



## Indira Gandhi Delhi Technical University for Women Kashmere Gate, Delhi-110006

### I. NOTICE INVITING QUOTATION:

Open E-Tenders (through E-procurement Portal, GNCTD) are invited under two bid system (Technical bid and Financial bid) on behalf of Registrar, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006 from eligible firms/distributors/authorized vendors for Renewal of Licences and Support of Firewall Installed in IGDTUW as per list of quantity attached with this NIQ.

1	<b>Name of work</b>	Renewal of Licences and Support of Firewall in IGDTUW
2	<b>Start Date &amp; Time</b>	Date: 21.06.2022 3:00 pm
3	<b>Last Date, time for Submission of Bid</b>	Date: 12.07.2022 Up to 03:00 pm
4	<b>Date, time and venue for Opening of Technical Bid</b>	Date: 12.07.2022 at 3:30 pm, Conference Room, IGDTUW Campus
5	<b>EMD</b>	Rs. 26,000/- must be submitted in the form of DD/Pay Order in favor of "Registrar, IGDTUW-GIA/Salary SB Account".
6		Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately from E- procurement Portal, GNCTD

## II. DETAILS OF ITEM FOR SUPPORT AND RENEWAL OF LICENCES:

S No	Item	Serial No.	Quantity (in Numbers)
1	Fortigate 600D Hardware with SFPs with 24x7 Support and Bundle Licences (IPS+ AV+ OP+ Industrial DB+ WF+ ASF+ Others) till 14 <sup>th</sup> Oct 2024.	FGT6HD3917800635	1

### Note:

- 1) List containing details of the above items is available in the office of IT Services Division, IGDTUW at Kashmere Gate, Delhi.
- 2) The offer furnished by Firm/Company should be valid for the acceptance for a period of at least 180 days from the last date prescribed for the receipt of the tender.

## III. ELIGIBILITY CRITERIA:

Eligibility Criteria		Supporting Documents
1	The bidder/OEM should be a PSU/ PSE /Public/ Private Limited Company incorporated/ established under Companies Act, 1956 India or later.	Proof should be attached
2	The bidder should be an OEM or a certified or authorized/ channel partner of the OEM.	Tender Specific Manufacturer's Authorization Form.
3	The Bidder should not have been blacklisted at the time of submission of the bid by any Regulator / Statutory Body/ any Government Department/ PSU/ PSE/Financial Institution or Banks in India.	Self-Declaration on Bidder's Letterhead Signed by the authorized signatory.
4	The Bidder should have minimum average turnover of Rs. 10 Lakhs for the Past 3 financial years i.e., 2018-19, 2019-20 and 2020-21.	Copy of P&L & Balance Sheet and CA Certificate.
5	Bidders should have successfully completed similar project in last 5 years. Single Work Order Value of 80 % of the Estimated Value of tender. Or Two Work Order Value of 50 % of the Estimated Value of tender. Or Three Work Order Value of 40 % of the Estimated Value of tender.	PO Copies should be submitted.
6	The Bidder must be a registered firm having technical support centre in Delhi/NCR..	Self-Declaration on Bidder's Letterhead signed by the authorized signatory
7	The bidder/OEM should have back to back Contract with OEMs for each of the proposed solutions, which is mandatory.	Self-Declaration on Bidder's Letterhead signed by the authorized signatory confirming that the successful bidder is will submit the backlining agreement(s) within 1 month of successful execution of the Contract.

8	The tenderer must have executed minimum two work of similar nature i.e. for managing firewall as mentioned in the scope of work in any Govt. organisation/Universities in last five years. The detail of clients along with phone number must be furnished along with the bid	Documents must be attached
9	The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST Number	Certificate should be attached
10	The agency shall provide undertaking on agency letter head that: i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government. ii) It will ensure fair trade practice. iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi iv) It will maintain secrecy/confidentiality of data and record of the University.	Certificate should be attached
11	EMD/ Valid Certificate of MSME/NSIC for EMD Exemption	DD/Pay order copy to be attached or Certificate should be attached
12	The bidder should have at least Two Fulltime Technical Support Professional on the Fortinet Firewall solution on its permanent rolls	A self-declaration in this regard shall be submitted.

#### IV. TERMS & CONDITIONS:-

- 1) The tender will follow a simultaneous two bid system. One, the **Technical Bid (Annexure-I)** and the other **Financial Bid (Annexure-II)**. The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost.
- 2) If a firm quotes NIL charges, the bid should be treated as unresponsive and will not be considering.
- 3) Bids should be accompanied with an Earnest Money Deposit (refundable) for an amount of Rs. 26,000/- (Rupees Thirty Six Thousand only).
- 4) Firms registered with MSME / NSIC with valid certificate duly issued by GOI are exempted for submitting EMD.
- 5) Estimated Cost of tender is Rs. 13 Lakhs.
- 6) The rate quoted should be FOR, in Indian Rupees, inclusive of all levies, cartage handling, loading, unloading or any other expenditure for providing services etc. plus taxes extra as applicable. The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications and any cutting/overwriting/erasing is found the tender will be summarily rejected. If there is any difference in the rates of words and figure in a tender the figure written in words will considered as final.
- 7) The Firm/Company should quote rate on comprehensive basis for Renewal of Licences and Support of Firewall in IGDTUW as per attached format for **Financial bid (Annexure II)** and **partial quote will be rejected summarily**.
- 8) The vendor/agency/firm should give the certificate, stating that they will not quote less than the price quoted in tender of IGDTUW, Delhi for similar services during contract period to any institute/university.
- 9) The bidder shall **place the bids through e-tender on** E-procurement Portal, GNCTD. **However** all documents in support of eligibility as well as DD/FDR order for EMD shall be placed in the envelope marked "Technical Bid" which shall be superscribed as "**Renewal of Licences and Support of Firewall in IGDTUW and to be deposited to In-charge IT Services, 2<sup>nd</sup> Floor, Examination Division, IGDTUW.**
- 10) Bids without EMD/Exemption Certificate will be summarily rejected.

- 11) Conditional Bids will be summarily rejected.
- 12) The “Financial Bid” of those bidders whose “Technical Bid” have qualified will only be opened.
- 13) Net rate ( inclusive of, levies, cartage handling, loading, unloading or any other expenditure for providing service etc.) plus taxes extra as applicable must be quoted in Indian Rupees only both in figures & words
- 14) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
- 15) The successful bidder have to submit a Performance Security Deposit @ 3% of the approved tender value in the form of Demand Draft/BG/FDR drawn in favour of “Registrar, IGDTUW within 15 days from the receipt of the communication regarding award of contract. The EMD of the successful bidder shall be refunded on the receipt of the Performance Security or shall be adjusted toward Performance Security Deposit, if so desired by the successful Firm/Company in writing.
- 16) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations. The Performance Security Deposit shall be refunded without interest after 60 days of completion/termination of the AMC period on receipt of request from the agency.
- 17) In case the successful bidder fails to deposit the Performance Security within 15 days from the receipt of the contract award, the contract may be cancelled.
- 18) In case the successful bidder fails to start work within 10 days from the date of award of contract, a sum equal to 0.5% of the contract price per week or part thereof until the actual execution of work subject to maximum of 10% of the value of AMC shall be deducted.
- 19) The payment shall be made on **Quarterly** basis on receipt of the claim/request by the agency.
- 20) TDS, if any, levied shall be deducted at source.
- 21) The offer furnished by the Firm/Company should be valid for the acceptance for the period of at least 180 days from the last date prescribed for the receipt of the tender. In case of withdrawal, by the successful Firm/Company, the EMD shall be forfeited by IGDTUW absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotations process.
- 22) University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 23) The university reserves its right to terminate the contract at any time after giving one month notice period without assigning any reason. The firm will not be entitled to claim any compensation against such termination.
- 24) In case of any dispute relating to meaning, scope, servicing, operation or effect of this contract or the validity or the breach thereof, the decision of the Vice Chancellor, Indira Gandhi Delhi Technical University for Women shall be final and binding on both the parties.
- 25) An affidavit on agency letter head stating that (a) the firm has not been debarred/blacklisted by any University/Autonomous Organization/ Government/Semi Government organizations, (b) will observe fair dealing in the business.
- 26) Period of contract will be for two years and till 14<sup>th</sup> Oct 2024 (EOL). Further, in case, the performance of the contractor in the first year is not found satisfactory/upto the mark, the contract shall be terminated immediately with a notice of one month and in this case; question of extending the contract does not arise.
- 27) On expiry/termination of the contract, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm.
- 28) The Firm/Company must have expertise to provide support on firewall specially fortigate..
- 29) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 30) The Firm/Company should be a registered firm and should possess PAN, GST No. etc.
- 31) Those devices which have met End of Life after one year/more, agency will inform IGDTUW regarding the same well in time (approx six months before expiry). Letter from OEM will be submitted by agency for such cases.

32) The vendor shall maintain back-to-back 24x7 contracts at his own cost with OEM for providing the following services:

- Replacements of faulty equipment,
- Phone and e-mail support,
- Full Access to TAC website,
- Access to download areas for the updates and upgrades of firmware for all devices to be covered under this.
- Access to download of updates, upgrades, subscription of signatures,firmware and software for all devices to be covered under this.

33) **Force Majeure-** A Force Majeure means extra ordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity, war, strike, riots, crimes etc)

1. The firm has to give notice of force majeure, as soon as it occurs and it cannot be claimed ex- post facto.
2. A force majeure clause, frees both parties from contractual liability when prevented by such events
3. If the performance in whole or in part is prevented or delayed by any reason of force majeure for a period exceeding 90 days, either party shall by reason of such events, be entitled to terminate this contract without any financial repercussion on either side/party.

**34) Settlement of Disputes:**

If an amicable settlement is not forth coming, recourse may be taken to the settlement of dispute through arbitration as per the Indian Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by Competent Authority of IGDTUW and the arbitration proceedings will be held at Delhi/New Delhi.

**V. SCOPE OF WORK**

The successful bidder would be required to carry out:

- 1) The Bidder shall provide the Support & Renewal of software subscription of Gateway level Security System i.e Firewall Fortigate 600 D.
- 2) This include Comprehensive, Preventive and Breakdown maintenance. It shall also include supply and replacement of all defective parts / components and any up-gradation of network devices at no additional cost to customer. Replaced part must be equivalent or higher configuration
- 3) Hardware maintenance, Operating System/IOS updates/upgradation and license or subscription renewal and configuration of the gateway security system
- 4) The scope of work of the bidder shall also include Configuration of the security appliance for firewall, anti-virus, spam control, URL/web filtering IPS and others.
- 5) The bidder should ensure confidentiality of the data, software packages purchased by IGDTUW. Any copies of the same would be done only with prior permission of IGDTUW. Illegal use of IGDTUW's software or hardware will be strictly dealt with. The bidder has to give undertaking to this effect.
- 6) For any loop holes/lapses found in university firewall, agency will be held responsible and strict action will be taken against him.
- 7) Agency will take backup of firewall once in every three months and submit the copy to IGDTUW and no data backup will be kept with the agency and no data will be transferred to anyone/ third part in any case without prior approval of IGDTUW.
- 8) Backup taken by the agency must be tested for complete accuracy of the backup.

- 9) Emergency services whenever required will have to be provided by the Bidder i.e. on Saturdays, Sundays, Closed Holidays and National Holidays
- 10) The Bidder shall be responsible for performance of individual security hardware equipments as well as complete system of security software subscriptions for a period of 24 months and till 14<sup>th</sup> Oct 2024 from date of implementation of the system.
- 11) However, during failure of the system, bidder will attend the problem within 4 hours from the date /time of the complaint. Support coverage for the hardware, firmware and subscription will be 24X7 during the entire contract period. Replacement of faulty device should be made within 4 working days. During the failure, any stand by devices/mechanism may be provided by the bidder for continuity in services. During the contract period if any of the devices goes faulty, the same may be rectified or replaced with the same model or upgraded suitably with higher model of the same type of device.
- 12) The Bidder shall make changes in the hardware system as per the reliability improvement notice, logic improvement notice, engineering improvement notice issued by manufacturer from time to time in the existing system. Cost of additional spare parts that may be required for making these changes shall be borne by the Bidder
- 13) The Bidder shall maintain proper organisation & Resources, to run diagnostics.
- 14) Performance Administration/ Periodic Monitoring.
- 15) Problem isolation/ Trouble shooting/ Resolution.
- 16) Support for regular upgrades of various OS/firmware/certificates etc.
- 17) Vendor should ensure the configuration is done as per IGDTUW's IT Policies.
- 18) **Uptime Calculation**

Uptime for the Gateway Security system will have to be a minimum of 98% on monthly basis. Uptime lesser than 98% shall attract penalty. For each percent downtime below 98%, 2% of quarterly maintenance charges will be deducted as penalty ( i.e In case uptime is of 90%, then 16% (i.e 98-90 \*2) of the payable amount will be deducted as penalty). If the Vendor fails to perform quarterly preventive maintenance, for every failure, penalty of 2% of quarterly maintenance charges shall also be levied over and above the penalty for down time. Recovery of penalty amount would be at the time of release of quarterly payments at the end of each quarter.

Uptime of the system shall mean the following:- Total

$$\frac{\text{Working Time} - \text{Down Time}}{\text{Total Working Time}} * 100$$

Total working time = No of days in one month - (scheduled Maintenance time + IGDTUW induced outage + Downtime due to Force Majeure)

The uptime of the system will be calculated on monthly basis.

**19) Downtime Calculation**

Downtime is to be calculated as under:

If the services are affected due to gateway security system being down, the system will be considered as totally down for that period.

Down time will not be considered under the following conditions

1. Time taken for prescheduled Preventive Maintenance and health check at a time convenient to Successful Bidder during the agreed Service Hours.
2. Standby machine of similar or higher configuration/ capacity is provided, to meet the needs of the end-user.

**20) Maintenance Records & Call Coordination**

The supplier shall supply the customer with call sheets or maintain Log Register on regular basis in which details of breakdown, time at which the breakdown took place, calls made and time taken to attend the call, etc. will be indicated. These call sheets/Log Register

shall form the basic document on the basis of which uptime will be calculated and payment will be made.

## **21) Preventive Maintenance**

The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in every equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out of each equipment.

The schedule of preventive maintenance shall be as follows:-

- i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- ii. Running of test programmes to ensure quality, reliability of the equipment.
- iii. Checking of power supply source for proper grounding and safety of equipment
- iv. Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
- v. Shifting of equipment as and when required.
- vi. Running of diagnostic software for system performance

## **VI. DOWNTIME & PENALTIES**

### **1) Response Time and Resolution Time**

- i) **The Firewall shall be zero tolerance downtime.**
- ii) Minor Faults shall be addressed immediately.
- iii) The Major Faults with in 48 Hours by replacement method (Hardware Faults).

### **2) Penalties**

- i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated after lodging the complaint either in writing or phone or email by the users/ITS.
- ii) The downtime will be counted until the unit/service starts functioning normally again.

### **3) Warranty/Guarantee**

1. The Firm/Company will be responsible for any damage or loss to the existing structures, furnishing and other fixed assets of the University.
2. The Firm/Company will make good of the loss of the said property of the University.

**Registrar**

**Technical Bid**

<b>Name of the Work:</b>	Renewal of Licences and Support of Firewall in IGDTUW
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Bidders who satisfy the Conditions of Eligibility, Stated herein will be considered for further technical eligibility under the Evaluation Criteria by IGDTUW.

The following basic eligibility criteria must strictly be fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. Non compliance of any condition shall lead to disqualification in Technical Bid:

Eligibility Criteria		Supporting Documents
1	The bidder/OEM should be a PSU/ PSE /Public/ Private Limited Company incorporated/ established under Companies Act, 1956 India or later.	Proof should be attached
2	The bidder should be an OEM or a certified or authorized/ Channel partner of the OEM.	Tender Specific Manufacturer's Authorization Form.
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6	The Bidder must be a registered firm having technical support centre in Delhi/NCR..	Self-Declaration on Bidder's Letterhead signed by the authorized signatory
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8	The tenderer must have executed minimum two work of similar nature i.e. for managing similar firewall as mentioned in the scope of work in any Govt. organisation/ Universities in last seven years. The detail of clients along with phone number must be furnished along with the bid	Documents must be attached



9	The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST Number	Certificate should be attached
10	The agency shall provide undertaking on agency letter head that: i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government. ii) It will ensure fair trade practice. iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi iv) It will maintain secrecy/confidentiality of data and record of the University.	Certificate should be attached
11	EMD/ Valid Certificate of MSME/NSIC for EMD Exemption	DD/Pay order copy to be attached or Certificate should be attached
12	The bidder should have at least Two Fulltime Technical Support Professional on the Fortinet Firewall solution on its permanent rolls	A self-declaration in this regard shall be submitted.

**For**

**(Signature of the Authorized Person)**

**Name:**

**Designation:**

**Seal**

**Date:**

**Place:**

**Business Address:**

**Financial Bid**

<b>Name of Work</b>	Renewal of Licences and Support of Firewall in IGDTUW
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S No	Description	Serial No.	Quantity (in Numbers)	Total Cost
1	Fortigate 600D Hardware with SFPs with 24x7 Support and Bundle Licences (IPS+ AV+ OP+ Industrial DB+ WF+ ASF+ Others) till 14 <sup>th</sup> Oct 2024.	FGT6HD3917800635	1 No.	
2	Total			
3	GST (as Applicable)			
4	Grand Total with GST (in figures)			
5	Grand Total with GST (in words)			

- 1) The Firm/Company should quote rate on comprehensive basis as per attached format for **Financial bid (Annexure II)**. **Partial quote will be summarily rejected**. The financial bid of the only technically eligible and qualified firm/bidder shall be opened. L1 will be calculated on the basis of S No. 2 of the financial bid. The bidders who technically qualify will only be eligible for financial bid opening.
- 2) The total amount indicated in the financial bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial bid, it shall be considered non responsive and liable to be rejected.

**(Signature of the Authorized Person)**

**Name:**

**Designation:**

**Seal of the Company**

**Date:**

**Place:**

**Annexure-III**

**CERTIFICATE**

This is to certify that technical team of \_\_\_\_\_  
(vendor's name) has visited/inspected items available in Indira Gandhi Delhi Technical University for Women and ready to undertake the Support and Renewal of Licences work as per tender document of IGDTUW.

The rates quoted are including Support and Renewal of Licences charges in total. No cost on account of repairing and spare parts etc. shall be charged separately from Indira Gandhi Delhi Technical University for Women.

(Name of the Vendor)

**Address of Vendor:**

**Mobile No.:**

**Email:**

**PAN No.:**

**GST No.**

Date  
Place