



**DADA LAKHMI CHAND STATE UNIVERSITY OF
PERFORMING & VISUAL ARTS, ROHTAK**

Phone: -01262-242704-705

**STANDARD BIDDING DOCUMENT FOR PROCUREMENT, INSTALLATION
& MAINTENANCE OF FIREWALL IN DLCSUPVA, ROHTAK**

**Name of Work: Supply, Installation & Maintenance of Firewall for Server Room
at DLCSUPVA, Rohtak.**

DNIT Amount: Rs. 30,00,000/-

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PRESS NOTICE

DLCSUPVA, ROHTAK Notice Inviting Tender	
Name of Work:	Supply, Installation & Maintenance of Firewall for Server Room at DLCSUPVA, Rohtak.
Estimated Cost:	Rs. 30,00,000/-
Tender Fee and E Service/Processing Fees	Rs. 2000 Non Refundable
Earnest Money:	(i) For Contractor/Supplier = Rs 60,000/- (ii) For L&C Society = Rs. 30,000./-
Time limit	45 Days
Tenders to be received till: 12/01/2024	
i) The tenders will be received only through E-tendering For further details, please visit website https://etenders.hry.nic.in (ii) Earnest Money as stated above will be deposited through online/Net banking or RTGS. (iii) The agencies should quote the rate including GST, other taxes, levies & installation, labour cess etc. complete, as applicable, from time to time.	

**Registrar
DLCSUPVA,
Rohtak**

DETAILED NOTICE INVITING TENDER

E-Tender is invited for the below mentioned items in a single-stage-two-cover system i.e. Request for Pre-Qualification/Technical Bid (online Bid under PQQ/ Technical

Sr. no	Description of work / Items	Appx. Cost (Rs. in lacs)	EMD to be deposited by Bidder	Tender Document Fee & Service Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Expiry Date & Time of Bid Preparation & Submission
1	Supply, Installation & Maintenance of Firewall for Server Room at DLCSUPVA, Rohtak	Rs. 30,00,000/-	Rs. 60,000/- for Contractor/ Supplier & Rs. 30,000/- for L&C society	Rs. 2000/- for Tender Document fee and e-Service fee	13-12-2023 at 09:00 AM	Upto 12-01-2024 (05:00 P.M.)

Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope):-

- Bidding documents available on website <https://etenders.hry.nic.in>
- Newly enlisted contractors/societies/suppliers/manufacturers should bring with them proof of their enlistment under appropriate class.
- The bidders would submit bid through e-tendering only on the website i.e. <https://etenders.hry.nic.in>

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at a single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined, based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications

requirements as per Tender document.

- 2.1 The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through NET BANKING/RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.
- 2.2 Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. He will be required to make online payment of (as mentioned above) towards EMD fee in due course of time. If the intending bidder fails to pay EMD fee within the stipulated time frame it shall not be allowed to submit his / her bid for the respective event / Tenders.
- 2.3 The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. on or before (as mentioned above); and make payment via NET BANKING/RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The intending bidder / Agency, thereafter, will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://etenders.hry.nic.in>.
- 2.4 The interested bidders shall have to pay mandatorily Tender Fee and e-Service fee (under document fee – Non-refundable) of Rs.2000/- (Rupees Two Thousands Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

KEY DATES

Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Preparation/Submission	13-12-2023 at 09:00 AM	Upto 12-01-2024 (05:00 P.M.)
2	Technical Bid Opening		16/01/2024	
3	Financial Bid Opening		To be announced later	

*** Hard copy of the Technical Documents may be submitted at the office of the Registrar before the Technical Bid Opening.**

Important Note:

- 3.1 The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage at the scheduled time as mentioned above. If any Applicant / bidder fails to complete his / her aforesaid stage within the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
- 3.2 Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
- 3.3 Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
- 3.4 At the first instance, the online payment details of tender document fee + e-

Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth, financial bid quoted against each of the item by the shortlisted bidder/ Agency, wherever required, shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

The bids shall be submitted online in two separate envelopes:

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online as part of the Technical Bid.(Format of Technical Bid is available at **Annexure B**)

Envelope 2: Commercial Bid

The bidders shall quote the prices in Price bid (Format of Technical Bid is available at **Annexure C**).

**Registrar
DLCSUPVA,
Rohtak**

ELIGIBILITY CONDITIONS

- 4.1** The firm shall provide all relevant records required i.e., Income Tax Returns Certificate/ PAN, Commercial Tax Clearance/ GST and other taxes, whichever are applicable.
- 4.2** The bidder should not have been black-listed by any Govt./Semi Govt. Organization during the last five years. A Notary-attested affidavit regarding “not-blacklisted” is required.
- 4.3** Bid offer shall remain valid for a period 120 days after the deadline mentioned for submission.
- 4.4** All duties, taxes and other levies including the transportation expenses are payable by the supplier/Agencies/ company/ service provider/ solution providers and must be included in the total price.
- 4.5** The EMD of unsuccessful bidders will be returned without interest after award of contract to the successful bidder. The EMD stands forfeited in case the firm withdraws its bid after submission of the tender document.
- 4.6** Reference, information and certificates from the respective clients certifying technical and execution capability should be signed and the contact numbers of all such clients should be mentioned. The University may also independently seek information regarding the performance from the clients and may visit the referred customers’ consortium partner in India/Abroad at bidder’s cost.
- 4.7** Firms is advised to attach any additional information, which they thinks necessary with regard to their capabilities to establish that the bidders are capable in all respects to successfully supply the items/ complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after the tender document is submitted.
- 4.8** Also a signed copy of all the pages by the authorized signatory of the uploaded DNIT

4.9 Even though a firm may satisfy the qualifying criteria, it is liable to be disqualified if it has record of poor performance or not able to understand the scope of work or has been black listed earlier by any University in any earlier projects.

BILL OF QUANTITY

The details of the items & quantity proposed to be purchased is given at:

Annexure A

Supply, Installation & Maintenance of Firewall for Server Room at DLCSUPVA, Rohtak DNIT Amount: Rs. 30,00,000/- For Contractor/Supplier = Rs 60,000/- For L&C Society = Rs. 30,000/- Time limit = 45 Days				
S.No.	Item Description	Qty.	Unit	Rate to be Quoted by the Agency
1	Firewall with 03 years comprehensive warranty	1.00	No.	
2	Reporting Device	1.00	No.	
3	Dedicated technical support for one year	1.00	No.	
4	Rates for 4 th and 5 th year if service is extended	1.00	No.	

GENERAL TERM & CONDITIONS

- 6.1 The tenderer will keep himself apprised with the University Website for any change in the NIT/DNIT till the last date/revised last date of sale of tender and incorporate such changes in NIT/DNIT and the tender bids.
- 6.2 DNIT & prequalification criteria can be seen on any working day during office hours at office of the undersigned.
- 6.3 Conditional tenders will not be entertained & are liable to be rejected.
- 6.4 In case the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of receipt of tenders and other conditions will remain unchanged.
- 6.5 The DLCSUPVA, Rohtak reserves the right to reject any tender or all the tenders without assigning any reason.
- 6.6 The societies shall produce an attested copy of the resolution related to the tender for the issuance of tenders.
- 6.7 In case of any dispute, the Jurisdiction of courts will be at **Rohtak**.
- 6.8 The tender of the bidder who does not satisfy the qualification criteria in the bid documents is liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be entertained.
- 6.9 The bid for the work shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tenderer withdraws his bid/tender before the said period or makes any modifications in the terms and conditions of the bid, during the fix validity period, the earnest money shall stand forfeited. Bids shall be valid for 120 days from the date of bid closing i.e. from the last date of manual submission of EMD. In case the last day to accept the tender happens to be holiday, validity to accept tender will be the next working day.
- 6.10 Any work, tendered here may be withdrawn from further processing at any stage at the discretion of the competent authority without assigning any reason.
- 6.11 Registrar is competent to increase/decrease the quantity of work. In case of decrease of quantity, the contractor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work in full.
- 6.12 The University reserves the right to accept or reject or negotiate any of the tender or conditions/items without assigning any reason.
- 6.13 All Installation work shall be got done by agency.
- 6.14 Acceptance of tender will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of the

institution.

- 6.15** EMD/Performance Security of successful bidder may be forfeited, if the bidder withdraws or amends or derogates from the tender in any respect.
- 6.16** Validity of bids should be 120 days from the opening of technical bid.
- 6.17** DLCSUPVA will not compromise with the quality/sub-standard material. If at any stage, it is found that supplier has supplied inferior quality or different goods Payment shall be made for such items after reasonable deduction(s) or forfeiture of Performance Security, as deemed fit, under the circumstances as decided by the University. The entire lot may be rejected.
- 6.18** The Performance Security will be refunded/ returned to the agency, without any interest after the expiry of the defect liability period.
- 6.19** The rates quoted by the bidder shall be complete for supply & Testing & Commissioning and Installation in all respects and shall be inclusive of all applicable taxes, duty(ies) loading, unloading, packing, transportation from works to DLCSUPVA, installation etc. and nothing extra/additional shall be payable on these rates.
- 6.20** In any case, if tenders are not opened due to any reason, the EMD shall be returned to all bidders.
- 6.21** Tender without EMD & Tender Fee will be summarily rejected.
- 6.22** The University can ask for any clarifications & documents at any stage of the procurement, depending upon the circumstances to ascertain quality of material used in manufacturing of items.
- 6.23** All the documents attached with the technical bid should be properly tagged, numbered, signed and stamped by the competent authority.
- 6.24** The EMD/performance security shall be forfeited in case: -
 - a. The Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
 - b. The bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity,
 - c. The Bidder fails to furnish the Performance Security for the due performance of the contract.
 - d. The Bidder fails to sign the agreement.
 - e. Fails or refuses to execute the contract.
 - f. Fails to respond to queries by the DLCSUPVA.
- 6.25** DLCSUPVA will not responsible for any loss of property, manpower, and issues related to labor and/or labor laws of the agency, involved in the Operation.
- 6.26** No extra charges will be paid for material & manpower to use while installing the mentioned items in University Guest House.

- 6.27 DLCSUPVA has all the rights to cancel the contract agreement at any stage if the services of the concerned agency are not found satisfactory.
- 6.28 Agency will strictly follow all the safety measures as per the rules of the government.
- 6.29 DLCSUPVA can cancel the whole tender process at any stage without assigning any reason.
- 6.30 Counter conditions by the Tenderers in matters concerning payment of bills shall not be acceptable.
- 6.31 Tenders not in the prescribed Performa (attached), without requisite details, EMD and Processing Fee and received after the closing date/ time of tenders and tenders with any rider will be summarily rejected.
- 6.32 Canvassing in any form will be viewed seriously and if any tenderer is found to be resorting to such practices, the tender of such a firm will be rejected.
- 6.33 **Arbitration Clause:** In case of any dispute between the parties arising out of or in relation to the agreement, the dispute shall be referred to the Hon'ble Vice Chancellor of DLCSUPVA for arbitration. The award of the said Arbitrator shall be binding upon both the parties. The seat of the arbitration shall be at DLCSUPVA, Rohtak.
- 6.34 **Withholding of Payment:** This clause authorizes Buyer to withhold payment till end when seller fails in his contractual obligations.
- 6.35 **Right of Acceptance of Offer.**
- a. The Buyer reserves the right to accept partly/bound or reject any offer without assigning any reason thereof. The Buyer does not pledge itself to accept the lowest or any other tender and reserves to itself the right of acceptance of the whole or any part of the tender or portion of the quantity. Seller shall supply the same at the rate/quantity offered.
 - b. In respect of enquiries, which call for procurement of more than one item, the Buyer reserves the right to consider and accept the offer for any of the items in the enquiry reserving the right to utilize the offer for balance items at a later stage within the validity period of offer.
- 6.36 **Patent Rights.** The Seller shall indemnify and hold the Buyer harmless against all third party claims of infringement of patent, trade mark of industrial design/rights arising from use of the stores supplied or any part thereof.
- 6.37 **Force Majeure:** Should any force majeure circumstances arise, each of the contracting party shall be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations if the affected party within 14 days of its occurrence, informs in a written form the other party. Force majeure shall mean fires, floods, natural disasters or other acts such as war, turmoil, strikes, sabotage, explosions, and quarantine restriction

beyond the control of either party.

6.38 Penalty: The Supplier/Contractor shall supply the material/execute the work within the time limit specified in the supply/contract order, Director IT with the approval of Registrar may extend supply/work execution period, only in exceptional circumstances on written request of the Supplier/Contractor giving reasons/explaining circumstances due to which supply/work execution period could not be adhered to. In case, the material/work is not supplied/executed within the supply/work execution period, the Supplier/Contractor shall be liable to pay the University the compensation amount equal to 1% (one percent) of the cost of material/contract per day or such other amount as the competent authority may decide till the supply/work remains incomplete, provided that the total amount of compensation shall not exceed 10% (ten per cent) of the total cost of material/contract. After the lapse of 15 days beyond the stipulated/extended period, it will be the discretion of the University to cancel the supply/work execution order at the risk and cost of the Supplier/Contractor. Besides, forfeiture of the Earnest Money, the University shall be at a liberty to take such action as recovery of compensation to the extent of 10% of the amount of the supply/contract order, blacklisting, etc. An appeal against this penalty shall, however, lie with the Vice-Chancellor, Pt. Lakhmi Chand State University of Visual and Performing Arts (DLCSUPVA), Rohtak, whose decision shall be final.

6.39 Right to Variation Clause: To take care of any change in the requirement during the period between issue of RFP and conclusion of contract, the buyer reserves the right to increase or decrease the quantity of the required deliverables by 50% without any change in the terms & conditions and prices quoted by the Seller. While concluding the contract, the quantity can be accordingly increased or decreased at the same terms of conditions.

6.40 Termination for Default

The DLCSUPVA may, without prejudice to any other remedy for breach of contract, by written notice of default, send to the agency, terminate this contract in whole or in part.

- a. If the agency fails to deliver any or all the items within the time period(s) specified in the contract, or any extension thereof granted by the PLCSUPVA.
- b. If the agency fails to perform any other obligations under the contract and
- c. If the agency, in either of the above circumstances, does not remedy his failure

within a period of 15 days (or such longer period as the DLCSUPVA may authorize in writing) after receipt of the default notice from the DLCSUPVA within a notice period of 30 days.

Note: Those terms & conditions mentioned in the tender document, which are not applicable to this tender will not be mandatory.

**Registrar,
DLCSUPVA,
Rohtak**

Phone- 01262-242705
E-mail:
registrar@plcsupva.ac.in

PAYMENT TERMS

- (i) The payment shall be in Indian Rupees and shall be paid on financial terms and conditions finally negotiated with successful agency, without error and delays.
- (ii) The EMD of successful tenderer will be kept till the installation of the items and no interest will be payable thereon.
- (iii) The successful firm will have to submit a performance Guarantee (PG) of an amount equal to 5 % of the total work order value to the firm in the form of Fix Deposit issued by a nationalized bank in favor of Registrar, DLCSUPVA University, Rohtak payable at Rohtak within 15 days (fifteen days) from the date of issue of work order /letter of Acceptance (LOA). The performance security will be refunded only after completion of defect liability period. The performance security deposit shall be forfeited in case any terms and conditions of the agreement etc. to be signed at the time before the release of the purchase order to the successful bidder is infringed or the bidder fails to complete the supply the order in time.
- (iv) 100% Payment for the supply/ work against the Purchase Order shall be made after the successful supply and installation/ completion of the work report.
- (v) Payment shall be released on receipt of the original bills in triplicate, complete in all respects.
- (vi) In case of non-delivery of items on stipulated time/ errors, the vendors shall also be liable to be penalized.
- (vii) The agency will be responsible for any delay / error in services and a penalty @0.1% of the order value per day may be imposed.
- (viii)** Penalty of an amount, not exceeding the total value of the project may be imposed on vendor in case of violations of terms and conditions of agreement as decided by the university besides forfeiture of security and other legal action.

The successful bidder shall sign an agreement immediately after the acceptance of the tender for timely execution of the Purchase Order. The Delivery time for the items should not be more than **45** days from the release of Purchase Order.

TECHNICAL BID

ANNEXURE B

(Referred to in Point 3.4)

Sr. no.	Description	Bidder's Response (copy is attached at page no.)
1.	Name of the Tenderer Firm/Agency/Company:	
2.	Postal Address with address proof , Mobile No and email id of the Tenderer Firm/Agency/Company:	
3.	ITR (Income Tax Return) for last 03 consecutive financial years	
4.	Copy of GST no.	
5.	PAN No.	
6.	Bank Account Details & IFSC code.	
7.	Non-blacklisting certificate	
8.	ISO certificate	
9.	Turnover of last 3 years with CA Certificates	
10.	Undertaking regarding acceptance of the All the Terms & Conditions	
11.	The average annual financial turnover must be 80% of the DNIT Amount and must be signed/stamped from C.A.	

PRICE BID

ANNEXURE C
(Referred to in Point 3.4)

**DNIT for Supply, Installation & Maintenance of Firewall for Server Room at
DLCSUPVA, Rohtak.**

Approx. Amount: Rs. 30,00,000/-.....

For Contractor/Supplier

= Rs 60,000/-

For L&C Society

= Rs. 30,000/-

Time Limit: 45 days

1. Defect liability Period will start after successful completion of the work and the performance guarantee will be released after Time period + defect liability period + 45 days.

Technical Specifications

Technical Specifications for the purchase of FIREWALL at DLCSUPVA University

GENERAL	
1.	Must have a 64-bit hardware platform & based on Multi-Core Architecture With Optimization for excellent throughput for all your key processes.
2.	The Proposed solution should have option for visibility into encrypted traffic flows, support for TLS 1.3 without downgrading the performance.
3	The device should be having security functions like Firewall, VPN (IPsec Site to Site &SSL Client VPN), Gateway level antivirus, Category based web and application filtering, Intrusion prevention system, Traffic shaping, DoS/DDoS, WAF, Anti-Spam.
INTERFACE AND CONNECTIVITY	
4	Firewall must be supplied with minimum 8 nos. of 10/100/1000 GbE copper interfaces, 6 nos. of SFP and 8x10GE slot from day one
TECHNICAL	
5	Support a minimum of 1024 VLANs.
6	Built in storage capacity of integrated Minimum 2*200 GB in RAID for Logs and reports
7	The Proposed solution should have Min 16 GB of RAM/Memory or higher to handle network traffic volumes.
8	Firewall deployed in NAT/ROUTE mode
9	Proposed solution should have internal Hot Swap Redundant PSU.
10	Firewall should block attacks such as DoS, IP/ ICMP/ TCP-related.
11	Encryption support of AES 128-256 bit, 3DES 56-168 bit.
12	Proposed solution should have authentication agents or agentless solution for client OS platform supporting on Windows, MAC, Linux, mobile devices platforms
13	Local, Active Directory, LDAP Server, RADIUS, TACACS+, eDirectory and Kerberos authentication methods.
PERFORMANCE	
14	Firewall must support at least 8 million concurrent connections.
15	Firewall must support at least 400000 new sessions per second processing.
16	Firewall should support up to 100 Gbps of Firewall throughput.
17	Firewall should support integrated IPS throughputs of minimum 12 Gbps.
18	Firewall should have a minimum Threat Protection throughput 10 Gbps.
19	Firewall should have a minimum NGFW throughput of 11 Gbps.

FIREWALL FILTERING	
20	Firewall should support the standard Layer 3 mode of configuration with Interface IPs. It should be possible to protect the firewall policies from being compromised. And should support 10 virtual firewall from day one.
21	Firewall must provide filtering capability that includes parameters like source addresses, destination addresses, source and destination port numbers, protocol type.
22	Firewall should be able to filter traffic even if the packets are fragmented.
23	All known internet-based applications should be supported for filtering; Like Telnet, FTP, SMTP, HTTP, DNS, ICMP, DHCP, ARP, etc.
24	Firewall should support SSL inspection over HTTPS
25	Firewall should support CLI and GUI based access to the firewall modules.
FIREWALL LOGGING, STATISTICS AND REPORTING	
26	Firewall logs must contain information about the firewall policy rule that Triggered the log.
27	Firewall must provide at a minimum basic statistic about the health of the Firewall and the amount of traffic traversing the firewall.
28	Firewall should have support to log (in detail) all connections which are blocked or pass through the firewall.
29	Firewall should have support to generate performance statistics on real-time basis.
30	Firewall should have the capability to produce reports which measure usage.
31	Firewall should have application-based and user-based logs.
URL FILTERING	
32	Firewall should support minimum of at least 78+ predefined categories and also support local categories.
33	Blacklist and White listing based on IPs and URLs.
34	Exceptions based on network objects defined.
35	Notification of custom messages or URL redirection.
INTRUSION PREVENTION	
36	IPS should protect for 10000+ Signatures database.
37	Firewall should block attacks such as DoS- SYN, IP/ICMP/TCP/UDP related attacks.
38	Solution should have IPS deep packet inspection engine with an option to select IPS patterns which can be applied firewall rule for better protection and should have option to create custom signature
39	Firewall should block attacks such as DNS cache poisoning, FTP bounce, Improper commands.
Security	
40	Protects HTTP, HTTPS, FTP, POP3, POP3S, IMAP, IMAPS, SMTPS and SMTP.
41	Pattern-based spyware blocking at the gateway.
42	Centralized, daily updates, automatic and manual updates or offline

	update.	
43	Advance Threat Protection should have Instant identification and immediate response to today's most sophisticated attacks. Multi-layered protection identifies threats instantly	

	APPLICATION CONTROL	
44	Firewall should have a feature to identify, allow, block or limit usage of applications beyond ports and protocols.	
45	Firewall should provide protection against Block potentially unwanted Applications	
46	Application signature database of 3000+ Applications for Application Control	
	License	
47	24 X 7 support and subscription for 36 Months for Gate Way Antivirus, spyware, Anti-Spam, content and application filtering. IPS, reporting and support, Upgrades OEM Should be Make In India or Common Criteria EAL certified by STQC or Equivalent Organization	

Reporting
Following are the minimum technical requirements for the appliance used for log management:
The solution should have 8 Tera bytes of storage for log storage
The solution should have RAID 0 and 1.
The solution shall provide a unified dashboard to monitor the real-time events/ logs of all managed devices.
The solution shall allow monitoring of activities such as the resources, applications, and services accessed in the network.
The solution shall allow filtering of logs based on various parameters like user, source & destination IP address, source & destination ports, services etc.
The solution shall allow generation of reports with following information : Application Traffic Intrusions and attacks observed Top Source and destinations Top Applications Traffic statistics.
The solution should provides over 70 report templates and more than 2000+ combined ready-to-use datasets, charts and macros for analysis of network anomaly detection, threat assessments, 360 Security Reviews.
The solution should provides is a comprehensive monitoring solution that provides multi-level views and summaries of real-time critical alerts and information such as top threats and IOCs to your network including Botnet and C&C, top sources and destinations of network traffic, top applications, websites and SaaS, VPN and System information.
Should support multiple Report format like PDF, HTML, CSV and XML

Scope of Work includes installation and commissioning.

1. The scope of the work includes supply, successful installation/integration and migration of the firewalls, up gradation and maintenance of the entire solution for a period of three years in terms of onsite comprehensive warranty and necessary subscription charges.
2. The participating Vendor are requested to visit the site during pre-bid for a clear understanding of the existing setup as selected supplier must be able to migrate the existing firewall security devices.
3. **Prior to delivery supplier has to arrange hands-on training (at nearby metro city of India) for University nominated Network/System Engineers for a period of 10 days free of cost.** Boarding, lodging and transport for the University nominated Network/System Engineers will be arranged by University. Selected Vendor can also arrange demo boxes at DLCSUPVA, Rohtak and conduct the onsite training to the University nominated Network/System Engineers for 10 days (exclusive of time taken to setup the Proof of Concept).
4. Prior to the delivery a pre installation document has to be prepared by the selected supplier in coordination with the trained University nominated Network/System Engineers such that entire project can be completed within 15 days of the delivery.
5. Time taken from the date of purchase order to the date of commissioning and smooth migration from existing setup to new setup is the essence of the project. Entire project has to be completed within 45 days from the date of issuance of Letter of Award without disturbing the regular operation of University network.
6. The warranty period will start after the acceptance of the installation and certification by Committee.
7. The acceptance of the installation and certification by Director IT&E DLCSUPVA, Rohtak are subject to meeting all functionalities specified in technical specifications.
8. Replacement of defective equipment and shipment of the same should be the responsibility of the selected vendor without any financial commitment from DLCSUPVA, Rohtak. The same has to be completed within five working days.

9. In case of any future expansion / up-gradation necessary changes in the configuration has to be done by the selected vendor for smooth integration / migration
10. All necessary documentation related to time-to-time configuration has to be done by the selected vendor.
11. The vendor will be liable for any hardware and software up-gradation for maintenance without any extra cost during warranty period.
12. The vendor should supply all required hardware and software to meet the requirement of this project. Part bid will not be entertained.
13. The vendor has to resolve any hardware/software problem during installation and integration of the security device with the existing Campus Network.

SUPPLY: - Supply of all equipment's/software with all accessories, paper license software and documentation.

INSTALLATION & WIRING: - Installation & wiring of all equipment's/items, active and passive components and accessories.

INSTALLATION PRACTICE AND METHOD OF WORK: -

1. The work shall be executed to the highest standards using best quality material. The system design shall use state of the art techniques/tools. The Vendor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the Vendor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.
2. The completed installation shall be subject to checks at all stages and tests as prescribed in the bid or as deemed necessary by the Registrar, DLCSUPVA, Rohtak. The same shall be done by the Purchaser and the Vendor shall be liable to rectify such defects as brought out by the Purchaser during these checks and tests and make good all deficiencies at his own cost.

COMPREHENSIVE WARRANTY: -

The Vendor will be required to maintain the installed equipment's / software for the period of Three years after the successful installation of the system.

WARRANTY TERMS AND CONDITIONS: -

1. The Vendor shall be solely responsible for the maintenance, repair of the whole system/software supplied and integrated. The Registrar, DLCSUPVA, Rohtak shall not be liable to interact with any of the partners/ collaborators of the Vendor.
2. The Vendor shall have adequate Technical Support Centre to meet the criteria for fault restoration/faulty unit repair times as mentioned in the Scope of Work. The Vendor shall furnish the names, locations, complete postal address, Telephone numbers and email ids of all Technical Support Centers at the time of signing the Contract
3. The Vendor shall also provide the name of alternate contact person or Technical Support Centre with address & telephone /email id., which may be contacted by Director IT&E, DLCSUPVA, Rohtak or its authorized staff for support in case of no response/poor response from the designated Technical support center. This, however, shall not preclude from imposing the penalties, if any, as applicable as per the terms& conditions of this tender.
4. Any change in Address, Phone number, Email Id Number etc. shall have to be intimated in writing by the Vendor to the Purchaser.
5. The Vendor shall ensure that all the Technical support centers are manned by fully competent and responsible Engineers and are capable of attending faults / supporting their engineers at the DLCSUPVA, Rohtak.

WARRANTY SERVICE LEVEL REQUIREMENTS –

SLA: -

1. Service Hours and Preventive Maintenance: -The Service window for the supplied and installed equipment's / software would be 24x7x365. For first 03 years' preventive maintenance is too carried out on yearly basis and thereafter the preventive maintenance is to be carried out 06 monthly bases, as and when required by the Purchaser.
2. Scheduled Downtime: -
 - 2.1.Scheduled downtime is defined as the period of time when the software is not functioning on account of Holidays.
 - 2.2.It will be expressed in Hours.

2.3.The maximum scheduled downtime for software would be 4 days every calendar month.

2.4.The preventive maintenance would be carried out with a minimum advance notice of 24 hours in writing and subsequent acceptance of the same by Director IT&E, DLCSUPVA, Rohtak.

3. Mean Time to Resolve (MTTR): -

3.1.MTTR is defined as the arithmetic average of the time taken to attend to resolve the issues logged over a defined period of time.

3.2.The Severity Levels for measuring MTTR are provided in the following table:

S. No. Severity Level

1 High

2 Low

4. The various Service Level Requirements and related penalties for default are given below:

ParameterDetails Measurement Criteria

Penalties per day of delay/ per fault/ per occasion

Mean time to resolve (MTTR)

(i)Within 24 hours from the call logging time-for all High Severity events. (ii)Within 48 hours from the time of attending the problem for all Low severity events.

Calculation of fault duration per instance based on complaint reported/logged

(i)For High Severity events, Rs. 20,000/-

(ii)For Low Severity events, Rs. 10,000/-

5. The Successful Supplier needs to maintain the Service Levels as follows:

a) 99% of the times for the MTTR of High Severity Events

b) 95% of the times for the MTTR of Low Severity Events

6. The penalty will be applicable on per fault basis even if there is a commonality of fault at any point causing full or part failure of services. Penalty will be deducted from the performance guarantee submitted against due execution of the Contract or from the bill amount that is due for payment to the Vendor.

7. After the expiry of Warranty, it shall be optional for Vice Chancellor, DLCSUPVA, Rohtak not to enter the contract further with the Vendor. If Vice Chancellor, DLCSUPVA, Rohtak is not satisfied with the performance of the Vendor during Warranty it reserves the right to terminate the same during its currency, after giving notice three months to the Vendor.
8. The Vendor has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Supplier.
9. In case the Service Level Requirements are violated continuously for period of one week, the Purchaser reserves the right to terminate the Contract by giving a written notice to the Successful Supplier and blacklist the vendor.
10. The OEM should be present in Leader Quadrant of Gartner report 2022-23

TERMS AND CONDITIONS

The RENEWAL/UPGRADE OF NEXT GENERATION FIREWALL AND ANALYZER WITH THREE YEARS WARRANTY/SUBSCRIPTION as per Annexure 'A' is required to be purchased for this University. You are requested to kindly quote your rates for the same. The terms & conditions for quoting/tendering the rates given in enclosed page may also be kept in view and signed. Your tender will interalia be subject to the following conditions: -

1. Charges not mentioned in the tender shall not be paid for shall be DLCSUPVA University, Rohtak
2. The offer/rates must be valid for a period of at least three months from the date of opening of tender.
3. The supplier should be financially sound having a minimum annual turnover of Rs. 1.2 Crores in each of last three years/ having total turnover of Rs. 2.5 Crores or above in last two years. The proof of turn over should be submitted along technical bid in the form of statutory audited statement from certified Chartered Accountant. Note: An audited report or Certificate by CA firm will be sufficient for the annual turnover.
4. The current price list duly authenticated by the Principals with dated signature and seal along with literature/pamphlets may be supplied along with the offer.
5. The quantity may increase or decrease or obsoleted without any notice. The University shall communicate the increase or decrease within 90 days of acceptance of tender.
6. The University is situated within the Municipal Limits. As such, Octroi, if any, shall be payable. In case, the material is supplied through a Transport Company by road, the Transport Company's charges, labor charges and Octroi charges shall be borne by the supplier. It may be mentioned specifically as to whether the material will be sent by rail or by road through a Transport Company.
7. The goods/Work shall be executed/supplied by the Supplier within the time limit specified in the supply order. The delivery period can be extended by the Director IT&E with the approval of Competent Authority only in exceptional cases on written

request of the Supplier giving reasons/explaining circumstances due to which delivery period could not be adhered to. In case, the material/work is not supplied/executed within the time period, the supplier shall be liable to pay the University the compensation amount equivalent to 1% (one percent) of the cost of project per week or such other amount as the Registrar may decide till the supply remains incomplete, provided that the total amount of compensation shall not exceed 10% (ten percent) of the total amount of the cost of material/work supplied/executed. Appeal against these orders shall, however, lie with the Vice-Chancellor, DLCSUPVA University, Rohtak whose decision shall be final.

8. In case, the supplier/Vendor fails to execute the supply order/contract on the rates, and terms and conditions as contained in the supply order within the stipulated period, they shall be liable to such action as blacklisting, debarring from having any business with this University, forfeiture of earnest money/security, besides any other action as may be deemed proper by the University.
9. As a general policy, the University tries to make 100% payment within 15 days of the receipt of material subject to proper installation, wherever applicable, and satisfaction of the Inspection Committee. No advance payment or payment against documents negotiated through Bank shall be made.
10. The acceptance of the material shall be subject to satisfactory report of this Office's Inspection Committee/Technical Committee/Experts Committee.
11. The samples of the material, if necessary and possible, shall be supplied with the tender. The unapproved samples shall be collected on receipt of information failing which the same shall be dispatched by Goods Carrier on your risk with the condition of "Freight to Pay". Samples costing less than Rs. 100.00 shall not be returned to the quotes. However, if the quotes wish to take the same back, it can be collected at their own cost within a period of one month, failing which the samples will be disposed of.
12. The supplier should possess minimum 3 Years' experience in direct supply, installation, testing and commissioning of similar equipment/Software's and support to the Govt./Public Sector/Reputed Institutions for a minimum of 2 orders. Proof of direct dealership details i.e. OEM authorization letter/dealership certificate for supply along with Prime Customers contact details and photocopies of Purchase Order and/or

installation report, to whom the similar Products Have Been supplied by the Tenderers, is required to be submitted along with the Technical Bid.

13. The vendor will also provide complete technical and operational training with no extra cost.
14. All the features present in the devices should come with all required licenses from day 1.
15. The acceptance of the tender shall rest with the undersigned who does not bind himself to accept the lowest tender and reserves the right to reject any or all items of tender without assigning any reason therefore. The undersigned also reserves the right to accept tender in part i.e. any item or any quantity and to reject it for the rest.
16. It may be certified that you have not been debarred/ blacklisted for any reason/period by DGS&D, DS&D (Haryana) or any other Central/State Govt. Dept./University/PSU etc. If so, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the supply order, but may also warrant legal action.
17. In case, any other information/clarification is required, the undersigned may be contacted at Telephone No. 01262-242704/242744 on any working day (Monday to Friday) during office hours (9 a.m. to 5.00 p.m.).
18. The successful supplier has to deposit a Performance Guarantee equal to 5% of annual cost of Material, in the form of FDR/Bank Guarantee/TDR for the warranty period (6 months), in the name of Finance Officer DLCSUPVA, University Rohtak. When Performance Guarantee/warranty is deposited, EMD will be returned subsequently.
19. The Financial Bid should be accompanied with an Earnest Money Deposit (EMD) of Rs. 2% of Bid Amount rounded to the nearest ten thousand through Online using E-tender Portal. EMD of unsuccessful supplier will be returned subsequently. No interest shall be paid on EMD.

20. The Firms registered with Haryana Registrars MSES NSIC /NSME etc. are exempted from Tender Fee and EMD, copy of the valid certificate must be uploaded with technical cover
21. After winning the order, if the vendor fails to Deliver product and provides satisfactory Warranty, EMD will be forfeited and also the vendor will be blacklisted from participating in any future bid.
22. The Sub Committee reserves the right for negotiation thereafter if considered necessary.
23. The rates should be quoted for required specifications. The technical specification of the equipment's required must accompany the tender. The decision of the University will be final with regard equipment's to be purchased.
24. The suppliers must quote rates and other terms and conditions for all the equipment/items failing which tender will be rejected. Total cost of the bid will be one of the important deciding factor while deciding the bid in favor or against any supplier.
25. University reserves the right at the time of award of Work Order to increase or decrease or even delete the number of items without any change in terms and conditions.
26. The tender should be submitted only if the material is readily available in your stock or can be supplied within 45 days after the order is placed.
27. The dispute, if any, shall be subject to the jurisdiction of Courts at Rohtak. Any other jurisdiction mentioned in the tender or invoices of the manufacturers/distributors/dealers/suppliers etc. shall be invalid and shall have no legal sanctity.
28. Terms and conditions should Invoice or other letters of the firm, if any, shall not be binding on the University, except those mentioned specifically on the supply order, and your acceptance of the order shall be construed as your agreement to all the terms and conditions contained in the order.
29. No Consortium BID is allowed.

30.The Supplier should be a company incorporated and registered in India Under the companies Act, 1956.

Signature _____

Name of the firm with seal/stamp _____

DLCSUPVA University, Rohtak

Affix Rubber Stamp of the firm

Agreement Form

Agreement

This agreement, made the _____ day of _____ between _____ (name and address of Bidder) [hereinafter called “the Bidder] and _____ (name and address of contractor) hereinafter called “the Contractor” of the other part.

Whereas the Employer is desirous that the Contractor execute

_____ (name and identification number of Contract) (hereinafter called “the Works”) and the University has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein, at a cost of Rs. _____

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the University to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the University to execute and complete the Works and remedy any defects therein in conformity with all aspects with the provisions of the contract.
3. The University hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.
 - i) Letter of Acceptance
 - ii) Notice to proceed with the works;
 - iii) Contractor’s Bid
 - iv) Condition of Contract: General and Special
 - v) Contract Data
 - vi) Additional condition
 - vii) Drawings
 - viii) Bill of Quantities and
 - ix) Any other documents listed in the Contract Data as forming part of the Contract.

In witnessed whereto the parties there to have caused this Agreement to be executed the day and year first before written.

The Common Seal of _____
Was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said _____

in the presence of:

Binding Signature of Employer

Binding Signature of Contractor

UNDERTAKING

I, the undersigned do hereby undertake that our firm M/s _____ agree to abide by this bid for a period _____ days for the date fixed for receiving the same and it shall be binding on us and may be accepted at any time before the expiration of that period.

(Signed by an Authorized Officer of the Firm)

Title of Officer

Name of Firm

DATE

Note:-

- The agency shall quote the rate which will be valid for further 120 days.
- The contractor shall quote the rates including all the taxes, GST& Installation charges & all other charges which will be incurred during the job completion and no extra amount will be paid on this account. The contractor who does not quote the rates, the tender of that contract or shall be rejected out rightly.
- No material will be supplied by the University.
- The conditional tender and the tender in variation of the tender documents shall be out rightly rejected.
- The contractor/agency that fulfils the requirement of the documents as per technical document sheet is eligible for purchase/filling the tender.
- The validity of tender shall be 120 days.
- Defect liability period will be 12 months after successful completion of work.
- Quantity/amount can be increased or decreased with the permission of the Competent Authority.
- In case of any duplicity of terms and conditions mentioned in the tender document. The same will be considered to the benefit of the University.
- The firewall will be procured for 3 years and expandable for further 2 years subject to condition of satisfactory services.