ

[* जेम कटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
BASIC INFORMATION	Category	Software
SCOPE OF LICENCE	Types of Licence	Subscription
	Duration of Subscription (in months) (Hint :- Select '0' if not applicable)"	60.0 - 60.0 Or higher
	OEM Licensing policy	Per Named User/User, Per Server, Per CPU

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Number of licensing included in the offered product as per OEM defined licensing policy	1 - 500
	Platform type	Desktop based, Server based, Web based, Cloud based, Hosted Service based, Mobile Based, NA
	Hosting Enviroment/ Deployment Option	On Premises
	The offered product have support from OEM for	Unlimited updation for Patches and Bug fixes within maintenance & support period., Unlimited upgradation of version within support period
	Number of Years for OEM support for updation (Patches and Bug fixes) is included in the scope of supply (Hint :- Select '0' if not applicable)	5.0 - 5.0 Or higher
	Number of Years for OEM support for Upgradation of version is included in the scope of supply (Hint :- Select '0' if not applicable)	5.0 - 5.0 Or higher
	Training Options	On-Site, OEM Training Centre, Virtual, Training Material
	No of days Training Provided (Hint :- Select '0' if not applicable)	0 - 10
Prevention	Prevention Features	Application Exploitation - Protection from exploitation of specific application, Credential Theft Protection, Prevent privilege escalation, Prevent process hollowing attacks, Protect from Encrypting File System attacks, Protection from malicious webpages, Protection from malicious IP and domains, HIPS/Exploit Prevention - Application Control - Threat Intelligence, Web Content Filtering based on Category like Gaming, Social Networking, Hacking, Criminal Activity, Violence, NA
Network Protection	Network Protection Features	Protection across browsers, scripts, shells, Protection from malicious SMB, Psexec, WMI injections from other devices in the network., NA
Malware Protection (AV)	Malware Protection (AV) Features	Blended Threats/Malware Protection, Automated Malware and Threat Removal, Web Filtering, Suspicious email attachments scanning, Enhanced remediation capabilities, Global Threat Intelligence with Reputation Source configuration capability, Advanced Protection against fileless attack methods., Memory Protection, Root cause analysis/Threat cases for the malware incidents, Advance machine learning and AI based malware protection, Application startup Control, Detect low reputation downloads, NA

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Automatic Investigation	Automatic Investigation Features	Automatic AI-Guided Intelligent alert correlation and analysis with no manual intervention., Recommendations on threat mitigations for approvals like kill process, Machine isolation etc., Suspicious event detection and prioritization, Reduced time to mitigate., Automatically gather , summarize and visualize evidence, Different views for different users, NA
EDR MANAGEMENT SERVER / APPLIANCE CAPACITY	Hard disk capacity (in TB)of appliance/management server (Hint :- Select '0' if not applicable)	0 - 100
	RAM size capacity (in GB) of appliance/management server (Hint :- Select '0' if not applicable)	0 - 10000
	Number of Physical CPU core in the appliance/management server (Hint :- Select '0' if not applicable)	0 - 128

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Basavanna C S	560094,Antariksh Bhavan New BEL Road	1000	42

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Scope of Supply

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

3. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

5. **OEM**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

6. **Purchase Preference (Centre)**

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.

7. **Service & Support**

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

8. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

9. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

10. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

11. **Certificates**

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

12. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

13. **Generic**

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

14. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

15. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

16. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

17. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

All the features listed in this tender to be provided as an integrated solution and should be configured to work as per ISRO's requirement.

Major feature/configuration has to be demonstrated by the vendor. Following are the list of the points which have to be demonstrated during Technical Evaluation (TE) and Acceptance Test Procedure (ATP). Vendor may be asked to demonstrate additional tender specifications during ATP.

Table-1 : Bill of Materials

SL.No	Description	Qty	Remarks
1.	Endpoint detection and response solution	1000 nos	As per minimal specifications mentioned in the document

2.	On-site Support	5 Years	As per minimal specifications mentioned in the document
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Table 2 : Common requirements

SL.No	Specifications	ATP/TEC/Datasheet	Compliant (Y/N)
1.	<p>a. There should not be any ban by Govt on any of the product quoted against the solution offered for this tender on the date of tender closing date.</p> <p>b. The bidder shall submit a declaration from OEM on OEM's letter head for the same.</p>	TEC	
2.	The solution must be deployed on-premise	Datasheet	
3.	Proposed solution includes -installation, configuration and support	ATP	
4.	Minimum 2 Satisfactory implementation certificate for implementation of the offered solution from any government/PSU organization shall be attached	TEC	
5.	No internet connectivity should be required for endpoints during the operation of EDR solution.	TEC	
6.	Web interface for centralized monitoring should be available	Datasheet	
7.	Web based Centralized Visibility and Control across all functionalities should be available from central console	Datasheet	

8.	Preferably, there should a single console for both EPP and EDR. In any case, there should not be more than two consoles in a network.		
9.	The solution must continue to provide protection for endpoints that are temporarily offline from the network or unable to reach the on-premise EDR servers.	Datasheet	
10.	Quarantine option should be available in both type of scans : scheduled and on-demand		
10.1	Downloading quarantined files from centralized management console or centralised location for further analysis should be possible.		
11.	No advertisement shall be displayed in the solution offered either in the endpoints or in the web console.		
12.	Number of Licenses: 1000.		
12.1	Internet and intranet networks at ISRO are isolated. Out of these total 1000 licenses, the ratio of licenses to be used in Internet and intranet networks will be provided by ISRO during installation, which has to be configured in the respective EDR servers.	ATP	
12.2	During the warranty period, ISRO reserves the right to change the ratio of licenses implemented in internet and intranet. Once ISRO has communicated the requirement of change in licenses, Vendor/OEM shall re-configure the same in intranet and internet server console.		
13.	One-time installation:	ATP	

13.1	Vendor must carry out one-time installation in 2 separate servers : Intranet server and Internet Server provided by ISRO		
13.2	Client (Agent) installation in Internet LAN & Intranet Network (maximum 1000 PCs)		
13.3	Existing antivirus software in endpoints to be uninstalled as per the procedure provided by ISRO.		
14.	Virus definitions and updates downloading:	ATP	
14.1	It should be possible to update the signatures in both internet and intranet servers of ISRO. In isolated networks, automation of signature update to be configured (as per network isolation implemented by ISRO mechanism which supports only file transfer) If automation is not possible, the vendor has to deploy on-site engineer to ensure signature updates are completed each day from Monday to Saturday during office working hours.		
14.2	The proposed solution should have feature to backup and restore the settings and configuration of server.	ATP	
14.3	The solution should have the feature to automatically collect and distribute signature updates, Threat intelligence updates, security updates (including anti-malware engine update, HIPS, Vulnerability/Exploit Protection etc), Application Control specific updates.	ATP	
14.4	It should be possible to schedule the signature updates from ISRO server to the endpoints	TEC	

14.5	The signature updates to internet endpoints from server in Internet LAN should be near real-time. The signature updates to intranet endpoints from (intranet AV) server should be as per the data transfer schedule set by ISRO	ATP	
15.	Reporting Features & alerts		
15.1	The centralized management console/Dashboard should provide real-time reports on update status of all endpoint agents in a network.	TEC	
15.2	Predefined report templates should be available	Datasheet	
15.3	Custom reports feature should be available	Datasheet	
15.4	It should be possible to download the Reports generated	Datasheet	
15.5	It should be possible to export Reports in csv and pdf	Datasheet	
15.6	It should be possible to Schedule Report generation	Datasheet	
15.7	It should be possible to configure Email Alerts	Datasheet	
15.8	IP address of the endpoints should be available in all reports	Datasheet	
15.9	It should be possible to query the EDR database using Read Only Access for generation of customized reports		
15.10	The entire solution must be preferably implemented using single agent for both EPP and EDR. In any case, there should not be more than two agents. Both EPP and EDR must be from the same OEM.		

16.	It should be possible to implement all the functionality described in this document through the installed agents in End Points.	Datasheet	
17.	Any other software, applications, licenses required for the implementation of this solution, including database etc, should be supplied by the vendor	TEC	
18.	The proposed solution must be an integrated endpoint detection and response platform		
18.1	The proposed solution must be an integrated endpoint detection and response platform for following type of endpoints : <ul style="list-style-type: none"> a. Windows Server 2008 R2 and above b. MAC OS Catalina and above c. Windows 8.1 and above 		
18.2	The proposed solution must be an integrated EPP for following type of endpoints: <ul style="list-style-type: none"> a. Windows Server 2008 R2 and above b. MAC OS Catalina and above c. Linux d. Windows 8.1 and above 		
19	OEM Authorization letter specific to this tender should be provided		

x : Basic features mandatory for windows and MAC optional for Lin

SL.No	Specification	ATP/TEC/Datasheet	Compliant (Y/N)
1.	Automatic detection and Response capabilities	Datasheet/TEC	
1.1	The proposed solution must have Detection and Response capabilities with investigative capabilities and centralized visibility across a network.	Datasheet	
1.2	The solution should provide global threat intelligence.	Datasheet	
1.3	It should be possible to add IOCs for inputs received from a) Global threat intelligence network b) ISRO		
2.	Investigation and remediation features	Datasheet	
2.1	Correlated incidents and critical alerts should be presented in a graphical view.		
2.2	It should be possible to perform further investigative actions from the centralized console like Root Cause Analysis, isolating machines, blocking IPs, URLs, get remote shell, extracting malware samples etc.		
2.3	In case of a suspected compromise, the solution must identify malicious behaviour of user account & system	Datasheet	
2.4	Kill chain should be visible as part of the incident analysis in web console. It should be possible to visualize various stages of the kill chain on the centralized console.	Datasheet/ATP	
2.5	Advanced response capabilities including Rollback and restore of affected files shall be available	Datasheet	

3.	Management		
3.1	A Dashboard should be available showing details such as license details, number of incidents per week, endpoints with most number of incidents etc	Datasheet/ATP	
3.2	It should be possible to update the EDR software (on the server) using management console.	Datasheet/ATP	
3.3	A Management Console with features to set various configurations, to create policies etc should be available		
3.4	It should be possible to create Groups for endpoints to apply policies per group basis after creating such policies	Datasheet/ATP	
3.5	The agent installer for windows and Mac should be available for download from the central console.	Datasheet	
4.	Agent deployment	Datasheet/ATP	
4.1	Agent deployment using Active Directory should be possible	Datasheet	
4.2	Remote install/Uninstall by invoking the installer/uninstaller in silent mode through CLI should be possible	Datasheet	
4.3	It should be possible to create customized installation packages for deploying EDR on client computers.	ATP	
5.	System Optimisation		
5.1	The solution should be able to perform Registry Clean Up		
6.	Device control (Allow or disallow) for the following devices shall be available	Datasheet	
6.1	Storage Device		
6.2	CD/DVD		
6.3	Internal Card Reader		
6.4	Floppy Drive		
6.5	Wi-Fi		

6.6	Bluetooth		
6.7	Serial Port		
6.8	Thunderbolt		
6.9	Card Reader Device		
6.10	Windows Portable Devices (Digicams, smartphones)		
6.11	Scanner & Imaging Devices		
6.12	Local Printers		
6.13	Network Share (Provided by Microsoft Windows OS)		
6.14	<p>Granular Control of USB devices</p> <p>a) Allow selective devices and block remaining ones for example allow keyboard, mouse and DSC (Digital Signature Certificate on dongles) while block webcam.</p> <p>b) Block or allow USB devices based on serial no. and vendor ID</p> <p>c) Block tethering and wireless services through USB devices.</p>	ATP	
7.	Web security with following features shall be available	Datasheet	
7.1	Browsing protection		
7.2	Phishing protection		
7.3	Web category based web filter		
7.4	Whitelisting and blacklisting of web sites (manual and reputation based)		
8.	Below asset details should be available in the dashboard and reports	TEC/ATP	
8.1	System information		
8.2	Tracking hardware changes		
8.3	Tracking software changes		

9.	Self-protection of agent software against removal, even by the local administrator should be available	Datasheet/ATP	
10.	Following security features for endpoints should be available		
10.1	Vulnerability scan	Datasheet/ATP	
10.2	Port scan detection	Datasheet/ATP	
10.3	Real-time scan of local and removable drives	Datasheet	
10.4	Heuristic detections based on static attributes of malware (like file name, path, file attributes, digital certificate, etc.) helping to identify unknown, zero-day malware proactively.	Datasheet	
10.5	Behaviour-based detection with Anti Ransomware (ARW) feature and Behaviour Detection System (BDS)	Datasheet	
10.6	Secure backup and restore for endpoints to mitigate ransomware attacks.	ATP	
10.7	FQDN/IP/Ports for signature updates must be provided by the vendor/OEM for whitelisting		
10.8	File less attacks protection should be available		
10.9	The solution should support Boot time scanning		
10.10	The solution should support on-demand scan features from both console and endpoint		
10.11	Application signature for detection of PUAs and other application categories must be available in Internet and Intranet as part of updates		
10.12	It should be possible to manage the host Firewall features		

10.13	<p>The solution should provide granular control to filter following parameters for all incoming and outgoing traffic:</p> <ul style="list-style-type: none"> a. Application b. IP address c. Port number d. Protocol 		
10.14	<p>The solution should include malware and ransomware protection, Trojans, worms, spyware, ransomware (for eg using detection of windows crypto libraries usage), and should adapt to protect against new unknown variants and advanced threats like crypto malware and file-less malware.</p>		
10.15	<p>Signature based malware protection should be available</p>		
10.16	<p>Solution should have Machine learning based protection such as :</p> <ul style="list-style-type: none"> a. Pre-execution intelligence of extracting file features and runtime analysis of file b. Process behaviour to identify threats 		
10.17	<p>Threat intelligence based malware protection</p>		
11.	<p>a) Maximum resource available in endpoints at ISRO is as follows:</p> <ul style="list-style-type: none"> a. RAM: 4GB b. CPU: 2 cores @2.0 GHz c. Disk space: 10GB d. NIC: 1 Gbps 		

	<p>b) Maximum resource available in server available at ISRO (to host the centralized management) is as follows:</p> <p>a. RAM: 16 GB</p> <p>b. CPU: 4 cores @2.0 GHz</p> <p>c. Disk space: 100GB for OS and 500 GB for data and database</p> <p>d. NIC : 1 Gbps</p>		
12.	Integration with other tools such as SIEM should be possible	Datasheet	
13.	Centralized Management should be configured to send the logs to syslog servers provided by ISRO.		
14.	<p>Additional Features:</p> <p>a. Automatic discovery of new endpoints in the network</p> <p>b. Collect and display all activity logs such as authentication, event logs, device control logs, blacklisted devices, whitelisted devices and anti-virus server logs in the same console.</p>	Datasheet/ATP	

Table 4: Advanced features - Windows mandatory and optional for MAC and Linux

SL.No	Specification	ATP/TEC/Datasheet	Compliant (Y/N)
1.	Product should work with windows fast boot enabled	TEC	
2.	<p>The solution should detect malware passing through various channels such as:</p> <ul style="list-style-type: none"> • Network Channels: Such as Email clients, FTP, HTTP and HTTPS, SMB protocol, Webmail, etc. • System and application channels: Such as Optical media (CD/DVD), Removable storage, etc. 		
3.	The proposed solution should support Virtual Patching/Exploit Protection		

3.1	The proposed solution should provide ability to stop zero-day threats with virtual patching for both known and unknown vulnerabilities such as vulnerabilities in SMB, RDP etc.	Datasheet/TEC	
3.2	The solution must have ability to enable/disable selective virtual patching rules after the release of actual patch by the respective OEM from the console.		
4.	MACRO protection for Microsoft Office shall be available	Datasheet	
5.	Host based Intrusion Prevention System(HIPS) & Host based Intrusion Detection System (HIDS) features should be available-		
6.	The solution should have endpoint Vulnerability/Exploit Protection feature facilitating: <ul style="list-style-type: none"> I. Visibility on vulnerabilities II. Virtual patch of vulnerabilities through rules provided as part of signature III. Assignment of CVE ID, CVSS score mapping to the rules. IV. HIPS functionality without 3rd party dependency V. Protection against known & unknown vulnerability/ exploits 		
7.	Application Control Including following Features:		
7.1	Whitelisting and Blacklisting of applications		
7.2	Automated blocking of supplied IOCs /Hashes		

8.	Potential Unwanted Application detection and protection feature should be available		
8.1	Manual exclusion of blocked PUA should be possible		
8.2	Manual blocking of any other application on a specific system shall be possible		

Table 5: Support

SL.No	Specification	ATP/TEC/Datasheet	Compliant (Y/N)
1.	5 years Onsite support to be provided at ISRO HQ		
2.	a. Scope of support shall include (but not limited to): b. Updates c. Upgrades d. Troubleshooting e. Issue resolution f. Health checks g. Compliance h. Ensuring signature updates are applied in near real-time.	i.	
3.	A minimum of 10 onsite visits per month should be provided. 10 visits are minimum. For completion of the identified activity more visits may have to be arranged by the vendor. or The Vendor must place at least one Resident Engineer at ISRO HQ.	Acceptance Letter	

4.	The onsite/resident engineer provided by vendor must ensure that the signatures are updated in Internet and intranet console on daily basis. In case of any issues, the engineer must manually update the consoles.		
5.	Next business day onsite support should be provided for critical issues.		
6.	Remote access to systems cannot be given. Support must be onsite.		
7.	All updates and upgrades for the supplied products should be carried out during the warranty/support period.		
8.	Onsite support personnel must have technical certification from the OEM for the supplied solution.		
9.	Post Go-Live Support: Continuous One Month Onsite Service shall be offered by OEM/vendor after the go live period.		
10.	On-site support visits: On-site support from system integrator/vendor/OEM should be provided for at least 10 days in a calendar month for health check, agent installation/uninstallation, server/OS/applications/database updates, troubleshooting and issue resolution.		
10.1	On-site support for license splitting between two isolated networks during the warranty period should be provided		
10.2	Support engineer should provide compliance fortnightly and resolve issues if any		
10.3	Support engineer should ensure systems are up to date		
10.4	Support engineer should ensure servers/systems are patched regularly including cumulative security updates. critical issues to be patched next business day		

11.	<p>Within maximum of 2 hours of reporting an issue/logging of an issue on call, vendor has to respond.</p> <p>In case support is found unsatisfactory (i.e. critical issue reported in the supplied system components, Electrical components which lead to unavailability of services for more than 6 hours in a year), penalty shall be recovered from the vendor at 0.05% of the Purchase Order Value per 24 hours after expiration of annual downtime limit of 6 hours.</p> <p>Recovery will be done from the quarterly payment due to the vendor.</p> <p>In case if vendor fails to rectify faults that lead to critical issues even after 72 hours of reporting, ISRO can terminate the contract with due notice to the vendor.</p>		
12.	Whenever needed, suitable replacement for onsite/resident engineer should be provided.		
13.	Support, warranty and license starts from the day after successful ATP (completion of installation, configuration, deployment of the product)		

Table 6: Payment Terms

S.No	Specification	Compliant (Y, N)
1.	<p>Endpoint detection and response solution:</p> <p>75% payment of item sl no.1 + 100% taxes after delivery, successful installation and acceptance of items at our end. Remaining 25% payment of item sl no.1 shall be made on pro-rata basis at 5% each per year after satisfactory completion of support for the respective year and against certification by the Contact Person and approval by Division Head.</p> <p>License date starts from the day of acceptance of the solution.</p>	

2.	Onsite Support - Quarterly payment for the services rendered after completion of the quarter. No separate payment for Resident Engineer (if applicable) will be made. Onsite support date starts from the day of acceptance of the solution.
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Table 7: Delivery Schedule:

SI No.	Delivery Schedule	Compliant (Y/N)
1.	PO/Contract release date : T₀	
2.	Delivery (T ₁): T₀ + 2 weeks	
3.	Installation & Acceptance (T ₂): The Installation & Acceptance shall be 4 weeks from the date of intimation of site/server readiness by ISRO HQ.	

Price details shall not be disclosed under techno-commercial bid, failing which the offer will be summarily rejected.

Price details shall be uploaded as per the attached price bid template.

Duly filled & signed techno-commercial document shall be uploaded mandatorily for evaluation at our end.

Note:

- i. The detailed price breakup as per the attached price bid format shall be uploaded under financial bid/price bid of the bid only. If any price details mentioned under Technical bids, those bids will be summarily rejected.
- ii. **CONDITIONS for BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA** (i) Any bidder from a country which shares a land border with India will be eligible to bid in this tender, only if the bidder is registered with the Competent Authority. Competent Authority for the purpose of registration shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT) . 7 / 9 (ii) Any false declaration and non-compliance of the above would be a ground for immediate rejection of offer or termination of the contract and further legal action in accordance with the laws. (iii) Validity of Registration: Registration should be valid at the time of submission of bids and should be valid at the time of placement of order.
- iii. In case of any queries, kindly contact us on email Id: pso_isrohq@isro.gov.in, Ph:080-22172142/2248 quoting our reference no. HQDR2023003592.

18. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority

in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attache categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which share land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इस अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---