

Organisation Details		Buyer Details
Type:	Central Government	Name: J. Angel Reuben
Ministry:	Ministry of Defence	Designation: GP CAPT JCOCC
Department:	Department of Defence	Contact No.: 011-23012588-
Organisation Name:	Integrated Defence Staff (HQ IDS)	Email ID: report-reuben@gov.in
Office Zone:	Hq Ids	GSTIN: -
		Address: HQIDS Kashmir House, Rajaji Marg, New Delhi, NEW DELHI, DELHI-110011, India

Financial Approval Detail

IFD Concurrence : No

Designation of Administrative Approval : DCIDS(Ops)

Designation of Financial Approval : DACIDS(Budget)

Seller Details

Company Name:	CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED
Contact No.:	09844444524
Email ID:	murthy@connectivitysolutions.in
Address:	No.1877, 3rd Floor,Gangothri,31st Cross, 10th Main,Banashankari 2nd Stage, Bangalore, KARNATAKA-560070, -
MSME verified:	Yes
MSE Social Category:	General
GSTIN:	29AAGCC1283L1ZC

Product Details

#	Item Description	Category Name	Model	HSN Code	Ordered Quantity	Unit	Price (Inclusive of all Duties and Taxes in INR)
1	Accops 1. Desktop Virtualisation Software and 2.Application Virtualisation Software	Desktop And Application Virtualisation Software	Accops HyWorks Enterprise: Bundle of 100 Named User with 3 year support	HSN not specified by seller	1	pieces	1,232,929
Total Order Value (in INR)							1,232,929

Consignee Detail

S.No	Consignee	Item	Lot No.	Quantity	Delivery Start After	Delivery To Be Completed By
1	J. Angel Reuben - Landline-011-23012588- report-reuben@gov.in HQIDS Kashmir House, Rajaji Marg, New Delhi, NEW DELHI, DELHI-110011, India	Accops 1. Desktop Virtualisation Software and 2.Application Virtualisation Software	-	1	24-Jul-2020	23-Aug-2020

Product Specification for Accops 1. Desktop Virtualisation Software and 2.Application Virtualisation Software

Specification	Sub-Spec	Value
BASIC INFORMATION	Category	1. Desktop Virtualisation Software,2.Application Virtualisation Software
	Name of Software	Accops HyWorks
	OEM Model / Part No	HyWorks Enterprise
	Software Description	Virtual Apps & VDI

	Software Version & Date of Launch of Version	3.3 Jan 2020
SCOPE OF LICENCE	Types of Licence	1. Perpetual
	" Duration of Subscription (in Years) (Hint : Select '0' if not applicable)"	0
	OEM Licensing policy	1. Per Buyer User
	Valid Licence/ Subscription copy to be provided	YES
	Installation and demonstration	No
	The offered product have support from OEM for	1. Unlimited updation for Patches and Bug fixes within support period,2. Unlimited upgradation of version within support period .
	Number of Years upto which support is available from OEM for Updation (Patches and Bug fixes) within support period	3
	Number of Years upto which support is available from OEM for Upgradation of version within support period	3
	No of days Training Provided at Site (for maximum batch of 10)	0
DESKTOP & APPLICATION VIRTUALIZATION	Desktop & Application Virtualisation configured for	1. Remote Desktop services based virtual Desktop and Application,2. Virtual Desktop Infrastructure (VDI)
	Desktop & Application Virtualisation Features	1. Supports Agent/ agentless anti-virus and malware scanning/ remediation in a large-scale virtual desktop environment and consolidates and offloads all antivirus/anti-malware operations into one centralized secured console.,2. Allows creation of security policies for virtual desktops so that it provides for isolation of different VDI desktops and applications,3. Allows designated user to give access to their VDI Session with other admin/user for the purposes of collaboration without any third party collaboration tool.,4. Capable to optimize delivery of voice using soft calls without any network hairpinning,5. Capable to offload rendering of video and flash content to endpoint when the endpoint is capable,6. Supports all browser based and installer based applications for use in the virtual application and virtual desktops,7. The users documents and content be available at all times through a central storage.,8. Capable to handle Heavy workloads through virtual applications / virtual desktop with no impact to other users on the same server,9. The offered product to be responsive even in CPU Critical situation,10. Capable to extend Platform as a service to users,11. Capable to provide two different versions of any application without any conflict in single user's Virtual Desktop.
	Supported Hypervisors by the offered product	1. Vmware ESX,3. Microsoft Hyper-V,6. Nutanix AHV
	Operating Systems supported by the offered product	1. Windows 7.,2. Windows 8.1,3. Windows 10.,4. Windows server 2008 R2,5. Windows server 2012 R2,6. Windows server 2016,7. Linux,8. RHEL,9. SUSE,10. CENT OS,11 . NeoKylin,12. SLED.,13. Ubuntu

	Printer Port / Storage supported by the offered product	1. USB 2.2. USB 3.3. USB-C,4. COM Port,5. LPT/Parallel Port,6. Direct Attached Printer,7. Network Printer,8. Shared Printers,9. Multi Function Devices,10. Laser Printers,11. Dot-Matrix Printers,12. Thermal Printers,13. Ink based Printers,14. Support CIFS protocol (SMB 3.0) native / external,15. User level quota restrictions on CIFS / DFS,16. Support NFS 4.0 protocol,17. Snapshot capabilities,18. Data replication,19. No single point of failure in the storage subsystem,20. Support NDMP based back-up of content
Content Protection and Access Control Features	Content Protection and Access Control Features	1. Capable to provide identity based firewalling for Virtual Desktop and Application environment to protect network access & firewall policy based on user's identity.,2. Capable to allow or restrict clipboard data between virtual application/ desktop and the endpoint device,3. Capable to handle efficient delivery of application even on high latency Networks,4. Capable to Authenticate users based on their active directory credentials,5. Support multi factor authentication like soft tokens/ hardware tokens/ OTP/ device certificates /Client source network/Device/User /Group etc.,6. Capable to allow or restrict access to applications based on user's group membership,7. Ability to change password or unlock their Active Directory account using a self-service portal,8. NA
	Capability to restrict access to applications and desktops from end point based on	1. Network,2. Users,3. Group,4. If the endpoint is not secure,5. NA
	Basis to define the security policies to prevent access application and desktop	1. Network,2. Users,3. Group,4. Type of end point devices(Authorized/Unauthorized),5. NA
	Capability to filter application while using the same credentials based on	1. Users,2. Group,3. Endpoint device,4. NA
	Capable to authenticate third party users who are not a part of Active Directory based on	3. NA
	SSL VPN Capability	1. Inbuilt within the application,2. External/Third Party Integrated,3. NO SSL VPN Required
	Scalable solution for virtual, physical, and cloud-based Windows desktop environments for	1. Profile and Policy Management,3. Dynamically apply end-user security Policies and Customizations
	Management & Reporting Features	1. The consoles supports granular level of control and provide role based access,2. Capable to integrate with 3rd party reporting suites for unified reporting,3. Provision a unified dashboard for user processes, User LogIn and Users network parameters,4. Capable to study user's access/working pattern and create alerts based on the same,5. Receive advanced notifications before events impact end users to proactively to manage the environment.,6. Capable to support custom reporting and custom dashboard based on user logins.,7. Capable to support of end to end monitoring and reporting including Hypervisor and underlying hardware resources for Desktop and Application.,8. NA
Management & Reporting Features	Reporting Provision for	1. Network Latency of Users,2. Responsiveness of End Point device,3. Time Taken by application server to service a request,4. Resource contention on underlying Hypervisor,5. Logon time of the user,6. NA
	Type of Console for Desktop/Application Virtualization	1. Single Console for Management and Support,2. Separate Consoles for Management and Support
	Tools for user support Features	1. Provides built in tool to take a shadow of the users session .,2. Capable to search for session based metrics using the username,3. Capable to provide detailed metrics around the individual processes running in a users session,4. Capable to centrally kill user process that are causing problems in the users session,5. NA
	Endpoint Features	1. Clients available for Windows, Mac, Linux, IOS, Android and Chrome devices,2. Support HTML5 based clientless access,3. Provides the same user experience irrespective of the endpoint being used to access the virtual desktop/application,4. Capable to access Server and desktop based applications are available on Mobile User Experience.,5. Ability to dynamically change the user interface based on the input methods available on the endpoint,6. NA
	Recording Features	1. Capable to record the users session for select users,2. Capable to notify the users when their session is being recorded,3. Capable to record the session without prompting the user,4. Capable to record session by optimal utilization of Storage,5. NA

Recording Features	Period (in Days)) for which historical reports can be provided (Hint :- Select '0' if not applicable)	90
GENERIC PARAMETER	Maximum RAM per user sesion can be configured (in GB) (Hint:- Select ' 0' if not applicable)	0
	Maximum bandwidth consumed per desktop when a virtual desktop is being delivered (in kbps)	128
	Max latency (in ms) for which offered product run without any challenges on links(Hint : - Select '0' if not applicable)	400
	The maximum packet loss for which the offered product capable to work without disruption on lines (Hint : - Select 'NA' if not applicable)	2%
	Time taken to launch and access a virtual desktop (In Seconds) (Hint:- Select ' 0' if not applicable)	10
RECOMMENDED HARDWARE REQUIREMENT PARAMETER FOR ON-PREMISE DEPLOYMENT	Network Gateway Configuration Requirement	-
	Thin Client Configuration Requirement	-
	Server/CPU Configuration Requirement	-
	Hyper link to Data sheet	www.accops.com

Corrigendum

1. **Extended Upto :** 2020-03-09 10:00:00

Terms and Conditions

1. General Terms and Conditions

1.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General

Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

1.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.

1.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.

1.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.

1.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.

1.6 Octroi Duty and / or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).

1.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

1.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

1.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.

1.10 Financial Certificate:

1.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.

1.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

1.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

1.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

2. Additional Terms and conditions

2.1

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

2.2 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.

2.3 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.

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

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

2.6 ISO 9001: The bidder must have ISO 9001 certification.

2.7 Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.