

Directorate of Information Technology  
& Communication



**Request for Proposal  
Delivery, Installation and  
Maintenance of Security and  
Backup Solution for Existing State  
Data Centre (SDC) at Nagaland,  
Kohima.**

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Ref: DIT&C/EST/SDC-62/2013(VOL.II)

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## 1 Section I: Invitation to Bidders / Important dates

The invitation to bid is for Delivery, Installation and Maintenance of Security and Backup solution for existing State Data Centre (SDC) of Govt. of Nagaland. The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates, addresses and the overall eligibility criteria for the bidders.

### 1.1 Key Events and Dates

SL. No.	Information	Details
1.	RFP No. and Publishing Date	DIT&C/EST/SDC-62/2013(Vol.II) dated 28 <sup>th</sup> August 2023
2.	Availability of RFP	<a href="http://www.nagalandtenders.gov.in">www.nagalandtenders.gov.in</a> <a href="http://www.nagaland.gov.in">www.nagaland.gov.in</a>
3.	RFP Document Download Start Date	29 <sup>th</sup> August 2023, 12 PM (Server Time)
4.	RFP Document Download End Date	21 <sup>st</sup> September 2023, 2 PM (Server Time)
5.	Bid validity period	90 days from the last date (deadline) for submission of Techno-commercial response proposals.
6.	Last date for submission of Pre-bid queries	05 <sup>th</sup> September 2023, 12 PM (Server Time)
7.	Publication of Pre-Bid Responses and Corrigendum if any	06 <sup>th</sup> September 2023, 12 PM (Server Time)
8.	Bid Document Submission Start Date	29 <sup>th</sup> August 2023, 2 PM (Server Time)
9.	Bid Document Submission End Date	21 <sup>st</sup> September 2023, 2 PM (Server Time)
10.	Opening of Technical Bids	21 <sup>st</sup> September 2023, 2:30 PM (Server Time)
11.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be announced later
12.	Earnest Money Deposit (EMD)	INR 30,00,000 (Payable to DIRECTOR, DITC at Kohima, Nagaland)
13.	Tender Document Fees	INR 10,000 (Payable to DIRECTOR, DITC at Kohima, Nagaland)
14.	Contact person for Correspondence: All Queries to be submitted by e-mail only	“Director IT&C”, Department of Information Technology & Communication, Thizama Road, Nagaland, Kohima – 797001 Email Id : <a href="mailto:dit-ngl@nic.in">dit-ngl@nic.in</a>

## **1.2 SDC Location**

The State Data Centre (SDC) is hosted at the premises of the following:

**Directorate of Science & Technology, Govt. of Nagaland**  
**Thizama Road**  
**Kohima – 797001, Nagaland**

## **1.3 Procurement of the RFP**

The tender document can be downloaded from State website [www.nagalandtenders.gov.in](http://www.nagalandtenders.gov.in) & [www.nagaland.gov.in](http://www.nagaland.gov.in)

# **2 Section II - Instruction to Bidders**

## **2.1 Instructions for Online Bid Submission**

This tender document has been published on the eProcurement Portal of Nagaland (<https://nagalandtenders.gov.in>). The bidders are required to submit soft copies of their bids electronically on the above Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the eProcurement Portal of Nagaland. More information useful for submitting online bids on the eProcurement Portal of Nagaland may be obtained at: (<https://nagalandtenders.gov.in>).

### **2.1.1 Registration:**

- Bidders are required to enrol on the e-Procurement module of the eProcurement Portal of Nagaland (<https://nagalandtenders.gov.in>) by clicking on the link “Online Bidder Enrolment”. Enrolment on the Portal is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the eProcurement Portal of Nagaland.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Safescrypt/IDRBT/Capricorn CA/nCode/eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

### **2.1.2 Submission of bids:**

- Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- The decision of Tender Evaluation Committee arrived during the various stages of the evaluation of the bids is final & binding on all vendors. Any representation towards these shall not be entertained by the Tender Evaluation Committee.
- Upon verification, evaluation/assessment, if in case, any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- The Tender Evaluation Committee will not be responsible for any misinterpretation or wrong assumption by the Bidder, while responding to this tender.
- The department is to procure the line items mentioned in the Bill of Materials on urgent basis, so any such bid submission date extension request will not be addressed. The bidders are requested to submit the queries on time (as mentioned in the Key Events and Dates) and follow the published responses. The bidders are encouraged to complete the bid document and submit the same on or before the bid submission last date to avoid last moment rush.

## **2.2 Procedure for Submission of Bids**

- The Tender shall be submitted in two-part viz., Technical Bid and Price Bid.
- Both the Technical Bid & Financial Bid has to be submitted in the e-procurement portal only.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this manner.
- All the pages of bid should be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

**2.2.1 PART I: Technical Bid Documents**

The Technical Bid of the Bidder should include the following documents (besides the other requirements of the tender), original copies or attested copies, as the case may be, in the absence of which the Tenders Bid will be rejected.

- Section VI – Format 1 – Qualification Bid Letter.
- Section VI – Format 2- General information about the Bidder.
- Section VI – Format 3- Qualification checklist. Detailed checklist for Qualification dully filled in along with the supporting documents as defined in this RFP. Bidders are requested to add a column for page number in the Qualification checklist table. Bidders are requested to provide the corresponding page number of the respective criteria given in the Qualification checklist table.
- Section VI – Format 4- Declaration Regarding Clean Track Record.
- Section VI – Format 5- Declaration of Acceptance of Terms and Conditions of RFP.
- Section VI – Format 6- Declaration by the OEMs MAF.
- Section VI – Format 7- Declaration by the Bidder for buyback of Existing Unified Threat Management System in the event of proposing a New Unified Threat Management System (Not Applicable for License renewal of UTM).
- Section VI – Format 8- Unpriced BoM and Compliance to the specification. Bidders to upload all the necessary product brochures and other necessary supporting documents.
- Section VI – Format 11 – Performa of Bank Guarantee towards Performance Security
- Section VI – Format 12 – Bank Guarantee for Earnest Money Deposit (EMD).
- The Scanned Copy of the Receipt of the payment of Earnest Money Deposit (EMD). It may be noted that the original DD/cheque for the EMD should reach the address for correspondence before the bid opening date in a separate sealed envelope.
- Copy of Power of Attorney executed by the Bidder in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.

**2.2.2 PART II: Financial Bid Documents**

- Price Bid Undertaking as Section VI- Format 9.
- Schedule of price bid as per Section VI- Format 10.

**2.2.3 Please Note that Prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid.**

- The Bidder shall indicate in the Performa prescribed, the unit rates and total Bid Prices of the equipment/services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Document. In absence of this information the bid may be considered incomplete and be summarily rejected.
- The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the DITC.
- The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents with due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during execution of the project any revisions are required to meet the goals of DITC like Technical specifications,

Equipment sizing etc. are to be made within the current price without any impact to DITC.

- If bidder does any mistake in calculation of total amount, the unit price value will be taken as confirmed and calculations will be done accordingly.
- The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- The Bidder shall duly sign and seal its bid with the exact name of the firm/company to whom the contract is to be issued.

### 2.3 Cost of Bid

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the DITC. The DITC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

### 2.4 Site Visit

The Bidder may visit the site and get all the relevant information related to site and submit the solution bid accordingly. Any additional scope, which is to be carried out should be mentioned in the BOQ as one line item.

The Bidder should inform the Tendering Authority in writing seeking permission about the visit of the Site(s) three day before their purpose of visit vide e-mail to [dit-ngl@nic.in](mailto:dit-ngl@nic.in). The Bidder should complete the Site Visit Activity before the last date of Submission of Bid.

### 2.5 Clarification on Tender Document

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, in writing only by e-mail to the following address: [dit-ngl@nic.in](mailto:dit-ngl@nic.in). The Bidder should submit the queries in Excel File only. The Bidder will have to ensure that their queries (if any) should reach the above-mentioned e-mail id on or before 05<sup>th</sup> September 2023, 12 Noon (Server Time). Queries received beyond the above-mentioned date and time will not be entertained/addressed at any cost.

Format for sending queries:

SL. No.	Pg. No.	Section No.	Sub-section. (if any)	RFP statement requiring clarification	Type of Query (PQ/ Technical/ Payment milestone/ Legal, Others.)	Proposed Clarification / Amendments
1.						
2.						
3.						

### 2.6 Discounts

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be considered for evaluation purposes.



**2.7 Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the DITC, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

**2.8 Bid Prices**

- I. The Bidder shall indicate in the Performa prescribed, the unit rates and total Bid Prices of the equipment/services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Document.
- II. In absence of above information as requested in Clause above, a bid may be considered incomplete and be summarily rejected.
- III. The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the DITC.
- IV. The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents with due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions are required to meet the goals like Technical specifications, Equipment sizing etc. are to be made within the current price without any impact to DITC.
- V. If Bidder does any mistake in calculation of total amount, the unit price value will be taken as confirmed and calculations will be done accordingly.
- VI. If Bidder misses any item/items and does total calculation excluding that item/items, H1 price will be loaded on that item/items.
- VII. Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract.

**2.9 Firm Prices**

- I. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- II. The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out.
- III. The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.
- IV. Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.

- V. The final Rate shall be written both in words and figures. There should not be errors and/or over-writings. Corrections, if any, should be made clearly and initialed with dates. The rates should mention element of the GST separately.
- VI. DITC will consider if any revision in GST during the tenure of the project. But its the Bidder's responsibility to notify (with supporting document(s)) DITC regarding any upward and downward change in the GST and pass the benefit to DITC if there is any downward change in the same and DITC will bear in case of upward change.

## **2.10 Bidder Qualification**

- I. The "Bidder" as used in the tender document shall mean the one who has signed the Tender Form. The Authorized Representative shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative.
- II. It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/ she signs as the constituted attorney of the firm, or a company.
- III. The authorization shall be indicated by written power-of-attorney accompanying the bid.
- IV. The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.
- V. Any change in the Authorized Signatory shall be intimated to DITC in advance.
- VI. No Bidder shall contact the tendering authority on any matter relating to its bid from the time of the bid opening to the time the Contract is awarded. However, the tendering authority may contact the Bidders during evaluation.
- VII. Any such effort by a Bidder influencing the tendering authority's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

## **2.11 Period of Validity of Bids**

- I. Bids shall remain valid for 3 months/ 90 days from the last date of submission of Bids. A bid valid for a shorter period may be rejected as non-responsive.
- II. In exceptional circumstances, DITC may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in Corrigendum. The validity of EMD shall also be suitably extended.

## **2.12 Local/Site Conditions**

- I. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the State Data Centre site which would have any effect on the performance of the contract and/ or the cost. The Bidders are advised to visit the existing State Data Centre location (at their own cost) and due-diligence should be conducted before the bid submission.

- II. The bidder must intimate the State Government three days before their purpose of visit vide e-mail to [dit-ngl@nic.in](mailto:dit-ngl@nic.in). The Bidder is expected to complete the site visit activity before the last date of submission of Bid.
- III. The Bidder is expected to make a site visit to the existing State Data Centre facility to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.
- IV. Failure to obtain the information necessary for preparing the bid and/ or failure to perform activities that may be necessary for providing the services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender document.
- V. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding document. DITC shall not entertain any request for clarification from the Bidder regarding such conditions.
- VI. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by DITC and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the DITC on account of failure of the Bidder to appraise themselves of local laws and site conditions.

#### **2.13 Contacting the Purchaser**

- I. No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- II. However, the Purchaser may contact the Bidder during evaluation.
- III. Any such effort by a Bidder influencing the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

#### **2.14 Modification and Withdrawal of Bids**

- I. The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids.
- II. No bid may be altered/modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered.
- III. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

#### **2.15 Opening of Bids**

- I. An evaluation committee will be formed for evaluation of the bids. Decision of the committee would be final and binding upon all the Bidders.
- II. The DITC will open the bids, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in section I Invitation for Bids/ Important Dates. No extension on bid submission date will be entertained.

- III. The Bidder's name, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

## **2.16 Evaluation of Bids**

The evaluation process of the tender proposed to be adopted by the DITC is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that DITC may adopt. However, DITC reserves the right to modify the evaluation process at any time before the last date of submission of bids without assigning any reason, whatsoever, and without any requirement of intimating the Bidders individually of any such change.

### **I. Preliminary Examination:**

- a. The DITC will examine the bids to determine whether they are complete, whether the bid format conforms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- b. A bid determined as not substantially responsive will be rejected by DITC and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- c. The DITC may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation according to the Bidder, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

### **II. Clarification**

When deemed necessary, during the tendering process, the DITC may seek clarifications on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.

### **III. Evaluation of Bids**

Pursuant to the Qualification criterion and subsequent Technical compliance of the Component, the Price Bid will be opened.

## **2.17 Evaluation of Commercial Bids**

Commercial bids of those bidders who qualify the technical evaluation will be opened.

### **2.17.1 Evaluation of Bid**

The Bidder whose Final Price is Least will be declared L1.

## **2.18 Post Qualification and Award Criteria**

- I. Award of contract shall be given to the bidder who will be declared L1.
- II. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event DITC will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- III. DITC is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part, without assigning any reason to the bidders

**2.19 DITC right to vary Scope of Contract at the time of Award**

- I. DITC may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- II. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both and the Contract shall be amended.
- III. Schedule and the Contract or both shall accordingly be amended. Any claims by the Bidder for Change Request under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Tendering authority change order.

**2.20 Performance Security**

- I. Within 7 (Seven) days from the date of issue of order from the Tendering authority, the successful Bidder shall furnish the performance security.
- II. Failure of the successful Bidder to comply with the requirement of Clause 2.20(I) shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Tendering authority gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

**2.21 Confidentiality of the Document**

This Tender Document is confidential and DITC shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

**2.22 Right to Terminate the Process**

DITC reserves the right to terminate the RFP process at any time and without assigning any reason. DITC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by DITC.

**2.23 Right to vary quantity**

- I. At the time of award of Work Order and Contract, the quantity of goods, works or services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents. In the event, either the goods, works or services for which variation is sought for, then the same shall be done through a Change Order.
- II. If DITC does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

**2.24 Rejection Criteria**

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

**I. General Rejection Criteria**

- i. Bids submitted without or improper EMD.

- ii. Bids which do not confirm unconditional validity of the bid as prescribed in the Tender.
- iii. If the information provided by the Bidder is found to be incorrect / misleading at any stage/time during the Tendering Process.
- iv. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- v. Bids received by DITC after the last date and time prescribed for receipt of bids.
- vi. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- vii. Technical Bid containing commercial details.
- viii. Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- ix. Failure to submit hardcopy of EMD (Cheque/DD or BG) and Tender document fee (Cheque/DD) to the DITC office Kohima.
- x. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- xi. Bidder not quoting for the complete scope of Work as indicated in the Tender document, addendum(s) (if any) and any subsequent information given to the Bidder.
- xii. Bidder not complying with the Technical and General Terms and conditions as stated in the Tender Document.
- xiii. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

## **II. Commercial Rejection Criteria**

- i. Incomplete Price Bid.
- ii. Price Bids that do not conform to the Tender's price Bid format.
- iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- iv. If there is an arithmetic discrepancy in the commercial bid calculations the Tendering authority shall rectify the same and take it for further evaluation/ comparison. If the Bidder does not accept the correction of the errors, its bid will be rejected.
- v. Conditional Commercial Bids.

### **2.25 Concessions permissible under statutes**

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concession on rates of levies like customs duty, excise duty, sales tax, etc. DITC will not take responsibility towards this.

## **3 Section III: Eligibility Criteria**

The Bidder must possess the requisite experience, strength, and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bidder must also possess the technical know-how and the financial. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document.

The invitation to Bid is open to all Bidders who qualify the eligibility criteria as given below:

SL. No	Clause	Documents required
1.	The Bidder should be a company registered under the Companies Act, 1956 since last 5 years.	Certificate of incorporation
2.	Bidder should have experience of Supply and installation of Security and Backup solution in the State Data Centre and should have been in the business for a period exceeding Five (5) years as on 31 <sup>st</sup> March 2023.	Work Orders & Completion Certificates confirming year and area of activity.
3.	The Bidder should have Positive Net worth during last Five years, ending 31 <sup>st</sup> March 2023. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last Five financial years shall be submitted.	Chartered Accountant certificate for Net-worth. Net-worth shall exclude any revaluation reserve. Copy of the audited profit and loss account along with audited balance sheet of the company showing turnover of the company for last 3 (three) years.
4.	Last Financial year turnover should be 7 Crores & Average annual financial turnovers during in last three years, ending 31 <sup>st</sup> March 2023, should be at least INR 10 Crores. Audited balance sheet or CA Certified Statement for the financial year 2020-21, 2021-22 and 2022-23 shall be submitted.	Audited balance sheet or CA Certified Statement for the financial year 2020-21, 2021-22 and 2022-23 shall be submitted
5.	Bidder should have experience in successfully completing implementation of similar projects involving Supply and installation of Security and Backup solution during the last Five (5) years as on 31 <sup>st</sup> March 2023. The value of such projects should belong to anyone of the following categories.  i. One project in security costing not less than INR 50 lakhs and One project in Backup solution costing not less than INR 50 lakhs  or  ii. One project in Backup Solution with security devices (Combined Order) costing not less than INR 1.5 Crores	Copy of Work Orders/ Completion Certificates/ Client Certificates
6.	The Hardware and Network OEM should be <ul style="list-style-type: none"> <li>in operation in India for last Five Years</li> <li>must have a Service Center in India as on 31<sup>st</sup> March 2023</li> <li>must have ISO 9001:2015 certificate.</li> </ul>	Valid Copy of Certificate
7.	<ul style="list-style-type: none"> <li>The Bidder/OEM must have an Area</li> </ul>	Certificate from Bidders HR Department for

SL. No	Clause	Documents required
	Support office at any of the North Eastern States and have on its roll at least 5 technically qualified professionals at that Area support office in providing the support of the offered Security and Backup solution as on 31 <sup>st</sup> March 2023.	number of Technically qualified professionals employed by the company. Also, HR Certificate has to be on Bidder's letter head and signed by authorized signatory.
8.	The Bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 30,00,000/-.	The EMD should be denominated in Indian Rupees and should be in the form of Cheque/DD or BG, by a Nationalized/Scheduled bank.
9.	The Bidder must have to furnish the tender document fees of INR 10,000/- (Non-Refundable)	The tender document fees should be denominated in Indian Rupees and should be in the form of Cheque/DD by a Nationalized/Scheduled bank.
10.	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.	Declaration in this regard by the authorized signatory of the Bidder on its own letterhead.
11.	The bidder should submit valid letter from the OEMs confirming following: <ul style="list-style-type: none"> <li>• Authorization for Bidder</li> <li>• Confirm that the products quoted are not "end of life or end of sale products" for next five years as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the superior product at no extra cost</li> <li>• Undertake that the support including spares, patches, upgrades for the quoted products shall be available for the period of 5 years from the date of acceptance.</li> </ul>	Relevant documentary evidences like Authorization letters, MAF (Manufacturers Authorization Form) from Vendors whose products are being quoted by the Bidder need to be attached in the proposal)
12.	The Bidder should have Valid GSTN registration certificate and Permanent Account Number (PAN/ TAN) issued by income Tax department.	Copy of each registration certificates should be provided along with up-to date GSTN clearance certificate.

**Note:**

The Bidder must ensure that while submission of the Bids, all the pages are numbered and properly indexed. If any of the Bids is found to be without page numbers and index, it will be liable for rejection. No consortium is allowed. **The hard copy of EMD (Cheque/DD or BG) & Tender document fee (Cheque/DD) should be submitted to the DITC Office, Kohima on or before the bid submission end date i.e., 21<sup>st</sup> September 2023, 2 PM (Server Time)** and scanned copy to be uploaded/ attached along with the tender document.



## **4 Section IV - General Conditions of the RFP**

### **4.1 Performance Security**

Successful Bidder shall deposit the performance security money (PBG) as follows:

- 3% of total order value up to the successful completion of the Installation of all the components and acceptance of the same by DITC, valid up to the entire project period of three years.

Cash/Bank Draft/Bankers Cheque/Bank Guarantee (from a scheduled/nationalized bank whose branch is at Kohima, Nagaland duly discharged in favor of Director, Directorate of Information Technology & Communication.

- Performance Security bank Guarantee should be irrevocable till completion of Warranty Period.
- Client should take the conformation from the bank.
- No interest will be paid by the DITC on the EMD & bid security, performance security deposit.

### **4.2 Forfeiture of Performance Security**

Forfeiture of Security Deposit: Security amount in full or part may be forfeited in the following cases:

- a. When the terms and conditions of RFP is breached.
- b. When the Bidder fails to make complete supply satisfactorily.
- c. When contract is being terminated due to non-performance of the Bidder.
- d. Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the DITC in this regard shall be final.

### **4.3 Release of Performance Security**

The security/performance guarantee, which was deposited, will be returned after expiry of Warranty Period.

### **4.4 Ownership of Equipment**

DITC shall own the equipment, supplied by the Bidder arising out of or in connection with this Contract.

### **4.5 Transit Risks**

For successful Bidders for supplies to the receiving points any damage, shortage, loss, deterioration, demurrage, warfare etc. will be to the account of the supplier.

### **4.6 Indemnity**

The Bidder shall execute and furnish to DITC, a Deed of Indemnity in favor of the DITC in a form and manner acceptable to the DITC, indemnifying the DITC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising, or incurred inter alia during and after the Contract period out of:

- I. Any negligence or wrongful act or omission by the Bidder or the Implementation Agency's Team or any sub-Implementation Agency/ third party in connection with or incidental to this Contract.

- II. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Implementation Agency, the Implementation Agency's Team, or any sub-Implementation Agency/ third party.
- III. Any breach of patent/copy right/intellectual property right on account of use of / in connection with any offered product/Licenses.
- IV. Any payment to OEM/Supplier/Third Parties/Manpower.
- V. The indemnity shall not be more than 100% of project value in favor of the DITC.

#### **4.7 Suspension of Work**

The Bidder shall, if ordered in writing by DITC Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Implementation Agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Implementation Agency. If the temporary suspension is not due to Bidder, then any penalty or LD must not be applicable on Bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Implementation Agency and lasts for a period of more than 2 months, the Bidder shall have the option to request DITC to terminate the Contract with mutual consent.

In the event that DITC suspends the progress of work for any reason not attributable to the Bidder for a period in excess of 30 days in aggregate, rendering the Bidder to extend his performance guarantee then DITC shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the international banking procedures subject to the Bidder producing the requisite evidence from the bank concerned.

#### **4.8 Incidental Services**

The Bidder may be required to provide all the following services:

- I. Performance, Supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties.
- II. These incidental services shall not relieve the Bidder of any warranty obligations under this tender.

#### **4.9 Warranty**

- I. The Bidder is required to provide onsite OEM warranty valid for 3 years for all supplied component with no extra cost in commercial part of bid.
- II. The Bidder shall warrant that all the equipment supplied under the Work Order is newly manufactured and shall have no defect arising out of design, materials, or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied equipment in the conditions prevailing across the country.
- III. The Bidder shall warrant that the services provided under the Work Order shall be as per the Service Level Agreement (SLA) defined in the tender.
- IV. This warranty, for all equipment, shall remain valid for 36 months after the successful Acceptance of all the Components at the State Data Centre.

- V. DITC shall promptly notify the Bidder about any claims arising under this warranty. Upon receipt of such notice, the Bidder shall repair/ replace/ reconfigure/ re-provision the defective equipment or service.
- VI. If the Bidder, having been notified, fails to remedy the defect(s) within the period specified in the SLA, DITC may proceed to take such remedial action as may be necessary at the Bidder's risk and expense and without prejudice to any other rights, which DITC may have against the Bidder under the contract.

#### 4.10 Insurance Requirement

The Bidder shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for all the component supplied and submit the list of all the insured items to DITC at the time of delivery of the components. The Bidder shall take and keep effective all the insurances during the warranty support period of the components.

The Bidder at its cost shall arrange, secure, and maintain all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of DITC against all perils. The insurance covers to be taken by the Bidder shall be in a joint name of the DITC and the Bidder. The Bidder shall, however, be authorized to deal directly with Insurance Company or companies and shall be responsible regarding maintain of all insurance covers. Further the insurance should be in freely convertible currency.

The Selected Bidder shall take necessary insurance against loss, damage, theft, pilferage, fire, accident and damages during transit and installation. The insurance shall cover the entire cost of materials. It will be the responsibility of the selected Bidder to lodge, pursue and settle all claims (for all the equipment) with the insurance company in case of any damage, loss, or fire and the DITC shall be kept informed about it. The losses, if any, will have to be borne by the Bidder if the claims are not lodged and pursued properly in time or if the insurance company does not settle the same.

#### 4.11 Software Licenses

The paper licenses of all software to be deployed as part of the project would be in the name of the DITC, and the original copy of the same shall be deposited by the successful bidder at the DITC's office during the delivery of the components and before the installation of the software.

The Bidder shall ensure patches to the licensed software including operating system, databases, and other supplied Software.

The Bidder should ensure that the licenses are transferable to any entity currently present/ created in the future that is related to DITC.

#### 4.12 Service Levels

SL. No.	Description	Target
1	Availability of Service Engineer at State Data Centre	Within next Business Day from the date of intimation of Call
2	Resolution of Minor Technical Issues	Within next Business Day from the date of intimation of Call
3	Replacement of any parts of the supplied system	Within Five Business Day from the date of intimation of Call

#### 4.13 Performance and Spares

The OEM of all offered components shall stand guarantee for the supply of spares of all the equipment under the scope of supply for a minimum period of 5 (five) years from the date of Final acceptance Test (FAT) of the components at the State Data centre and also guarantee that discontinuity of production of any item offered as a part of the system shall not affect the maintainability of the system for a period of 3 years from the date of Final Acceptance Test (FAT) of the components at the State Data centre.

#### 4.14 Prices

Prices quoted must be firm and shall not be subjected to any upward revision on any account whatsoever throughout the period of contract. DITC however reserves the right to review and negotiate the prices.

#### 4.15 Payment Schedule

The fee amount will be equal to the amount of the Commercial Bid. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule. Subject to discussion by DITC payments to the Bidder will be made.

SL. No.	Payment Schedule	Fee Payable	Deliverables
1.	On Successful Delivery of the Components	60 %	1. Delivery Challan 2. Material Receipt confirmation by DITC 3. All necessary Insurance Document 4. All the system Software Paper Licenses
2.	On Successful Completion of FAT and Acceptance by DITC	40%	1. All Necessary Installation Document 2. OEM Warranty Support Document 3. All the Installation and Configuration Documents 4. All training materials 5. FAT Report 6. Acceptance Report by DITC

**All Payments shall be made in Indian Rupees Only**

#### 4.16 Force Majeure

Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event DITC, will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any

failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

#### **4.17 Liquidated Damages**

In the event Bidder fails to provide the Services in accordance with the Time-Line at section 5, Bidder shall be liable for penalty of 1 % of the invoice value capped to 10% of the amount on milestone deliverables for every week delay to complete the milestone.

#### **4.18 Supply of components:**

Tenders shall be given only by Manufacturer/ distributors/ bonafide dealers/Bidder in the goods. They shall, therefore, furnish necessary declaration for the same. Proof of authorization by the manufacturer or country distributor in India shall invariably be enclosed. This could be dealers of their own or through their business associates/ franchisee.

The approved Bidder shall be deemed to have carefully examined the conditions, specifications, size, make etc., of the goods to be supplied. If he has any doubts as to the meaning of any portion of these conditions or of the specification etc., the Bidder shall, before signing the contract, refer the same to DITC and get clarifications.

All rates quoted must be for destination/ site where the systems and allied items are to be installed, and should include all incidental charges except GST, which should be shown separately in the Format for Price Quotation only. In case of local supplies, the rates should include all taxes, etc., and DITC will not pay any cartage or transportation charges.

#### **4.19 Specifications:**

All articles supplied shall strictly conform to the specifications, trademark laid down in the tender form and wherever articles have been required according to ISI/ ISO/ other specifications / certifications, those articles should conform strictly to those specifications/ certifications.

The supply shall be of very best quality and description. The decision of DITC/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding.

#### **4.20 Delivery & Installation:**

The Bidder whose tender is accepted shall arrange to supply the ordered material as per specifications mentioned and within time period specified in the schedule. During Delivery, DITC representative shall physically check the ordered equipment. The Bidder shall submit all the delivery challans to DITC or Authorized representative.

The Installation should be carried by the OEM Service Engineer only.

#### **4.21 Transportation:**

All goods must be sent freight paid.

#### **4.22 Eligible goods and services:**

All products quoted must be associated with specific model numbers, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document.

The OEM/ Vendor should have its direct representation in India in terms of registered office for at least past 5 years. The presence through any Distribution / System Integration partner agreement will not be accepted.

Bidder must quote products in accordance with above clause "Eligible goods and services".

The OEM whose equipment are being quoted shall have Technical Support/ Assistance Center to provide 24x7X365 support over Toll Free numbers as well as web-based support.

**4.23 Recoveries:**

Recoveries of liquidated damages, short supply, breakage, rejected articles shall ordinarily be made from bills. Amount may also be withheld to the extent of short supply, breakage, rejected articles and in case of failure in satisfactory replacement by the Bidder along with amount of liquidated damages shall be recovered from his dues and security deposit available with DITC. In case recovery is not possible recourse will be taken under laws in force.

## 5 Section V - Scope of Work

The scope of work shall cover Supply, Installation, System Integration, configuration, warranty support of security hardware's, software's and backup devices, for a period of three years from the date of acceptance of the system by DITC. The Bidder shall assist the DITC in executing the new infra implementation & migration of existing applications/ systems in the new environment.

Presently DITC is having Sophos 750iNG Unified Threat Management System, and DITC is willing to renew the total subscription plus License for existing licenses which are listed below:

- Anti-Malware, Anti-Spam
- Web, WAF and Application Filter
- Hardware Warranty
- 24X7 Support
- Return Merchandize Authorization

The Bidder is also free to quote a New Next Generation Firewall box (for lesser cost or technical upgradation.) in place of license renewal of Sophos 750iNG Unified Threat Management System. Bidder have to propose the buyback offer for existing Unified Threat Management System.

### **The detailed scope of work relates to:**

Supply Installation and Commissioning of the Following at the State Data Centre

- Security
  - UTM license upgradation or New UTM installation, configuration & Commissioning.
  - Installation, configuration & Commissioning of HIPS agents in the servers/ VM's.
- Backup Solution
  - Installation, configuration & Commissioning of Tape Library
  - Installation, configuration & Commissioning of Backup Solution
- Other Software's
  - Installation, configuration & Commissioning of SYSLOG Software
  - Installation, configuration & Commissioning of Server Load Balancer Software.
  - Installation, configuration & Commissioning of Network Management System.
- Services
  - Installation and Commissioning of the supplied Hardware and software's.
  - Installation of Operating systems, making required configuration, clustering (wherever required), load balancing software configuration, SAN connectivity establishment with tape library, etc. (not limited to) in the supplied new Servers as per the requirement of the State Data Centre.
  - Configuring and fine tuning of sub-systems to achieve overall optimal performance and highest security will be the responsibility of the successful Bidder
  - Installation, configuration of Tape Library and Backup Solution shall be the responsibility of the Bidder. Tape Library shall be connected to the Storage by SAN Switches. Backup policies shall be mutually agreed between the DITC and the Bidder.
  - The Bidder has to install & configure the SYSLOG Software and Server Load Balancer Software as the policy defined mutually by the Bidder & the DITC.
  - The Bidder is to install the SYSLOG Software security manager agent with SQL/ any other database, configure the Security Policies for Windows & Linux Servers, configure agent updates, Policies on Security Agents, Verify Logs and Fine Tune policies if required.
  - The Bidder to upgrade the OS with newly procured versions, whenever applicable.

- MS Visual Studio Professional 2022, Crystal Report latest version shall be installed in respected VM's, as suggested by the DITC.
- The Layer 2 switches are to be installed & configured as the existing Spine- leaf networking topology.
- The Bidder has to ensure proper training of the supplied products after installation & configuration. The hands-on training should be based on day to day operation, maintenance etc., the training details shall be mutually agreed between the Bidder & DITC.
- NMS training of User level shall be conducted thoroughly along with manuals.

### **5.1 Supply of the Security, Backup Solution, Other Software equipment's**

It would be the responsibility of the Bidder to supply all the products and equipment as specified in the Bill of Materials as final at their appropriate quantity and capacity. It would be inclusive of but not limited to –

- a. Timely delivery to State Data Centre as per the stated timelines. The Bidder in co-ordination with the composite team should ensure the readiness in all respect before delivery, installation & commissioning of all items.
- b. Transportation of items – no extra/additional charges (road tax, entry tax, excise, toll-tax, insurance) would be considered for payment.
- c. Safety – The Bidder would be responsible for maintaining adequate safety measure at the storage points.
- d. The Bidder must not supply any such equipment that is likely to be declared end-of-sale within Five years from the date of supply. The bidder must replace any such equipment with at least the equivalent or higher configuration.
- e. Duly tagged product catalogues with technical specifications of the product should be provided along with certificate from OEM. Any lower deviation in the installed equipment/items from the proposed equipment/items would not be accepted and the bidder will have to replace them with the same or higher specification without any extra cost.
- f. All the licenses of components shall be in the name of DITC only.
- g. Offered software-licensing details shall be mentioned elaborately, i.e. support pack, support type, total license, module wise license, measurement criteria (core/node/processor/user etc.).

### **5.2 Scope of Installation, Commissioning and System Integration**

The Bidder shall be responsible for all unpacking, assembling, wiring, installations, cabling between hardware units and connecting to power supplies, commissioning & necessary configuration including OS. The Bidder will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at installation sites.

#### **5.2.1 Hardware and Software Setup**

The related services, including but not limited to, the following activities shall be carried out by the Bidder:

- Installation, configuration, testing, and integration at State Data Centre of the ordered SYSTEM(s) as per BOM.
- The Tape Library should be connected to the SAN Storage using SAN Switch. Required configuration, tape leveling etc. to be completed by the Bidder.
- The bidder should fine-tune the Server Load Balancing software including operating system hardening, virtualization solution hardening and other S/W and H/W components for optimum performance.



- Bidder must carry out the configuration in various Systems in such a manner so as to automatically maintain at least 3 months' system failure logs to carry out the analysis of failure.
- Integrate the newly procured hardware, software's with the existing system of State Data Centre with necessary configuration as per the guidance of DITC.
- Patch update & version upgrade of software & firmware of the Hardware's and software's during the Warranty Period.
- NMS to be configured with the consultation with the DITC and composite team for adding the websites, servers, VM's, networking devices etc., the helpdesk module to be also configured as per the consultation with composite team.

#### **5.2.2 RHEL OS with load balancer + HA add on Requirement**

- Subscription/license of the OS software should not be for a specific version, should also be portable P2P, P2V, V2P and V2V
- Should be upgraded to latest version without any additional licensing cost, subscription/license stackable with minimum slab of 2-sockets in case of physical infrastructure, license must support all major cloud providers - AWS, MS Azure, IBM, GCP, etc and be portable from on Prem to Cloud and vice versa
- The High Availability Add-On should provide failover services between nodes within a cluster, making applications highly available. It should supports up to 16 nodes and may be configured for most applications that use customizable agents, as well as for virtual guests. This subscription can be purchased for socket-pairs or virtual instance-pairs.
- Load balancing Features, failover on layer 4, or the Transport layer, upon which TCP conducts connection-based data transmissions, Load balanced features to HTTP and TCP-based services, such as Internet-connected services and web-based applications.
- Live kernel patching for critical CVEs to minimize system reboots and reduce application warm-up cycle time should be offered with the operating system.
- Two VM's shall be configured external facing which will balance the loads of the applications which are accessible over the internet (DMZ) and two VM's shall be configured for internal applications which may balance the loads of those in-house/on-prem or accessible over secured link (MZ).

#### **5.3 Acceptance Test**

Final Acceptance Testing shall involve the completion of the supply and installation of the required components and making the systems available to DITC for carrying out live operations.

- The selected Bidder to prepare detailed test plan and test cases and share the same to DITC for approval prior to testing.
- The selected Bidder to perform detailed acceptance testing of all the supplied components.
- Once the test cases are approved, the Bidder need to perform the tests according to the test cases along with the DITC representatives and share the results to DITC.
- If any of the tests failed, Bidder need to take appropriate actions.
- The FAT will be approved by DITC once all the Test results are found satisfactory.

#### **5.4 Operations and Maintenance**

The selected Bidder is responsible for the Warranty support and maintenance of the supplied system for the entire period of Warranty support. For all the components procured as part of this RFP, the selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering On-Call support for 3 years of warranty from the date of Acceptance of all the components covering the following:

- i. Warranty support
- ii. Periodic and AMC support including repair and replacement
- iii. Annual Technical Support (ATS) for all the licensed software

## 5.5 Bill-of Material

The proposed Bill of Materials to be supplied by the Bidder are as follows.

SL. NO.	Equipment Name	Qty.
<b>A.</b>	<b>Security</b>	
1.	Link Load Balancer	2
2.	Next Generation Firewall with VPN Or Sophos 750iNG Unified Threat Management System License renewal of: ➤ Anti-Malware, Anti-Spam ➤ Web and Application Filter ➤ Hardware Warranty ➤ 24X7 support ➤ Return Merchandize Authorization	2
3.	Next Generation NIPS	2
4.	HIPS for 70 User	1
<b>B.</b>	<b>Networking</b>	
1.	Cisco L3 Switch Cisco NX9000 (support renewal)	2
2.	L2 Switch 24 port	2
<b>C.</b>	<b>Backup Solution</b>	
1.	Tape Library (4 Drive Auto loader)	1
2.	Backup Solution (80TB RAW)	1
<b>D.</b>	<b>Operating System's &amp; Database</b>	
1.	Microsoft®WindowsServerDCCore2022 Sngl OLP 2Licenses NoLevel CoreLic	40
2.	Red Hat OpenShift Kubernetes Engine (Bare Metal Node), Premium (1-2 sockets up to 64 cores) – Lic Renewal	16
3.	RHEL OS with load balancer plus HA add on	2
4.	MS SQL Ent Edition 2022, 2 Core	2
<b>E.</b>	<b>Other Software's</b>	
1.	SYSLOG Server Software for unlimited devices	Lot
2.	Network Management Systems	Lot
3.	MS Visual Studio Professional 2022	Lot
4.	Crystal Report	Lot

- ❖ Bidder has to provide all the required adequate number of licenses of Hardware/ software to meet the solution which shall be valid for the project period as per the Solution proposed, updates, patches OEM support packs etc. valid for the project period to ensure that the system is properly updated. The Bidder has to produce evidence/ licenses to Tendering Authority.
- ❖ All accessories (Soft, Hard, Power Cables, Data, HBA etc.) required for any kind of components/ equipment's to be installed in STATE DATA CENTRE shall be arranged by Bidder at its own cost.
- ❖ Bidder can either propose a New Next Generation Firewall with VPN or have to propose for renewal of the existing Sophos 750iNG licenses as mentioned in the Bill of Materials.
- ❖ **The warranty shall be for 3 years for the hardware's, the support for software's will be for 3 year's also.**

### IMPORTANT:

The items and quantity mentioned in this bill of material are the minimum requirement which may vary during actual execution and this is an indicative BoM. The actual components as well as their number will be dependent on the solution provided by the Bidder considering the site requirements, proposed solution and performance SLA. In case the bidder feels that some extra items are required as per the solution they propose, they may quote the same as additional item. The purchaser reserves the right to increase/ decrease quantity of any components or may remove any component completely.

Note:

1. The Bidders are requested to do Site Survey before bidding to finalize the solution and factor if any additional component is required.
2. Compliance to the specifications mentioned (wherever applicable) in the RFP is to be given only on the letter head of the respective OEM. MAF from the OEM is essential and a mandatory requirement.

## 5.6 Technical Specification of the Components

### 5.6.1 Link Load Balancer

SL. No.	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
1.	Dedicated appliance-based solution with purpose-built hardware for high performance and the solution should not be a part of Router or UTM. Should be appliance based solution with 64 bit Speed Core Architecture & purpose built hardware for high performance.				
2.	Appliance should have minimum 40 Gbps throughput, 4x1GbE copper ports and 4x10GbE SFP+ ports with Dual Power Supply from day one.				
3.	Should support single system image i.e. same Virtual-IP should be active in both devices at same time to support higher performance scalability. It should support Static NAT, Port based NAT and advanced NAT				
4.	Appliance should provide full ipv6 support and OEM should be IPv6 gold- certified. OEM should be listed vendor for ipv6 phase-2 certification				
5.	Proposed Load Balancer should support minimum 60M concurrent connections , 5M L7 requests per second and 2.5M L4 CPS				
6.	Proposed Load Balancer should support Static NAT, port-based NAT and advanced NAT for transparent use of multiple WAN/ Internet links. Should support inbound load balancing and persistency features including RTS (return to sender) and IPFlow persistency.				
7.	It should support advance functions Authoritative name sever, DNS proxy/DNS NAT, full DNS server with DNSEC, DNS DDOS, application load balancing from day one. It should be capable of handling complete Full DNS bind records including A,MX, AAAA, CNAME, PTR, SOA etc.				
8.	The solution should support global server load balancing algorithms including - Weighted round robin, Weighted Least Connections, Administrative Priority, Geography, Proximity, Global Connection Overflow (GCO), Global Least Connection (GLC), IP Overflow (IPO)				
9.	The appliance should provide comprehensive and reliable support for high availability using standard VRRP (No proprietary protocol). The device should have N+1 clustering based on Per VIP based Active-active & active standby unit with VRRP based redundancy. It should support USB based FFO link to synchronize configuration at boot time of HA				

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
10.	Proposed Load Balancer should support for multiple internet links in Active-Active load balancing and active-standby failover mode. Proposed Load Balancer should support single system image i.e. same Virtual-IP should be active in both devices at same time to support higher performance scalability. It should support outbound and inbound link load balancing. All internet links combined bandwidth should be available to users and servers.			
11.	Application, Server & Link Health Checks - ARP, ICMP, TCP, HTTP/HTTPS, DNS, Radius, MySQL, MsSQL, RTSP, SIP single port/protocol, Multi-port, physical port, ICMP and user defined L4 – Next gateway health checks			
12.	Proposed Load Balancer should support Multi-homing function for inbound IPv4 and IPv6 traffic Load Balancing and fault tolerance across up to multiples WAN links by enabling DNS relay or DNS authoritative server function.			
13.	Should support one arm, reverse and transparent proxy mode deployment scenarios and should support nested layer7 and layer4 policies.			
14.	The solution should support Outbound load balancing algorithms like round robin, Weighted round robin, shortest response, hash IP, target proximity and dynamic detect.			
15.	Should provide application & server health checks for well-known protocols i.e. ARP, ICMP, TCP, DNS, RADIUS, HTTP/HTTPS, RTSP etc.			
16.	The solution should support XML-RPC for integration with 3rd party management and monitoring of the devices. The appliance should provide detailed logs and graphs for real time and time based statistics			
17.	The solution should support for multiple internet links in Active-Active load balancing and active-standby failover mode.			
18.	The solution should support basic routing protocols, i.e. OSPF, BGP, RIP etc.			
19.	The solution should support extensible policies (epolicies) TCL scripts to implement business logic on network without changes in application code.			
20.	Appliance must support multiple configuration files with 2 bootable partitions for better availability and easy upgrade / fallback			
21.	Technical Assistance Centre must be available in India since 5years with toll-free number			
22.	Proposed OEM should be "class-I local supplier" as per Make in India guideline. OEM should have Purchase Order or Completion certificate from Government/PSU for three consecutive years from date of RFP.			
23.	OEM should be listed among top 3 in IDC for ADC vendor in India (Year 2021 & 2022).			
24.	Warranty – Three (03) years 24 x 7, Onsite Comprehensive Warranty from Hardware OEM			

## 5.6.2 Next Generation Firewall

SL. No.	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
1.	NGFW should be multi core 64bit processor/ASSIC based modular architecture with minimum 32 GB of RAM. Solution should have additional 8GB RAM & NPU for hardware acceleration.				
2.	Appliance should have dual power supply				
3.	Firewall Throughput:70 Gbps or better				
4.	NGFW Throughput: 28 Gbps or better				
5.	VPN Throughput: 60 Gbps or better				
6.	Concurrent Sessions:16 million or better, New Sessions per second: 400K or better				
7.	SSL/TLS inspection throughput 10 Gbps or better				
8.	Shall support IPv1 & v2, OSPF, BGP and policy based routing, and Multicast Routing PIM,IGMP				
9.	Network Interfaces: 8 x 10/100/1000BaseT Ports, 4 X 10 GBE SFP+ port from day one. Future expansion slot for additional 4 X 10G SFP+ ports.				
10.	Shall support 802.1Q VLANs, source and destination NAT, NAT Traversal for Voice protocols.				
11.	Solution should be deployment in Active-Active HA mode and all necessary module & software should be quoted.				
12.	Shall provide Gateway Anti - Malware with capability to scan, detect, remove and/or quarantine packets infected with Virus, Trojan, worms, etc.				
13.	Solution should have machine learning based detection and ransomware protection capability				
14.	Shall have protocol anomaly detection with provision for regular updates with minimum 8K signature.				
15.	Shall provide multi factor authentication for admin user, SSL/IPSec VPN client without extra cost				
16.	Shall support filters/policies based on user identity, IP address, MAC address.				
17.	Shall support configuration of different security zones and apply access control policies/filters based on zones.				
18.	Shall provide mechanisms to detect and protect from DoS, DDoS attacks and spoof				
19.	Shall have capability to filter websites various categories including URL, keywords, file/MIME type as well as custom categories/keywords and block pages suspected of containing phishing and/or pharming links				
20.	Shall provide application security based on application categories including - P2P, Gaming, Internet Proxies. Etc				
21.	Shall support IPSEC, SSL Client & Clientless VPN with 4000 licenses for both IPSEC & SSL client from day1				
22.	Solution should have SDWAN capability, failover & load balancing between Internet, PLS, VPN link. Must support link				

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	health status based application routing and failover.			
23.	Shall support user/category/application/IP based bandwidth management and load balancing			
24.	Shall support appliance management via CLI, SSH, Web interface & central management console. Central management shall be able to manage firewall, endpoint, mobile device, Access point & logs.			
25.	Solution should be quoted with integrated or additional web application firewall with 70 server protection license from day 1.			
26.	Shall include three years' warranty for the appliance along with license & subscription for Gateway Antivirus, spyware, Web/URL filtering, application filtering, Web application firewall.			
27.	Certification ICSA Firewall, FIPS, NSS lab last report with 93% and above exploit protection rate.			

### 5.6.3 Next Generation NIPS

SL. No.	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
1.	NIPS solution should have 2 Gbps of real world throughput including 3 Gbps SSL throughput.				
2.	Should be a standalone independent IPS appliance and not a subset of UTM/NGFW and Load Balancer OEM, IPS and Firewall should be separate solution. The appliance should have minimum of 8 x 1G Ethernet ports, 4 x 10 Gigabit SFP+ ports with Short Range transceivers with bypass capabilities.				
3.	Appliance should have dual power supply				
4.	Solution must have capability to integrate with VA scanners (Qualys, Rapid 7, Nessus) to fine tune the IPS policy				
5.	Intrusion Prevention System (IPS) should be based on purpose-built platform that has Field Programmable Gate Arrays (FPGAs), On-board L2 Switch and dual plane architecture for Data and control plane and NIPS should be independent standalone solution				
6.	The proposed IPS must be able to operate in Asymmetric traffic environment with signatures/Filters protection				
7.	The proposed IPS solution must support Layer 2 Fallback option to bypass traffic even with the power on, in event of un-recoverable internal software error such as firmware corruption and memory errors				
8.	Should intercept and inspect SSL traffic for any malicious content without performance degradation				
9.	Should have 30 million legitimate concurrent Sessions/Concurrent connections and 300,000 new				

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	Connections per second from day one.			
10.	The proposed IPS must be able to support 'VLAN Translation' feature which allows IPS to be deployed on a stick (out of line) but still protect all Inter-VLAN traffic in the same way as in-line deployment			
11.	Proposed solution should have at least security effectiveness rate 99 % as per 2017 NSS Labs NGIPS report			
12.	Should be able to manage locally independently without any centralized management server			
13.	Latency <60 microseconds and information should be publicly available and documented			
14.	Should protect all Inter-VLAN traffic in the same way as in-line deployment.			
15.	Support firmware, signature upgrade/Reboot without require downtime & support for File reputation/type on the basis of application protocol including Http, Https, FTP, SMB (no file must be sent to cloud)			
16.	The proposed IPS must have the capability to convert other OEM's signature (such as snort)			
17.	IPS solution should have machine learning to detect exploit kit landing page & The device must have the ability to block connection to or from outside based on the reputation of the IP address that is trying to communicate with the network using OEM own threat intelligence and should have dedicated centralized management hardened hardware appliance.			
18.	Should bypass traffic for IPS internal issues i.e. memory hang, firmware crash etc.			
19.	IPS must provide bandwidth rate limit to control the unwanted traffic such as P2P, Online Game, etc.			
20.	IPS must have a power failure bypass modular that can support hot swappable function which allows traffic to bypass even after a modular get unplugged out of IPS Box during the RMA procedure & IPS filter must support network action set such as block (drop packet), block (TCP reset), permit, trust, notify, trace (packet capture), rate limit and quarantine.			
21.	The proposed IPS solution must support Adaptive Filter Configuration (AFC) which will alert or disable ineffective filter in case of noisy filters			
22.	The proposed management system shall support 'threat insights' dashboard that show correlated data such as how many breached host, how many IOC data, 3rd party VA scan integration data and how many pre-disclosed vulnerability discovered			
23.	The proposed IPS must be able to support GTP inspection for GPRS/3G mobile networks			
24.	The proposed IPS must be able to control the known bad host such as spyware, botnet C2 server, spam and so on based on country of origin, exploit type and the reputation score			
25.	The proposed management system shall also be able to provide			

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	a customized 'At-a-glance- Dashboard' to provide overall status of the network traffic and attack going through			
26.	The proposed IPS system must support SNMP and a private MIB that can be utilized from an Enterprise Management Application such as HP OpenView, MRTG, etc.			
27.	The central management server should serve as a central point for IPS security policies management including versioning, rollback, import and export (backup) tasks.			
28.	The management server must provide rich reporting capabilities including report for All attacks, Specific & Top N attack, Source, Destination, Misuse and Abuse report, Rate limiting report, Traffic Threshold report, Device Traffic Statistics and Advance DDoS report			
29.	The management server must support the archiving and backup of events and export to NFS, SMB, SCP and sFTP and must allow the report to be exported into other format such as PDF, HTML, CSV, XML etc.			
30.	Solution should be in Gartner leader's quadrant as per latest report.			

#### 5.6.4 Access Switch

Sl. No.	Desired Specification	Bidder's Proposed Specification	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted		
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted. Should support the proposed blade enclosure.		
1.	Certification Required	OEM-ISO9001 Manufacturer		
2.	Shall be 1RU mountable on proposed network racks			
3.	Should have 1000 or more multicast routes.			
4.	The proposed switch should have switching bandwidth of 100 Gbps or more			
5.	The proposed switch should have forwarding bandwidth of 80 Mpps or more			
6.	The Switch should support 1000 VLAN's or above & should support 4000 VLAN id's			
7.	Should have 1000 or more multicast routes.			
8.	Should support at least 16000 flow entries			
9.	Minimum 24 nos. 10/100/1000 Base-T ports, additional 4 nos. 10G SFP+ uplinks ports, and internal field replaceable unit redundant power supply from day 1. Should be populated with 4 nos. of 10G SFP+ Single Mode Transceiver Modules from Day1.			
10.	Switch should have Multiple Core Processor, Should have minimum 2 GB RAM and 2 GB Flash.			
11.	Switch should be IPv6 ready from day one.			
12.	Should have 6MB or more packet buffer.			
13.	Should support minimum 128 or more STP Instances.			
14.	Should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u,			



	802.3ab, 802.3z.			
15.	Must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1			
16.	MAC address table size of 16000 entries and 250 active VLAN.			
17.	Should support network segmentation that overcomes the limitation of VLANs using VXLAN and VRFs.			
18.	Should have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.			
19.	Should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.			
20.	Should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.			
21.	Should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 on hardware for all ports.			
22.	Must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.			
23.	Shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.			
24.	Shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.			
25.	OEM should be listed in Gartner Leader Quadrant for Wired and Wireless LAN Infrastructure from last 3 years before releasing this RFP.			
26.	3 Years warranty			

### 5.6.5 Backup Solution

SL. No.	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
1.	To protect the backup server from the growing Ransomware attacks, The proposed backup solution master server/ controller server must be installed only on Linux / Unix platform.				
2.	The proposed backup solution should be available on various OS platforms such as Windows/ Linux and UNIX platforms and be capable of supporting SAN based backup/ LAN backup/ restore from various platforms including HP-UX, Linux, Open VMS, NetWare and Windows.				
3.	The proposed backup solution must support integration of backup and restore with hardware cloning and snapshot features into the GUI, eliminating the traditional need to write user scripts				
4.	The proposed backup solution should support tape mirroring of the same job running concurrently with primary backup.				
5.	The proposed backup solution should allow creating tape clone facility after the backup process.				
6.	The proposed backup solution supports the capability to write up to 32 data streams to a single tape device or multiple tape devices				

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	in parallel from multiple clients to leverage the throughput of the drives using multiplexing technology.			
7.	The proposed backup solution support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to client/servers.			
8.	Backup software should be Common Methodology for IT Security Evaluation (Version 3.1) for conformance to the Common Criteria for IT Security Evaluation certified			
9.	The backup software should support the Open SSL FIPS			
10.	The backup software should support Encrypted Control Communication. Centralizes command execution ensures that both control and data are sent over a secure TLS channel, which guarantees data integrity.			
11.	The Backup software and the clients should be connected via secure peering model			
12.	The backup software should be capable of supporting 99,999 backup sessions in a day			
13.	The backup software should be capable of supporting 1000 concurrent sessions			
14.	The proposed backup solution has certified "hot-online" backup solution for different type of databases such as of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint Server, Oracle, Informix Server, SAP R/3, SAP MaxDB, Lotus Notes/Domino Server, IBM DB2, UDB, Sybase database objects, SAP HANA, VMware vSphere, and Hyper-V objects.			
15.	The proposed backup solution must be able to rebuild the backup database/catalogue from tapes in the event of catalogue loss/corruption.			
16.	The proposed backup solution shall provide granularity of single file restore.			
17.	The proposed backup solution shall support synthetic full back up so that an incremental forever approach may be implemented, where an actual full backup is no longer necessary as it can be constructed directly from the disk based incremental backups.			
18.	The proposed backup solution shall also support disk based virtual full backup approach.			
19.	The proposed backup software should be able to integrate with the existing backup software media/devices.			
20.	The proposed backup software should support Reporting which helps in fine-tuning backup procedures by providing both historical and predictive information and serve as effective tools for analysis and optimization			
21.	The proposed backup software to use the secure SMTP protocol for sending reports and notifications that are configured with Email (SMTP)			
22.	The proposed backup software should enhances the Microsoft 365 Exchange Online integration			
23.	The proposed backup software should support software-based deduplication device that ensures efficient use of storage space and			

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	network bandwidth			
24.	Backup Solution should have the capability to provide back up to cloud and all the licenses to be in use and effective from day one			

#### 5.6.6 Tape Library

SL. No	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	Make	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	Model	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
A	Capacity				
1.	Offered Tape Library shall support Native data capacity of 6.5PB (uncompressed) expandable to more than 16PB (2.5:1 compressed) when fully populated, using LTO-8 Technology.				
2.	Shall be offered with Minimum of Four LTO-8 FC tape drive. Drive shall support encryption				
3.	Shall be offered with 80 Cartridge slots and shall be scalable.				
4.	10 Nos LTO8 bar coded Data Cartridge and 6 Nos cleaning cartridges				
B	Tape Drive Architecture				
1.	Offered LTO-8 drive in the Library shall conform to the Data rate matching technique for higher reliability.				
2.	Tape Drive Architecture in the Library shall conform to the INCITS/T10 SCSI-3 standard or newer standards.				
C	General features				
1.	Tape Library shall be scalable to more than 500 slots and 40 number of LTO-8 Drives within the same Library.				
2.	Offered LTO-8 drive shall support 300MB/sec in Native mode.				
3.	Offered Tape Library shall provide 8Gbps native FC connectivity to SAN switches.				
4.	Offered tape library shall have flexibility to configure each offered drive into a separate partition. Offered tape library shall have support for 20 partition when fully populated.				
5.	Offered Library shall be provided with a hardware device like USB key, separate appliance etc. to keep all the encrypted keys in a redundant fashion.				
6.	Tape Library shall provide web based remote management.				

SL. No	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
<b>D</b>	<b>Barcode Reader and Mail slots</b>			
1.	Out of 80 slots, Tape library shall support Barcode reader and at least 5 mail slots and shall be scalable to 30 mail slots when fully populated.			
2.	Offered LTO-8 drive shall also support LTO-7 – Type M media so that native cartridge capacity of LTO-7 cartridge can be increased to 9TB.			
<b>E</b>	<b>Other Features</b>			
1.	Tape Library shall have GUI Panel, Integrated color touch control panel			
2.	Shall be rack mountable.			
3.	Shall have redundant power supply			
4.	Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action.			
5.	Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved			

### 5.6.7 HIPS

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.		
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.		
1	The solution should have threat detection, identification, and prevention capabilities			
2	The solution should analyses all packets to and from the server for intrusion attempts and propagation			
3	The solution should use vulnerability based and not exploit based signatures. It should detect and block all known, high risk exploits along with their underlying vulnerability (not just one exploit of that vulnerability).			
4	The solution should provide CVE cross-referencing for vulnerabilities and solution should be at least EAL2 or higher certified.			
5	The solution should provide protection for Web Server, Application and Database Server			
6	The solution should protect against SQL injection attacks			
7	The solution should protect against cross-site scripting (XSS) attacks			
8	The solution should protect Web applications by inspecting SSL-encrypted HTTP traffic streams before they reach the			

SL. No.	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	application			
9	The solution should support a wide variety of reports should be able to generate report data into a variety of different file formats like HTML, PDF etc.			
10	The Proposed solution should be one of top 3 Leader in server security market as per IDC latest report.			
11	The Proposed solution must support Anti-malware, HIPS, Integrity Monitoring, Host Firewall for the below mentioned server operating system: a. Microsoft Windows Server 2008 & 2008 R2, 2012 & 2012 R2, 2016, 2019, 2022 b. Red Hat Enterprise Linux 6, 7, 8, 9.1, 9.2 and above c. Solaris 10.0, 11.0, 11.1, 11.2, 11.3, 11.4 d. Oracle Linux 6, 7, 8, 9 & above e. AIX 6.1, 7.1, 7.2 f. CentOS 6, 7, 8 g. Suse Linux 11, 12, 15			
12	Firewall rules should filter traffic based on source and destination IP address, port, MAC address, direction etc. and should detect reconnaissance activities such as port scans.			
13	Solution should provide ability to automate rule recommendations against existing vulnerabilities, exploits, suspicious network traffic and dynamically tuning IDS/IPS sensor (Eg. Selecting rules, configuring policies, updating policies, etc.)			
14	Solution should support creation of customized DPI rules if required.			
15	Solution should provide recommendation for automatic removing of assigned rules if a vulnerability or software no longer exists - E.g. If a patch is deployed or software is uninstalled corresponding signatures are no longer required.			
16	The solution should be able to monitor System Services, Installed Programs and Running Processes for any changes.			
17	Solution must have an option of automatic recommendation of rules for log analysis module as per the Server OS and can be scheduled for automatic assignment/ un-assignment of rules when not required.			
18	Solution must support Lock Down mode: No Software is allowed to be installed except what is detected during agent installation.			
19	Solution should support all modules (i.e. Antimalware, HIPS, Firewall, Application control, FIM, Log correlation, C&C prevention) in a single agent & should be managed from a single centralized web-based management console.			
20	Solution should have firewall which works bidirectional for controlling both inbound and outbound traffic.			
21	Should have Deep Packet Inspection which supports virtual patching capabilities for both known and unknown vulnerabilities until the next scheduled maintenance window.			
22	Solution should work in Tap/detect only mode and prevent mode.			
23	Solution should support automatic and manual tagging of events.			

<b>SL. No.</b>	<b>Minimum Required Specifications</b>	<b>Bidder's proposed specifications</b>	<b>Compliance (Yes/ No)</b>	<b>Deviation (If any)</b>
24	Solution should have Integrity Monitoring function which by default has rules acting at Indicators of Attacks detecting suspicious/malicious activities.			
25	In the Event of unauthorized file change, the proposed solution shall report reason, who made the change, how they made it and precisely when they did so.			
26	Anti-malware should support Real Time, Manual and Schedule scan.			
27	The proposed solution should be able to perform behavior analysis for advanced threat prevention			
28	Solution should have Ransomware Protection in Behavior Monitoring.			
29	Solution should have ability to forward events to an SIEM system or centralized logging server for eventual correlation, reporting and archiving.			
30	Solution should allow administrators to control what applications have changed on the server compared to initial state.			

## 5.6.7 SYSLOG Software

SL.NO	Minimum Required Specifications		Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
1.	Log collection: 1. Agentless 2. Agent-based 3. Cross platform log collection 4. Heterogeneous server/ device support 5. Import logs 6. Periodical import of logs 7. Log filter 8. Custom log parsing and indexing 9. Log collection and processing rate				
2.	Log formats support: 1. Windows event log 2. Syslog 3. Any format – with custom log parsing and indexing 4. Amazon Web Services (AWS) EC2 Instance				
3.	Application logs support: 1. Proprietary applications [Microsoft IIS Web Server, FTP Server (W3C logs), Apache Web Server, DHCP Windows, DHCP Linux] 2. Database applications [Oracle Audit, MS SQL Server] 3. Any in-house or custom application				
4.	Other devices support: 1. Custom devices [IBM AS400 (iSeries), VMware] 2. Custom devices Firewalls Intrusion Detection System/ Intrusion Prevention System (IDS/IPS) 3. Anti-virus application Mail and web application Vulnerability Scanners 4. Unified threat management solutions Symantec DLP Application 5. FireEye 6. Symantec Endpoint Solution				
5.	Alerts and notifications: 1. Real-time alerts 2. Notification – email, SMS 3. Run automated scripts as alert response 4. Compliance alerts 5. In-built incident management module 6. Forward tickets to external help desk software				
6.	Threat intelligence: 1. Real-time alerts for global blacklisted IPs intruding the network.				

SL.NO	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
7.	<b>Reports:</b> <ol style="list-style-type: none"> <li>1. File integrity monitoring</li> <li>2. Canned reports</li> <li>3. Custom reports</li> <li>4. Scheduled reports</li> <li>5. Report distribution via email</li> <li>6. Reports in PDF, CSV and HTML formats</li> <li>7. Drill down to raw logs</li> <li>8. Filter using mouse gesture</li> <li>9. Management specific reports (Ask ME)</li> <li>10. Trend reports</li> <li>11. Privileged user activity monitoring reports</li> </ol>			
8.	<b>Log search:</b> <ol style="list-style-type: none"> <li>1. Advanced search using Boolean, wildcards, grouped search, range search, phrase search</li> <li>2. Formatted log search</li> <li>3. Raw log search</li> <li>4. Save search result as report and as alerts</li> </ol>			
9.	<b>Compliance reports:</b> <ol style="list-style-type: none"> <li>1. Canned reports</li> <li>2. Customizing existing report</li> <li>3. Creating new compliance reports</li> <li>4. PCI-DSS</li> <li>5. HIPAA</li> <li>6. FISMA</li> <li>7. SOX</li> <li>8. GLBA</li> <li>9. ISO 27001</li> </ol>			
10.	<b>Real-time event correlation:</b> <ol style="list-style-type: none"> <li>1. Event correlation</li> <li>2. Field-level filters to build correlation rules</li> <li>3. Pre-defined rules to detect various attacks, including ransomware, brute-force and more</li> <li>4. User session monitoring</li> </ol>			
11.	<b>File Integrity Monitoring:</b> <ol style="list-style-type: none"> <li>1. Reports on file integrity monitoring</li> <li>2. Report scheduling</li> <li>3. Real-time alerts when critical changes are made to files/folders that are being monitored</li> <li>4. Audit trail of file/folder changes</li> </ol>			
12.	<b>Log archiving:</b> <ol style="list-style-type: none"> <li>1. Flexible periodicity</li> <li>2. Flexible retention</li> <li>3. Secured (Encrypted)</li> </ol>			
13.	<b>Service provider features:</b> <ol style="list-style-type: none"> <li>1. User based views</li> <li>2. User based dashboards</li> <li>3. Rebranding</li> <li>4. User management</li> <li>5. Realm and user based access.</li> </ol>			



SL.NO	Minimum Required Specifications	Bidder's proposed specifications	Compliance (Yes/ No)	Deviation (If any)
	6. Active Directory (AD) based user authentication.			
	7. RADIUS server based user authentication.			
14.	Other Key Features: 1. Incident workflows 2. UEBA 3. Risk assessment 4. Advanced threat analytics			
15.	Implementation: 1. Easy to install 2. Web based client 3. Appliance based			
16.	System requirements: 1. Bundled database (PostgreSQL/MySQL) 2. Windows & Linux platforms support 3. 64-bit support 4. Perpetual licensing model 5. Product should be listed in Gartner Magic quadrant in 2021/2022			
17.	Support for Three years			

#### 5.6.8 Network Management System

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
<b>1</b>	<b>General Requirement</b>			
1	The proposed NMS solution should be an integrated, modular, and scalable solution from single OEM family (i.e., all Network Monitoring, Service Management/Helpdesk tools should be from single OEM) to provide comprehensive fault management, performance management, Traffic Analysis, IT help desk \trouble ticketing system & SLA monitoring functionality.			
2	The system should be accessible via a Web based GUI console/portal from intranet as well as from internet.			
3	The proposed NMS solution must support deployment on latest version of Windows and Linux Operating System or combination of both with open-source database as backend and should be 64-bit application to fully utilize the server resources on which it is installed.			
4	Any additional components (hardware, software, database, licenses, accessories, etc.) if required for implementation and execution of project, for providing the total solution as mentioned in the RFP document should be provided by the bidder.			
5	The proposed solution should have the capability to support the deployment on either on-premises data centre platform or the public/private cloud platform like AWS, Azure etc.			
6	The proposed NMS solution should be built on modern container technologies deployable on containerized (like Docker,			

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.			
7	The proposed NMS solution provides a single framework for streaming metrics across networks, topology & event data, hence the system must be FIPS 140-2 compliant, which ensures that cryptographic-based security system are to be used to provide protection for sensitive or valuable data.			
8	To ensure the mature security standard of proposed NMS solution, Bidder must ensure that the proposed NMS solution OEM is ISO 27034 certified from one of the following certification agencies: Schellman/KPMG/PwC/Ernst & Young/Deloitte. Documentary proof must be provided at the time of submission.			
<b>Network Management System (NMS)</b>				
1)	<b>Network Fault Monitoring &amp; Performance Management with Reporting</b>			
1	The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.			
2	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.			
3	NMS should provide integrated fault, performance Monitoring, Configuration & compliance Management together in one tool.			
4	NMS should support Industry-leading support for physical, virtual, and SDN-enabled devices like Cisco ACI, VMWare NSX, Viptela, Big Switch Networks, etc.			
5	NMS should provide network Trap Analytics out of the box.			
6	NMS should support out of the box monitoring of at least 3000+ devices from at least 150+ vendors.			
7	Diagnostic Analytics providing change-Correlated Performance Views and should show the difference either in either a side-by-side, or line-by-line presentation			
8	NMS should have built-in audit and compliance policies for industry best practices/ Gov. regulations like PCI, HIPAA, NERC others.			
9	NMS should support 3-Dimensional Compliance Model - Configuration, Software, Running State			
10	The tool should automatically discover different type of heterogeneous devices (all SNMP supported devices i.e., Router, Switches, LAN Extender, Servers, Terminal Servers, Thin-Client and UPS etc.) and map the connectivity between them with granular visibility up to individual ports level. The tool shall be able to assign different icons/ symbols to different type of discovered elements. It should show live interface connections between discovered network devices			
11	It should support various discovery protocols to perform			

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	automatic discovery of all L2, L3 Network devices across SWAN and any further Network connectivity's planned in future.			
12	The tool shall be able to discover IPv4 only, IPv6 only as well as devices in dual stack. In case of dual stack devices, the system shall be able to discover and show both IPv4 and IPv6 IP addresses.			
13	The tool shall be able to work on SNMP V-1, V-2c & V-3 based on the SNMP version supported by the device. It shall provide an option to discover and manage the devices/elements based on SNMP as well as ICMP.			
14	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms			
15	The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning			
16	It should monitor the IP multicast services and provides fault alerts to operators as well as a graphical representation of the multicast flows.			
17	It must expand the monitoring capabilities and device coverage and visibility using REST APIs for device communications, including with Cisco Meraki, and F5 load balancers.			
2)	<b>Network Configuration Automation</b>			
1	The system should be able to clearly identify configuration changes / policy violations / inventory changes across multi-vendor network tool.			
2	The system should support secure device configuration capture and upload and thereby detect inconsistent "running" and "start-up" configurations and alert the administrators.			
3	The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements: a) Capture running configuration; b) Capture start-up configuration; c) Upload configuration; d) Write start-up configuration; e) Upload firmware			
4	The proposed fault management solution must be able to perform "load & merge" configuration changes to multiple network devices.			
5	The proposed fault management solution must be able to perform real-time or scheduled capture of device configurations.			
6	It shall support compliance reports include best-practice standards such as from Information Technology Infrastructure Library (ITIL), Payment Card Industry (PCI) Data Security Standard, Health Insurance Portability and Accountability Act (HIPAA), Sarbanes-Oxley Act (SOX), and Gramm-Leach-Bliley			

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	Act, to help apply these best practices as part of their IT processes in the network environments.			
7	NMS should provide unifies incident information, detailed performance troubleshooting data, and change data for configurations and running state diagnostics all in a single operational dashboard.			
8	It must support Out-of-the-box orchestration content provides a maintained library of more than 8000+ operations workflows to automated tasks reducing error and time for IT operations by detected network monitoring incidents, compliance violations, or scheduled automation tasks.			
<b>3)</b>	<b>Network Traffic Flow Analysis System</b>			
1	It shall be able to capture, track & analyse traffic flowing over the network via different industry standard traffic capturing methodologies viz. NetFlow, jflow, sFlow, IPFIX etc.			
2	It shall provide key performance monitoring capabilities by giving detailed insight into the application traffic flowing over the network.			
3	It shall be able to monitor network traffic utilization, packet size distribution, protocol distribution, application distribution, top talkers etc. for network traffic.			
4	It shall collect the real-time network flow data from devices across the network and provide reports on traffic based on standard TCP/IP packet metrics such as Flow Rate, Utilization, Byte Count, Flow Count, TOS fields etc.			
5	NMS should enhance SNMP v3 engine to support HMAC-SHA-2 authentication protocol and should be able to monitor the performance for network traffic for the NetStream IP Flow export format.			
<b>4)</b>	<b>Reporting</b>			
1	Reporting solution should be able to report on Service Level status of configured business service.			
2	It should be able to collect and collate information regarding relationship between IT elements and business service, clearly showing how infrastructure impacts business service levels.			
3	The solution must be built on big data platform and should be user configurable for building additional reports.			
4	The NMS should consolidate the data collection and storage of a high volume of data from various underlining data source components into a common data lake and be flexible to allow Bring Your Own BI tool, to guide you in building the customer's own reports on top of the Data Lake, using any 3rd party BI tools.			
5	Solution should be able to collect Key performance measurements and statistics from all network domains and store it. This data is to be used for evaluation of performance of the end-to-end network infrastructure/services.			

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
6	The performance management system shall be able to collect and report data like: a. Packet delay and packet loss; b. User bandwidth usage rate; c. Network availability rate; d. CPU usage rate; e. Input/output traffic through physical ports; f. Input/output traffic through logical ports			
7	<b>The Performance Management shall have user defined set of reports like:</b> <b>a. Summary Reports for specific groups:</b> Reports displaying per group of resources the group aggregations for a set of metrics (for example, per City, the maximum traffic or the total traffic). <b>b. Summary Reports for specific Resources:</b> Reports displaying for a set of resources the period aggregations for the same set of metrics (for example, per interface, the maximum traffic over the day). <b>c. Detailed chart Reports:</b> Reports displaying for one resource and the same set of metrics the values over the period (for example, the raw collected values for the day).			
<b>Helpdesk and IT Service Management</b>				
1)	<b>General Requirement of IT Service/ Helpdesk</b>			
1	Should be able to support and handle large volume of incident, service requests, changes, etc. and be able to integrate with third party IVR or CTI.			
2	The solution should have IT Service Management documentation/ guidelines in-built based on ITIL V4 best practices and must be PINK ELEPHANT (PinkVerify) certified on at least 10 ITILv4 processes. The certification copies to be submitted.			
3	The solution should have a single CMDB across ITSM and Asset Management system.			
4	The proposed IT Service Management OEM must be an industry standard, enterprise grade solution and shall be present in either Leaders or Challengers (Strong Performers / Major Players) Quadrant of Forrester / Gartner / IDC report for ITSM in the last 3 published reports.			
5	The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit, cost centre, and user role for Incident, Problem, Change, Release, Knowledge Management, Asset Management and CMDB.			
6	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.			
7	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.			
8	Provide option for approval engine so that any customized applications developed could incorporate the hierarchy, role based, level-based ad-hoc approval structure. Include notification			

SL. NO.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	and escalation capability if approval is not performed.			
9	The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.			
10	A virtual bot should be available, which can respond to user requests, immediate via portal, email or mobile interfaces.			
11	Beyond mobile iOS and Android apps, Self Service App should be available on any device with an HTML5 browser.			
12	Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location, or customer.			
13	Should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data.			
14	Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action. Multiple instances shall be allowed to be configured in different ways in different modules for different outcomes - for example one should be able to identify trends in one set of data and subsequently develop linkages with other data, or Analytics can run on top of reporting results to provide further insights from unstructured data.			
15	The tool should allow the user to take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).			
16	The tool should have the knowledge management OOB – knowledge databases to support investigations, diagnoses, root cause analysis techniques, and creating / updating workarounds, temporary fixes and resolutions.			
17	Self Service App should provide a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from system you use in your daily work.			
18	Integrates with any underlying service management including Service Desk, Change Management, Service Level Management and CMDB for request fulfilment.			
19	The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app on iPhone or Android phone.			
2)	<b>Service Level Management</b>			
1	Bidders must proposed a full fledges Service Level Management Solution that allows for tracking of various service level performances of IT Infrastructure and vendor performance.			
2	Solution should support comprehensive SLA management platform and must allow creating and applying various operational level parameters to Incidents, Requests, Changes, and			

SL. No.	Functional Specifications	Bidder's proposed specifications	Compliance (Yes/No)	Deviation (If any)
	Release management modules.			
3	The tool should provide an audit trail, tracking & monitoring for record information and updates from opening through fulfilment to closure for example: IDs of individuals or groups opening, updating & closing records; dates / times of status & activities updates, etc.			
4	The solution should support SLA violations alerts during the tracking period and should support managing and maintaining a full history of an SLA.			
<b>3)</b>	<b>Auto-Discovery and Inventory</b>			
1	Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model.			
2	Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent.			
3	Discovery system should be capable of supporting role-based access to various aspects of CMDB administration.			
4	Discovery system should have ability of container discovery (Docker, Kubernetes, OpenShift).			
5	Solution should provide a portal to search Configuration items using natural language understanding.			

### 5.7 Estimated Timelines

The table below provides the proposed tentative time schedule for Installation & Commissioning of all the components.

SL. No.	Activity	Timeline
a.	Work Order by DITC	T0
b.	Delivery of Security, Backup and Operating Systems	T1= T0+45 Days
c.	Installation of Security, Backup and Operating Systems	T2=T1+15 Days
d.	Training of the system	T3=T2+15 Days
e.	FAT Test and Acceptance of the System	T4= T3+ 15 Days
f.	Warranty Support of the System by the OEM	T4+ 3 years

## 6 Section VI - Formats to Response to the Tender – Pre- Qualification Bid

### 6.1 Format 1 – Qualification Bid Letter

To,  
The Director  
Department of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797001  
Sir/ Madam,

**Subject: Appointment of an Agency for Delivery, Installation and Maintenance of Security and Backup Solution for existing State Data Centre (SDC) at Nagaland, Kohima**

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number

<TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY> along with the following:

1. **EARNEST MONEY DEPOSIT (EMD)**

We have enclosed an EMD in the form of a Demand Draft/BG for the sum of INR 30,00,000/- (Rupees Thirty Three Lakhs Only). This EMD is liable to be forfeited in accordance with the provisions of the Volume I, Section VII- General Conditions of the Contract.

2. **DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the Tender documents.

3. **CONTRACT PERFORMANCE GUARANTEE BOND**

We hereby declare that in case the Work Order is awarded to us, we shall submit the contract performance guarantee bond in the form as per Section 6.11.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

	<b>Signature of Bidder (with official seal)</b>
<b>Date</b>	_____
<b>Name</b>	_____
	_____
<b>Designation</b>	_____
<b>Address</b>	_____
<b>Telephone</b>	_____
<b>Fax</b>	_____
<b>E-mail address</b>	_____
<b>Details of Enclosures:</b>	_____

Printed Name

Designation



**6.2 Format 2 - General Information about the Bidder**

<b>Details of the Bidder (Company)</b>				
1.	Name of the Bidder			
2.	Address of the Bidder			
3.	Status of the Company (Public Ltd. /Pvt. Ltd.)			
4.	Details of Incorporation of the Company			Date: Ref:
5.	Details of Commencement of Business			Date: Ref:
6.	Valid GSTN registration no.			
7.	Permanent Account Number (PAN)			
8.	Name & Designation of the contact person to whom all references shall be made regarding this tender			
9.	Telephone No. (with STD Code)			
10.	E-Mail of the contact person:			
11.	Fax No. (with STD Code)			
12.	Website			
13.	<b>Financial details as per audited Balance Sheet (In crores)</b>			
14.	Year	2020-21	2021-22	2022-23
15.	Net Worth			
16.	Turn Over			
17.	PAT			

**6.3 Format 3 – Qualification Checklist**

<b>SL. No.</b>	<b>Description</b>	<b>Document</b>	<b>Details along with page # of relevant documents</b>	<b>Submitted Yes/ No</b>
1	The bidder should be a company registered under the Companies Act, 1956 since last 5 years.	Certificate of incorporation		
2	Bidder should have experience of Supply and installation of Security and backup solution in the State Data Centre and should have been in the business for a period exceeding Five (5) years as on 31 <sup>st</sup> March 2023.	Work Orders & Completion Certificates confirming year and area of activity.		
3	The Bidder should have Positive Net worth during last Five years, ending 31 <sup>st</sup> March 2023. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last Five financial years shall be submitted.	Chartered Accountant certificate for Net-worth. Net-worth shall exclude any revaluation reserve. Copy of the audited profit and loss account along with audited balance sheet of the company showing turnover of the company for last three (3) years.		
4	Last Financial year turnover should be 7 Crores & Average annual financial turnovers during in last three years, ending 31 <sup>st</sup> March 2023, should be at least INR 10 Crores. Audited balance sheet or CA Certified Statement for the financial year 2020-21, 2021-22 and 2022-23 shall be submitted.	Audited balance sheet or CA Certified Statement for the financial year 2020-21, 2021-22 and 2022-23 shall be submitted		
5	Bidder should have experience in successfully completing implementation of similar projects involving supply and Installation of Security and Backup Solution during the last Five (5) years as on 31 <sup>st</sup> March 2023. The value of such projects should belong to anyone of the following categories.  i. One project in security costing not less than INR 50 lakhs and One project in Backup solution costing not	Copy of Work Orders/ Completion Certificates/Client Certificates		

SL. No.	Description	Document	Details along with page # of relevant documents	Submitted Yes/ No
	less than INR 50 lakhs. or ii. One project in Backup Solution with Security devices (Combined Order) costing not less than INR 1.5 Crores.			
6	The Hardware and Network OEM should be <ul style="list-style-type: none"> <li>in operation in India for last Five Years</li> <li>must have a Service Center in India as on 31<sup>st</sup> March 2023</li> </ul> must have ISO 9001:2015 certificate.	Valid Copy of Certificate		
7	The bidder/OEM must have an Area Support office at any of the North Eastern States and have on its roll at least 5 technically qualified professionals at that Area support office in providing the support of the offered Server Hardware & Networking Components as on 31 <sup>st</sup> March 2023.	Certificate from bidders HR Department for number of Technically qualified professionals employed by the company. Also, HR Certificate has to be on bidder's letter head and signed by authorized signatory.		
8	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 30,00,000/-.	The EMD should be denominated in Indian Rupees and should be in the form of Cheque/DD or BG, by a Nationalized/Scheduled bank.		
9	The bidder must have to furnish the tender document fees of INR 10000/- (Non-Refundable)	The tender document fees should be denominated in Indian Rupees and should be in the form of Cheque/DD by a Nationalized/Scheduled bank.		
10	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder on its own letterhead.		
11	The bidder should submit valid letter from the OEMs confirming following: <ul style="list-style-type: none"> <li>Authorization for bidder</li> <li>Confirm that the products quoted are not "end of life or end of sale</li> </ul>	Relevant documentary evidences like Authorization letters, MAF (Manufacturers Authorization Form) from Vendors whose products are		

SL. No.	Description	Document	Details along with page # of relevant documents	Submitted Yes/ No
	products” for next five years as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the superior product at no extra cost Undertake that the support including spares, patches, upgrades for the quoted products shall be available for the period of 5 years from the date of acceptance.	being quoted by the Bidder need to be attached in the proposal)		
12	The Bidder should have Valid GSTN registration certificate and Permanent Account Number (PAN/ TAN) issued by income Tax department.	Copy of each registration certificates should be provided along with up-to date GSTN clearance certificate.		

**6.4 Format 4 - Declaration Regarding Clean Track Record**

To,

The Director  
Department of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797001

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document.

I hereby declare that my company <name has to specify by bidder>, as mentioned below to complete the project has not been debarred/black listed by any Government / Semi Government organizations / Any other Govt. Agency in India.

I further certify that I am competent officer in my company to make this declaration.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

**6.5 Format 5 – Declaration of Acceptance of Terms and Conditions of RFP**

Date: dd/mm/yyyy

To,

The Director

Department of Information Technology & Communication

Thizama Road, Nagaland,

Kohima – 797001

**Reference:**

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

**Bidder**

Signature

Name

Designation

Address

Company

Date

Company Seal

**6.6 Format 6 – Declaration by the OEMs (Format of Manufacturers' Authorization Form)****(Authorization to be taken from Equipment/Software OEM's)****Ref. No.** \_\_\_\_\_**Date:** \_\_\_\_\_

To,

The Director  
 Department of Information Technology & Communication  
 Thizama Road, Nagaland,  
 Kohima – 797001

Sub:

Dear Sir,

Please refer to your Notice Inviting Tenders for Appointment of an Agency for Delivery, Installation and Maintenance of Security, Backup Solution for existing State Data Centre (SDC) at Nagaland, Kohima M/S \_\_\_\_\_ (Bidder), who is our reliable partner, is hereby authorized to quote on our behalf for this prestigious tender. M/S \_\_\_\_\_ (Bidder) is likely to continue as our business partner during years to come. We undertake the following regarding the supply of all the equipment and related software as described in this tender

1. Authorization for M/S \_\_\_\_\_ (Bidder) to sell the hardware/software.
2. Confirm that the products quoted are not “end of life or end of sale products” as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the equivalent or superior product at no extra cost.
3. Undertake that the support including spares, for the quoted products shall be available for 5 years from the signing of contract. In case the State decides to change the Bidder authorized in this undertaking, we (OEM) will continue to support the State for the products supplied by us till the Warranty period.

**Yours faithfully,****(NAME) (Name of manufacturers)**

**Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.**

**6.7 Format 7 – Declaration by the Bidder for buyback of Existing Unified Threat Management System in the event of proposing a New Unified Threat Management System (Not Applicable for License renewal of UTM)**

Date: dd/mm/yyyy

To,  
The Director  
Department of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797001

Sub:

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated  
<DD/MM/YYYY>

Dear Sir,

We declare that, we have proposed a new Next Generation Unified Threat Management System in lieu of existing Unified Threat Management System License renewal due below reason/s.

- 1.
- 2.

We also declare that, our new proposal for Unified Threat Management System is under buyback offer and the respective discount for buyback is adjusted in the price offer in the price bid section and not mentioned separately. The existing Unified Threat Management System will be taken back only after successful acceptance of newly installed & commissioned Unified Threat Management System by the DITC.

It is also to declare that, as we have quoted for a new Unified Threat Management System, we have not quoted for license renewal.

Thanking you,  
Yours faithfully,

(Signature of the Bidder)

Printed Name  
Designation



**6.8 Format 8 - Unpriced BoM**

SL. No.	Equipment Name	Qty.	QTY Proposed	Make	Model
<b>A.</b>	<b>Security</b>				
1.	Link Load Balancer	2			
2.	Next Generation Firewall with VPN Or Sophos 750iNG Unified Threat Management System License renewal of: ➤ Anti-Malware, Anti-Spam ➤ Web and Application Filter ➤ Hardware Warranty ➤ 24X7 support ➤ Return Merchandize Authorization	2			
3.	Next Generation NIPS	2			
4.	HIPS for 70 User	1			
<b>B.</b>	<b>Networking</b>				
1.	Cisco L3 Switch Cisco NX9000 (support renewal)	2			
2.	L2 Switch 24 port	2			
<b>C.</b>	<b>Backup Solution</b>				
1.	Tape Library (4 Drive Auto loader)	1			
2.	Backup Solution (80TB RAW)	1			
<b>D.</b>	<b>Operating System's and Database</b>				
1.	Microsoft®WindowsServerDCCore2022 Sngl OLP 2Licenses NoLevel CoreLic	40			
2.	MS SQL Ent Edition 2022 2 Core	2			
3.	Red Hat OpenShift Kubernetes Engine (Bare Metal Node), Premium (1-2 sockets up to 64 cores) – Lic Renewal	16			
4.	RHEL OS with load balancer plus HA add on	2			
<b>E.</b>	<b>Other Software's</b>				
1.	SYSLOG Server Software for unlimited devices	Lot			
2.	Network Management Systems	Lot			
3.	MS Visual Studio Professional 2022	Lot			
4.	Crystal Report	Lot			

**6.9 Format 9 – Price Bid Undertaking Letter**

Date: dd/mm/yyyy

To,  
 The Director  
 Department of Information Technology & Communication  
 Thizama Road, Nagaland,  
 Kohima – 797001

**Reference:**

Dear Sir,

I hereby, submit the Price Bid for \_\_\_\_\_  
 and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the Price Bid Annexure.

Yours faithfully

Signature of Authorized Representative

<b>Bidder</b>	
Signature	
Name	
Designation	
Address	
Company	
Date	
Company Seal	

**6.10 Format 10 – Price Bid Format**

<b><u>PRICE SCHEDULE</u></b>						
<b>(This BOQ template is for the reference only. Bidders are requested to download the original Price Bid format from the e-procurement portal only)</b>						
<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>NUMBER #</b>	<b>TEXT #</b>
<b>Sl. No.</b>	<b>Item Description (Make &amp; Model)</b>	<b>Quantity</b>	<b>Units</b>	<b>BASIC RATE without Taxes In Figures To be entered by the Bidder Rs. P</b>	<b>TOTAL AMOUNT Without Taxes</b>	<b>TOTAL AMOUNT Inclusive of Taxes</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	Link Load Balancer	2	No			
2	Next Generation Firewall OR Sophos 750iNG Unified Threat Management System License renewal of: ➤ Anti-Malware, Anti-Spam ➤ Web and Application Filter ➤ Hardware Warranty ➤ 24X7 support Return Merchandize Authorization	2	No			
3	Next Generation NIPS	2	No			
4	HIPS for 70 User	1	No			
5	Cisco L3 Switch Cisco NX9000 (support renewal)	2	No			
6	L2 Switch 24 port	2	No			
7	Tape Library (4 Drive Auto loader)	1	Lot			
8	Backup Solution (80TB RAW)	1	Lot			
9	Microsoft® Windows Server DCCore2022 Sngl OLP 2Licenses NoLevel CoreLic	40	No			
10	Red Hat OpenShift Kubernetes Engine (Bare Metal Node), Premium (1-2	16	No			

**PRICE SCHEDULE**

(This BOQ template is for the reference only. Bidders are requested to download the original Price Bid format from the e-procurement portal only)

<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>NUMBER #</b>	<b>TEXT #</b>
<b>Sl. No.</b>	<b>Item Description ( Make &amp; Model)</b>	<b>Quantity</b>	<b>Units</b>	<b>BASIC RATE without Taxes In Figures To be entered by the Bidder Rs. P</b>	<b>TOTAL AMOUNT Without Taxes</b>	<b>TOTAL AMOUNT Inclusive of Taxes</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
	sockets up to 64 cores) – Lic Renewal					
11	RHEL OS with load balancer plus HA add on	2	No			
12	MS SQL Ent Edition 2022, 2 Core	2	No			
13	SYSLOG Server Software for unlimited devices	1	Lot			
14	Network Management Systems	1	Lot			
15	MS Visual Studio Professional 2022	1	Lot			
16	Crystal Report	1	Lot			
17	Installation, Configuration, Commissioning Charge	1	Lot			
18	Other Item/ Additional Item (Bidder May include as per solution)		No/ Lot			
19	Additional Service (Bidder May include as per solution)		Lot			

**6.11 Format 11 – Performa of Bank Guarantee towards Performance Security****PERFORMANCE GUARANTEE**

Ref. No. \_\_\_\_\_ Bank Guarantee No. \_\_\_\_\_

Dated \_\_\_\_\_

To,

The Director  
 Department of Information Technology & Communication  
 Thizama Road, Nagaland,  
 Kohima – 797001

Dear Sir,

In consideration of Nagaland State e-Governance Society, Department of Information Technology Below New Secretariat, Thizama Road, Nagaland, Kohima – 797001 (hereinafter referred to as DITC, which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) having entered into a CONTRACT No.

dated (hereinafter called 'the CONTRACT' which expression shall include all the amendments thereto) with M/s \_\_\_\_\_ having its registered/head office at \_\_\_\_\_ (hereinafter referred to as the 'CONTRACTOR') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and DITC having agreed that the CONTRACTOR shall furnish to DITC a performance guarantee for Indian Rupees ... .. for the faithful performance of the entire CONTRACT (for a period of 3 years).

2. We (name of the bank) \_\_\_\_\_ registered under the laws of \_\_\_\_\_ having head/registered office at \_\_\_\_\_ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian Rs. (in figures) (Indian Rupees (in words) \_\_\_\_\_) without any demur, reservation, contest or protest and/or without any reference to the CONTRACTOR. Any such demand made by DITC on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by DITC in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the CONTRACTOR and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that DITC at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the CONTRACTOR and notwithstanding any security or other guarantee that DITC may have in relation to the CONTRACTOR's liabilities.

4. The Bank further agrees that DITC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said CONTRACT or to extend time of performance by the said CONTRACTOR(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in DITC against the said CONTRACTOR(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said CONTRACTOR(s) or for any forbearance, act or omission on the part of DITC or any indulgence by DITC to the said CONTRACTOR(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of DITC under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till DITC discharges this guarantee in writing, whichever is earlier.

6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of DITC or that of the CONTRACTOR.

7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase CONTRACT has been placed.

9. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. (in figures) (Indian Rupees (in words)

\_\_\_\_\_) and our guarantee shall remain in force until \_\_\_\_\_  
**(Three years from the date of acceptance of the Components at the Nagaland State Data Centre)**

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of DITC under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of DITC under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this .... day of .....20\_\_\_ at .....

WITNESS NO. 1

(Signature)

Full name and official address (in legible letters) with Bank stamp

Attorney as per power of Attorney No...

Dated.....

WITNESS NO. 2

(Signature)

Full name and official address (in legible letters) with Bank stamp

Attorney as per power of Attorney No...

Dated.....

## 6.12 Format 12 – Bank Guarantee for Earnest Money Deposit (EMD)

To,

The Director  
Department of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797001

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <RFP Number> dated <Date> for Request for Proposal

Selection of Bidder for Supply, Installation, Configuration, Operations and Maintenance of Security and Backup solution for existing State Data Centre (SDC) at Nagaland (hereinafter called "the Bid") to DITC.

Know all Men by these presents that we <...> having our office at <Address> (hereinafter called "the Bank") are bound unto the DITC, Kohima (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees <Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

- a) Withdraws his participation from the bid during the period of validity of bid document; or
- b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

### **NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)



This Bank Guarantee shall be valid up to <*insert date*>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <*insert date*>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal: