THE HIGH COURT OF KERALA

No.H4-101606/17

Kochi:682031

Dated: 30/12/17

TENDER NOTICE

Sealed tenders are invited for the supply of 330 Nos of Server + Client Edition and 20 Nos of Individual Edition(10 Desktop & 10 Laptop) of Anti Virus Internet Security for the High Court.

Tender Number	H4-101606/17								
Due date and time for receipt of tenders	15/01/18 up to 2.00 p.m								
Date and time for opening of tenders	15/01/18 at 3.00 p.m								
Designation and address of officer to whom the tenders are to be addressed	The Registrar (Administration) High Court of Kerala, Ernakulam - 31.								
Superscription: "No.H4-101606/17; Tenders for the supply of 330 Nos of Server + Client Edition and 20 Nos of Individual Edition(10 Desktop & 10 Laptop) of Anti Virus Internet Security for the High Court."									

GENERAL CONDITIONS

NOTE: TENDERS NOT MEETING THE REQUIRED FEATURES AND THE SERVICE REQUIREMENTS AS PER ANNEXURE I-III WILL NOT BE ACCEPTED. TENDERS CAN BE SUBMITTED FOR A MAXIMUM OF THREE YEARS LICENSE PERIOD..

- 1. The tenders should be addressed to THE REGISTRAR (ADMINISTRATION), HIGH COURT OF KERALA in a sealed cover with the tender number and name shown below duly superscribed on the cover.
- 2. Intending tenderers should send their tenders so as to reach the Registrar (Administration) on due date and time (noted above). No tender received after the specified date and time will be accepted on any account. Tenderers can submit the tenders in their own commercial papers.
- 3. (a) Every tenderer who has not registered his name with the state Government (Stores Purchase Department), should send along with his tender, an earnest money of one per cent of the total cost of the articles tendered for (rounded to the nearest rupee) subject to a minimum of ₹1500, if the amount calculated at one per cent of the value of the articles tendered for falls below ₹1500. The amount may be paid either by remittance into any Government Treasury in chalans in duplicate, duly countersigned by the officer mentioned below or by Demand Drafts (crossed) on the local branch of State Bank of Travancore/State Bank of India drawn in favour of the officer mentioned below. In the case of remittance into the treasury, chalan receipt should be forwarded along with the tender. Cheques will not be accepted. The earnest money of the unsuccessful tenderers will be returned within a period of one month after the tenders are settled; but that of the successful tenderers will be adjusted towards the security that will have to be deposited for the satisfactory fulfillment of the contract.
- (b) Tenderers whose names are registered with Government (Stores Purchase Department) are generally exempted from furnishing earnest money for such articles for which they have registered their names. If they tender for stores other than those for which they have registered their names, they will have to furnish earnest money as in the case of unregistered firms. Registered firms will have to quote invariably in every tender they submit the registration number assigned to them by the Stores Purchase Department.
- (c) (i) Micro, Small & Medium Enterprises and Cottage Industries and Industrial co-operatives within the State which are certified as such by the Director of Industries and commerce or by the Regional Joint Directors of Industries and Commerce will be exempted from furnishing earnest money deposits in support of tenders submitted by them to Government Departments. The Khadi and village Industries Co-operative Societies and the institutions registered under the Literary, Scientific and Charitable Societies Act and financed by the Kerala Khadi and Village Industries Board within that State which are certified as such by the Secretary, Kerala

Khadi Village Industries Board will be exempted from furnishing earnest money deposits in support of tenders submitted by them to Government Departments. Government Institutions/State Public Sector Industries which manufacture and supply stores will also be exempted from furnishing earnest money for tenders submitted by them.

- (ii) Micro and Small Enterprises and Industrial Co-operatives within the State which have been registered as such with the Industries Department (Department under the control of the Director of Industries and Commerce) on furnishing proof of such registration will be exempted from furnishing security deposit against contracts for supply of stores manufactured by them provided that an officer of and above the rank of Deputy Director of Industries and commerce having jurisdiction over the area also certifies to the soundness and reliability of the concerns to undertake the contracts. The Khadi and Village Industries Co-operative Societies within the State which have been registered as such with the Kerala Khadi and Village Industries Board and the institutions registered under the Literary, Scientific and Charitable Societies Act and which are financed by the Board within the State on furnishing proof of such registration will be exempted from furnishing security deposits against contracts for supply of stores manufactured by them provided that the Secretary, Kerala Khadi and Village Industries Board also certifies to the soundness and reliability of the concerns to undertake the contracts. Government Institutions or any Institutions listed in Annexure 16 which supplies stores, and Government of India Undertaking will also be exempted from furnishing security in respect of contracts for supply of stores.
- (d) In the matter of purchase of stores by the State Government Departments, Small Scale Industrial Units sponsored by the National Small Scale Industries Corporation Limited, New Delhi and in respect of which competency certificates are issued by the Corporation will be exempted from payment of Earnest Money Deposits and Security Deposits.
- 4. The tenders will be opened on the appointed day and time in the office of the undersigned, in the presence of such of those tenderers or their nominees who may be present at that time.
- 5. If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money if, any, deposited by him will be forfeited to Government or such action taken against him as High Court think fit.
- 6. Tenderers shall invariably specify in their tenders the delivery conditions including the time required for the supply of the articles tendered for.
- 7. (a) The tenderer shall clearly specify whether the articles offered bear Indian Standards Institution Certification Mark or not. In such cases, they shall produce copies of Certification mark along with their tender in support of it.
- (b) Tenderers shall clearly specify whether the goods are offered from indigenous sources, from imported stocks in India or from foreign sources to be imported under a license. Government reserves the right to reject offers for import of goods if the Import Trade Control Policy in force at the time of award of the contract prohibits or restricts such imports.
- 8. The final acceptance of the tenders rests entirely with the High Court who do not bind themselves to accept the lowest or any tender. But the tenderers on their part should be prepared to carry out such portion of the supplies included in their tenders as may be allotted to them.
- 9. In the case of materials of technical nature the successful tenderer should be prepared to guarantee satisfactory performance for a definite period under a definite penalty.
- 10. Communication of acceptance of the tender normally constitutes a concluded contract. Nevertheless, the successful tenderer shall also execute an agreement for the due fulfillment of the contract within the period to be specified in the letter of acceptance. The contractor shall have to pay all stamp duty, lawyer's charges and other expenses incidental to the execution of the agreement. Failure to execute the agreement within the period specified will entail the penalties set out in para 11 below.
- 11. (a) The successful tenderer shall, before signing the agreement and within the period specified in the letter of acceptance of his tender deposit a sum equivalent to 5 per cent of the value of the contract as security for the satisfactory fulfillment of the contract less the amount of money deposited by him along with his tender. The amount of security may be deposited in the manner prescribed in clause 4 supra or in Government Treasury Savings Bank and the Pass Book pledged to Purchasing Officer or in Fixed Deposit Receipts of State Bank of Travancore/State Bank of India endorsed in favour of the above officer. Letters of guarantee in the prescribed form for the amount of security from an approved Bank will also be considered enough at the discretion of High Court Of Kerala. If the successful tenderer fails to deposit the security and execute the agreement as stated above, the earnest money deposited by him will be forfeited to High Court Of Kerala and contract arranged elsewhere at the defaulter's risk and any loss incurred by High Court Of Kerala on account of the purchase will be recovered from the defaulter who will, however, not be entitled to any gain

accruing thereby. If the defaulting firm is a registered firm their registration is liable to be cancelled.

- (b) In cases where a successful tenderer, after having made partial supplies fails to fulfil the contracts in full, all or any of the materials not supplied may at the discretion of the Purchasing Officer, be purchased by means of another tender/ quotation or by negotiation or from the next higher tenderer who had offered to supply already and the loss, if any, caused to the High Court of Kerala shall thereby together with such sums as may be fixed by the High Court of Kerala towards damages be recovered from the defaulting tenderer.
- (c) Even in cases where no alternate purchases are arranged for the materials not supplied, the proportionate portion of the security deposit based on the cost of the materials not supplied at the rate shown in the tender of the defaulter shall be forfeited and balance alone shall be refunded.
- (d) If the contractor fails to deliver all or any of the stores or perform the service within the time/period(s) specified in the contract, the purchaser shall without prejudice to its other remedies under the contract, deduct from the contract price as liquidated, damages, a sum equivalent to 0.5% or 1% of the delivered price of the delayed stores or unperformed services for each week of delay until actual delivery or performance, upto a maximum deduction of 10% of the contract prices of the delayed stores or services. Once the maximum is reached, the purchaser may consider termination of the contract at the risk and cost of the contractor.
- 12. The security deposit shall, subject to the conditions specified herein, be returned to the contractor within three months after the expiration of the contract, but in the event of any dispute arising between the Department concerned and the contractor, the Department shall be entitled to deduct out of the deposits or the balance thereof, until such dispute is determined the amount of such damages, costs, charges and expenses as may be claimed. The same may also be deducted from any other sum which may be due at any time from High Court of Kerala to the contractor. In all cases where there are guarantee for the goods supplied the security deposit will be released only after the expiry of the guarantee period.
- 13. (a) All payments to the contractors will be made by the Purchasing Officer in due course:-(i) either by Departmental cheques payable at the Kerala Government Treasuries; or
- (ii) by cheques or drafts on the Reserve Bank of India, State Bank of India and State Bank of Travancore (at any of their Principal Branches in India).
- (iii) In the case of supplies from abroad by drafts as may be, arranged between the contracting parties.
- (b) All incidental expenses incurred by the Government for making payments outside the district in which the claim arises shall be borne by the contractor.
- 14. The tenderers shall quote also the percentage of rebate (discount) offered by them in case the payment is made promptly within fifteen days/within one month of taking delivery of stores.
- 15. Payments will be made only after the supplies are actually verified and taken to stock.
- 16. The contractor shall not assign or make over the contract or the benefits or burdens thereof to any other person or body corporate. The contractor shall not underlet or sublet to any person or persons or body corporate the execution of the contract or any part thereof without the consent in writing of the purchasing officer who shall have absolute power to refuse such consent or to rescind such consent (if given) at any time if he is not satisfied with the manner in which the contract is being executed and no allowance or compensation shall be made to the contractor or the sub-contractor upon such rescission. Provided always that if such consent be given at any time, the contractor shall not be relieved from any obligation, duty or responsibility under this contract.
- 17. (a) In case the contractor becomes insolvent or goes into liquidation, or makes or proposes to make any assignment for the benefit of his creditors or proposes any composition with his creditors for the settlement of his debts, carries on his business or the contract under inspection on behalf of or his creditors, or in case any receiving order or orders, for the administration of his estate are made against him or in case the contractor shall commit any act of insolvency or case in which under any clause or clauses of this contract the contractor shall have rendered himself liable to damages amounting to the whole of his security deposits, the contract shall, thereupon, after notice given by the purchasing Officer to the contractor, be determined and the High Court of Kerala may complete the contract in such time and manner and by such persons as the High Court of Kerala shall think fit. But such determination of the contract shall be without any prejudice to any right or remedy of the High Court Of Kerala against the contractor or his sureties in respect of any breach of contract therefore committed by the contractor. All expenses and damages caused to High Court of Kerala by any breach of contract by the contractor shall be paid by the contractor to High Court of Kerala, and may be recovered from him under the provisions of the Revenue Recovery Act in force in the State.

- (a) In case the contractor fails to supply and deliver any of the said articles and things within the time provided for delivery of the same, or in case the contractor commits any breach of any of the covenants, stipulations and agreements herein contained, and on his part to be observed and performed, then and in any such case, it shall be lawful for High Court (if they shall think fit to do so) to arrange for the purchase of the said articles and things from elsewhere or on behalf of the High Court by an order in writing under the hand of the Purchasing Officer put an end to this contract and in case the High Court shall have incurred, sustained or been put to any costs, damages or expenses by reason of such purchase or by reason of this contract having been so put an end to or in case any difference in price, compensation, loss, costs, damages, expenses or other money shall then or any time during the continuance of this contract be payable by the contractor to the High Court under and by virtue of this contract, it shall be lawful for the High Court of Kerala from and out of any moneys for the time being payable or owing to the contractor from the High Court under or by virtue of this contract or otherwise to pay and reimburse to the High Court all such costs, damages and expenses they may have sustained, incurred or been put to by reason of the purchase made elsewhere or by reason of this contract having been so put an end to as aforesaid and also all such difference in price, compensation, loss, costs, damages, expenses and other moneys as shall for the time being be payable by the contractor aforesaid. (b) In case any difference or dispute arises in connection with the contract, all legal proceeding relating to the matter shall be instituted in the High Court
- 19. Any sum of money due and payable to the contractor (including security deposit returnable to him) under this contract may be appropriated by the High Court of Kerala or any other person authorized by High Court and set off against any claim of the Purchasing Officer or High Court for the payment of a sum of money arising out of or under any other contract made by the contractor with the Purchasing Officer or High Court or any other person authorized by High Court. Any sum of money due and payable to the successful tenderer or contractor from High Court shall be adjusted against any sum of money due to High Court of Kerala from him under any other contracts.
- 20. Every notice hereby required or authorized to be given may be either given to the contractor personally or left at his residence or last known place of abode or business, or may be handed over to his agent personally, or may be addressed to the contractor by post at his usual or last known place of abode or business and if so addressed and posted, shall be deemed to have been served on the contractor on the date on which, in the ordinary course of post, a letter so addressed and posted would reach his place of abode or business.
- 21(a). The tenderer shall undertake to supply materials according to the specifications.
- (b). The successful tenderer shall undertake to install the Anti virus software after uninstalling the existing Anti virus software from all systems.
- 22. (a) No representation for enhancement of rates once accepted will be considered.
- (b) In the case of imported goods, when the price accepted is the ex-site price quoted by the tenderer, the benefit of any reduction in the c.i.f. price should accrue to the purchasing Department of Government.
- 23. Any attempt on the part of the tenderers or their agents to influence the Department/Stores Purchase Department in their favour by personal canvassing with the Officers concerned will disqualify the tenderers.
- 24. Tenderers should be prepared to accept orders subject to the penalty clause for forfeiture of security in the even of default in supplies or failure to supply within the stipulated period.
- 25. Samples should be forwarded if called for and unapproved samples go back by the tenderers at their own cost. Samples sent by V.P. Post or 'freight to pay' will not be accepted. The approved samples may or may not be returned at the discretion of the undersigned. Sample sent by post, railway or plane should be so despatched as to reach the Purchasing Officer not later than the date on which the tenders are due. In the case of samples sent by railway the receipt should be sent separately ant not along with the tender since the tender will be opened only on the appointed day and demurrage will have to be paid if the railway parcels are not cleared in time. High Court of Kerala will not be responsible if any sample if found missing at any time due to the non-observance of the provisions of this clause. Tenderers whose samples are received late will not be considered. Samples should be forwarded under separate cover duly listed and the corresponding number of the item in the tender schedule should also be noted in the list of samples. Tenders for the supply of materials are liable to be rejected unless samples, if called for, of the materials tendered for are forwarded.
- 26. (a) The prices quoted should be inclusive of all taxes, duties cesses, etc., which are or may become

payable by the contractor under existing or future laws or rules of the country of origin/supply or delivery during the course of execution of the contract.

- (b) In case payment of customs/excise duty is to be made by the Purchasing Officer, the Purchasing Officer will pay the duty on the "unloaded invoice price" only in the first instance, any difference being paid when the tenderer produces, the final assessment orders later.
- 27. The tenderer will invariably furnish the following certificate with their bills for payment:-

- 28. Special conditions, if any, of the tenderers attached with the tenders will not be applicable to the contract unless they are expressly accepted in writing by the purchaser.
- 29. The tenderer shall have sufficient financial and manpower strength to cater the service.
- 30. Turn over of the tenderer during the last financial year shall be 5 times the value of the contract.
- 31. The company shall have well equipped service centre in Kochi.
- 32. The company shall have sufficient communication facilities such as land phone, mobile phone and on line compliant registeration facility.
- 34. They shall have experience in the field for minimum 3 years and they should provide details of antivirus software installed by them in public sector/ Government Sector under State/ Union Government in Kerala or other reputed firms in Kerala.
- 35. The final acceptance of the tenders rests entirely with the High Court who do not bind themselves to accept the lowest or any tender.
- 36. The service and payment conditions regarding the contract will be governed by the Kerala Stores Purchase Manual, Kerala Finance Code, the Income Tax Act, 1961, the Goods and Services Act, 2017 and other relevant law being in force.
- 37. The tenderer should send along with his tender a preliminary agreement executed and signed in Kerala Stamp Paper of value ₹200/- purchased in the Kerala State. A specimen form of the preliminary agreement is attached herewith as Annexure-IV. Tenders without the preliminary agreement in stamped paper will be rejected outright. But in deserving cases where agreement has not been received, the purchasing officer may exercise his discretion and call upon such tenderer to execute the agreement within a period of ten days from the date of issue of such intimation, if the Purchasing Officer is satisfied that the omission to forward the agreement along with the tender was due to causes beyond the control of the tenderer and was not due to any negligence on his part. Agreement received from a tenderer after the above time limit will not be considered.

K. S ANIL VACATION OFFICER HIGH COURT OF KERALA

Station: Ernakulam Date: 30/12/17

ANNEXURE – I

Features Required for the Antivirus Software - Server-Client Edition

Antivirus Protection

- 1. Must offer comprehensive client/server security by protecting enterprise networks from viruses, Trojans, worms, hackers, network viruses, mixed threat attack from multiple entry points, and spyware.
- 2. Have the capability to detect all in-the-wild viruses and Antivirus Engine should be certified with reputed VB100%, OPSWAT.
- 3. Must have the capability to detect and block files with malicious executable content and embedded/compressed executables that use real-time.
- 4. Must have the capability to identify source of infection i.e. from where the infection has originated in the network.

Vulnerability Scan

- 1. Must have capability to scan and report vulnerabilities present in installed applications.
- 2. Must provide summarized view of vulnerabilities as per severity. i.e. High, Medium and Low.

Device Control

- 1. Must have the capability to grant allow, block, read-only access to various devices.
- 2. Must have the capability to grant access rights for storage devices such as USB, CD/DVD, Card Reader, Floppy Drive etc.
- 3. Must have the capability to regulate the use of Wi-Fi and Bluetooth connections.
- 4. Must have the capability to retain control over interfaces such as Firewire Bus, Serial Port, SATA Controller, Thunderbolt, etc.
- 5. Must have the capability to control and regulate PCMCIA devices, MTD/SCSCI Card reader devices etc.
- 6. Must have the capability to control and regulate the use of printers, scanners, web cameras, and network shares.

- 7. Must have the capability to allow or block the attachment of Windows Portable devices like Digicams, Smartphones etc.
- 8. Must have the capability to allow or block the attachment of Mobile Phones i.e. Android Phone, iPad, & iPod, Blackberry etc. to the endpoints.
- 9. Must have the capability to allow or block Teensy Board devices.
- 10. Must have the capability to exclude any particular device from device control policies.
- 11. Must have the capability to exclude any particular devices based on Model Name.
- 12. Must have the capability to allow access of USB Pen drives temporarily to some authorized users.
- 13. Must have the capability to completely block USB Interfaces to deny access to all USB devices(except Keyboard and Mouse and mass storage devices)
- 14. Must have the capability to support NTFS & FAT formatted devices for authorization.

Asset Management

- 1. Must have the capability to collect system and hardware information related to remote endpoints.
- 2. Must have the capability to obtain a summary report of various software's/updates installed on endpoints.
- 3. Must have the capability to track software changes happening on endpoints i.e. applications installed/uninstalled.
- 4. Must have the capability to track hardware changes happening on endpoints e.g. RAM Changed, Processor changed, etc.
- 5. Must provide comprehensive asset management reports based on following parameters: Operating System, Application Name, System Manufacturer, Installed Physical RAM, Processor and Last Shutdown time.

IDS/IPS

- 1. Must have the capability to detect, and prevent network based and host based intruder attempts on the home networks.
- 2. Must have the capability to prevent port scanning attacks.
- 3. Must have the capability to prevent DDOS attacks.

4. Must have the capability to generate reports for potential security breaches, policy violations, and suspicious traffic flow.

Web Security and Web Filtering

- 1. Must support safe banking feature to perform banking transactions.
- 2. Must support sandbox browsing for safe and secure browsing.

Firewall

- 1. Must provide the flexibility to create firewall rules to filter connections by IP address, port number, or protocol, and then apply the rules to different groups of users.
- 2. Must have the capability to examine and control all incoming and outgoing traffic per configured settings for ports, source, or origin or destination address.
- 3. Must have the capability to monitor Wi-Fi Networks and send alerts when a client connects to unsecured Wi-Fi Network.

Email Protection

- 1. Must have the capability to block infected and spam mails.
- 2. Must have the capability to allow only trusted email clients to send mails.

Groups and Policies

- 1. Must have the capability to create multiple user groups as per organizational structure.
- 2. Must have the capability to assign different policy configuration to each group.

Client Deployment

- 1. Remote installation on single endpoint or on entire IP range.
- 2. Client uninstallation should only be done by administrator.
- 3. Must have capability to create password protected client packager.

Management Features

- 1. Must provide a secure GUI or Web-based management console to give administrators access to all clients and servers on the network for client administration.
- 2. Must have the flexibility to roll back updates if required via the management console.
- 3. Should have role based administration capability.
- 4. Must support plug-in modules designed to add new security features without having to

redeploy the entire solution, thereby reducing effort and time needed to deploy new security capability to clients and servers across the network.

Notification, Reporting and Logging

- 1. Must have the capability to generate a graphical as well as tabular reports.
- 2. Must have capability to export reports in multiple formats such as PDF and CSV.
- 3. Must have capability to log all activities of management server.

Other Features

- 1. Must have the capability to prevent a user from accessing the operating system in safe mode.
- 2. Must have the capability to improve performance of endpoints by cleaning junk files and deleting invalid registry/disk entries.
- 3. Should have the ability to facilitate removal of 3rd party Antivirus solutions at the time of installation

Windows Platform Support

- Microsoft Windows XP Professional (32-bit/64-bit)
- Microsoft Windows Server 2003 Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows Server 2003 R2 Web / Standard / Enterprise / Datacenter
- Microsoft Windows Vista Home Basic / Home Premium / Business / Enterprise / Ultimate (32-bit/64-bit)
- Microsoft Windows 2008 Server Web / Standard / Enterprise (32-bit/64-bit) / Datacenter (64-bit)
- Microsoft Windows 2008 Server R2 Web / Standard / Enterprise / Datacenter (64-bit)
- Microsoft Windows 7 Home Basic / Home Premium / Professional / Enterprise / Ultimate (32-bit/64-bit)
- Microsoft Windows 8 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows 8.1 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows 10 Home / Pro / Enterprise / Education (32-Bit/64-Bit)

ANNEXURE - II

Features Required for the Antivirus Software - Individual Edition

General Features

- 1. Product should be it's latest version.
- 2. Capability to detect all in-the-wild viruses and Anti-virus Engine should be certified with reputed VB100%, OPSWAT.
- 3. Protection against all kinds of Ransomware attacks.
- 4. Must have the capability to detect and block files with malicious executable content and embedded/compressed executables that use real-time.
- 5. Must have the capability to detect, and prevent network based and host based intruder attempts on the home networks.

Vulnerability Scan

- 1. Must have capability to scan and report vulnerabilities present in installed applications.
- 2. Must provide summarized view of vulnerabilities as per severity. i.e. High, Medium and Low.

Device Control

 Capability to grant access rights for storage devices such as USB, CD/DVD, Card Reader, Floppy Drive etc.

Web Security and Web Filtering

- 1. Must support safe banking feature to perform banking transactions.
- 2. Must support sandbox browsing for safe and secure browsing.

Email Protection

- 1. Capability to block infected and spam mails.
- 2. Capability to allow only trusted email clients to send mails.

Other features

1. Capability to facilitate removal of 3rd party Antivirus/Internet Security solutions at the time of installation.

Windows Platform Support

• Microsoft Windows 7 Home Basic / Home Premium / Professional / Enterprise /

Ultimate (32-bit/64-bit)

- Microsoft Windows 8 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows 8.1 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows 10 Home / Pro / Enterprise / Education (32-Bit/64-Bit)

<u>ANNEXURE – III</u>

Service Conditions to be included in the Antivirus Service Agreement

Sl. No.	Clause							
1.	The Calls must be attended within 2 hours and rectified within 24 hours							
2.	Under unavoidable circumstances it is required to provide service during holidays as well							
3.	From time to time High Court should be informed about the available patches and possible upgrades of the product and should provide full assistance for the same							

ANNEXURE-IV PRELIMINARY AGREEMENT

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