

Information to Bidder for the “Supply, Installation and Commissioning of Unified Threat Management (UTM)”

Ref: GeM Bid No. GEM/2020/B/778461 Dated: 05-09-2020

1. The item/items in this bid should be quoted as per the technical specifications. *The details of the specifications along with consignee/site details are also available on website www.railtelindia.com*

(The technical specs which are not available on GeM portal for the required product, same will be uploaded in ATC as one time exercise. In future all the specs will be available on GeM portal.)

2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer. The technical specifications are mentioned in **Annexure-I**.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.

In case of the authorized distributor/partner certificate from the OEM to this effect should be submitted. If OEM is quoting then OEM should submit the certificate.

4. Equipment offered shall have complete data sheets and detailed description on OEM web sites.
5. Bidder shall submit the detailed BOM of the equipment offered duly verified and certified by the respective OEM.
6. GSTIN ID of vendor should be provided from where goods will be supplied.

7. Delivery Period, Warranty Period and Consignee Address

7.1 Delivery Period: The supplier will have to supply the material within 10 days from the date of issue of confirmed PO including installation thereof. If material is not supplied within the approved delivery period then penalty of 0.5% of undelivered/uninstalled quantity per week to the maximum to the 10% of the contract value will be levied.

7.2 Warranty Period: 3 Years from the date of successful installation and commissioning

7.3 Consignee Address:

TM/Chandigarh Territory, RailTel Corporation of India Ltd.

Place of installation: IT Cell, PHQ, Sector-6, Panchkula.

7.4 Inspection : Consignee will carry out the Inspection.

8. Tender Cost & Earnest Money Deposit (EMD)/ Bid Security:

8.1 Tender Cost: Estimated cost of the Tender is Rs.5,35,066/- (Incl.GST).

8.2 Earnest Money Deposit (EMD)/ Bid Security: Rs.10,700/- in the form of Pay Order/Demand Draft/BG drawn in favor of RailTel Corporation of India Ltd. payable at New Delhi on or before 15:00 Hrs of __/09/2020 (Bid Opening Date). The Bid received without EMD will be summarily rejected.

9. Security Deposit/Performance Bank Guarantee:

The successful tenderer shall submit security deposit in the form of DD/FDR or irrevocable Bank Guarantee from any scheduled bank for due fulfillment of contract as per the details given below:

i. Security Deposit/Performance Bank Guarantee @ 10% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO.

ii. The security deposit/PBG shall be submitted to RO, Shastri Park.

iii. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract obligations under the contract, duly adjusting any dues recoverable from the successful tenderer. Payment of Security Deposit in the form of Pay Order/Demand Draft should be made in favor of "RailTel Corporation of India Ltd" payable at New Delhi.

10. Eligibility Criteria for OEM:

- a. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on opening of bid, in India or Abroad. The certificates from the actual users will have to be submitted online.
- b. The OEM should have supplied at least 35% of the tendered quantity of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM should submit self-certificate with proper contact detail of clients along with quantities supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.

- c. The OEM should have proven facilities for Engineering, manufacture, assembly, integration and testing of **Unified Threat Management** and basic facilities with respect to space, Engineering, Personnel, Test equipment, Manufacture, Training, Repair, Service Center Supports for at least past three years in the country from where the proposed equipment are planned to be supplied. In case OEM is located outside India, it should have training repair and service center facilities in India also. The certificates/Undertaking for the same will have to be submitted offline.

(The bidder will have to submit the proof of establishment for the facility)

11. Eligibility Criteria for Bidder:

- a. The tenderer should have executed order of supply/ provision of Telecom equipment like during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following:

(A) Single order of at least 35% of tendered value.

OR

(B) Two orders of at least 20% each of tendered value.

OR

(C) Three orders of at least 15% each of tendered value.

Satisfactory Performance certificate issued by customer/s for the Purchase Orders/ Work Orders should be enclosed.

- b. Bidder should have authorization specific to this tender from respective OEM as per Annex-II.

12.SLA:

After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit of maximum 72 Hours. If the Seller fails to complete service / rectification within defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & upto max. of 100% of Unit Price of the product.

Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG) or from the running bills.

13. Long Term Maintenance Support:

Deleted.

14. Payment Conditions :-

- i. 100% payment against full supply OR Supply, Installation & Commissioning as the case may be.
 - ii. The following documents are to be submitted for payment:
 - a. Original Invoice.
 - b. Delivery Challan.
 - c. Original Consignee receipt with GRN No.
 - d. Original Inspection Certificate.
 - e. Insurance Certificate.
 - f. Warranty Certificate of OEM.
 - g. Copy of BG.
 - h. Certificate of receipt of Goods & installation thereof from RailTel.
 - i. User acceptance certificate.
15. The tenderers shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statement/documents submitted along with bid are true and factual. Standard format of the affidavit to be submitted by the bidder is enclosed as **Annexure-III. Non submission of an affidavit by the bidder shall result in summarily rejection of his/their bid.** And it shall be mandatorily incumbent upon the tenderer to identify, state and submit the supporting documents duly self attested by which they/he is qualifying the Qualifying Criteria mentioned in the Tender Document. It will not be obligatory on the part of Tender Committee to scrutinize beyond the submitted document of tenderer as far as his qualification for the tender is concerned.

The RailTel(RCIL) reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel(RCIL), make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification by the RailTel(RCIL) shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the railway thereunder.

In case of any wrong information submitted by tenderer, the contract shall be terminated. Earnest Money Deposit (EMD), Performance Guarantee (PG) and Security Deposit (SD) of contract forfeited and agency barred for doing business on RailTel(RCIL) for 5 (five) years.

16. On line Submissions:

The bidder is required to upload and submit the following documents on line before due date & time of bid. The due date & time for closing of the bid is ____ Hrs of __.__.____ and the bid will be opened at ____ Hrs of __.__.____.

- i. EMD
- ii. BOQ of offered equipment.
- iii. Clause wise compliance along with all mentioned documents/annexures for all clauses of GeM Bid and ATC documents.
- iv. Data Sheet of offered equipment.
- v. Financial (Certified copies of audited balance sheets/annual reports of last three preceding financial years) and Technical Eligibility Criteria documents.
- vi. Technical Compliance of all Specification of items as per GeM Bid and ATC documents.
- vii. Certificate from the End user against the Eligibility criteria for OEM para 10.
- viii. Proof of document required against Eligibility criteria of OEM and Bidder vide para 10 & 11 respectively.
- ix. deleted.
- x. MAF/OEM Authorizations as per Annexure-II.
- xi. **Notarized affidavit on a non-judicial stamp paper as per Annexure-III.**

Note: 1) The bidder is required to give acceptance of all the clauses mentioned in the **“Information to the Bidders”** document is mandatory. Any deviation / non-acceptance may lead to rejection of the bid.

2) Information to Bidder viz. corrigendum /addendum/ amendments etc. for this bid shall be posted on www.railtelindia.com only.

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against **GeM Bid No: ____**.

In case, If any contradiction between GeM Additional Terms & Conditions and General Terms & Conditions, RailTel Terms & Conditions will prevail.

- 17.** This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”

The bidders claiming the preference have to submit relevant documents prescribed under relevant order.

Annexure-I

| S.No | Firewall Specifications |
|------|--|
| 1 | It should support termination of 100Mbps internet leased line with all security features enabled and it should carry load of min. 200 internet users without any performance degrade of services. |
| 2 | Firewall appliance should be supplied with at least 2x10GE SFP+, 8x GE RJ45, 8x1GE SFP (8 nos. single mode 1GE SFP Transievers to be populated). In addition, it should have dedicated 1GE RJ-45 interfaces for Management and High Availability. |
| 3 | The Firewall Threat Prevention (FW + AVC + IPS+ Antivirus +Anti Malware) throughput should be at least 500 Mbps for mix / production traffic scalable to 1Gbps without any additional hardware/module |
| 4 | Firewall should support 50K new sessions per second |
| 5 | Firewall should support at least 1 million concurrent sessions |
| 6 | Firewall should support 2K site-to-site VPN tunnels & 15K Client to Site VPN tunnels |
| 7 | The Firewall solution should support dynamic NAT,PAT, NAT46, NAT64, DNS64 & DHCPv6 |
| 8 | The Firewall device should have in-built SSD based storage of at least 240 GB. |
| 9 | The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 8 Virtual Firewall licenses to be provided with the solution. |
| 10 | The physical interface shall be capable of link aggregation, otherwise known as the IEEE 802.3ad standard, allows the grouping of interfaces into a larger bandwidth 'trunk'. It also allows for high availability (HA) by automatically redirecting traffic from a failed link in a trunk to the remaining links in that trunk. |
| 11 | The proposed system should have integrated Traffic Shaping functionality. |
| 12 | The Firewall should have integrated SSL VPN solution to cater to 300 SSL VPN concurrent users. |
| 14 | The proposed system should support |
| 15 | a) IPSEC VPN |
| 16 | b) PPTP VPN |
| 17 | c) L2TP VPN |
| 18 | d) SSL VPN |
| 19 | The device support inbuilt hardware VPN acceleration |
| 20 | NGFW solution should have capability to protect against Denial of Service (DOS)/DDOS attacks. Should have flexibility to configure threshold values for each of the Anomaly. DOS and DDOS protection should be applied and attacks stopped before firewall policy look-ups. |
| 21 | NGFW should have a configurable actions like terminate a TCP session by issuing TCP Reset packets to each end of the connection, or silently drop traffic in addition to sending a alert and logging the incident |
| 22 | Firewall should have capability to monitor ISP link quality in terms of latency, jitter & packet loss. |
| 23 | Firewall should have capability of intelligent routing and failover of traffic on ISP links based on Application Visibility and link Performance SLAs. |
| 24 | Antivirus |
| 25 | The threat prevention (FW + AVC + IPS + Antivirus /Antimalware) throughput should be at least 500 Mbps on Mix / Production traffic on Day1 scalable to 1 Gbps. |
| 26 | The proposed system should be able to block, allow or monitor only using AV signatures and file blocking based on per firewall policy based or based on firewall authenticated user groups with configurable selection of the following services: |

| | |
|----|--|
| 27 | HTTP, HTTPS, SMTP, SMTPs, POP3, POP3s, IMAP, FTP etc |
| 28 | The proposed system should be able to block or allow oversized file based on configurable thresholds for each protocol type and per firewall policy. |
| 29 | The NGFW solution must have capability to bidirectionally integrate with Anti-APT solution to scan for zero day malwares from Day 1 and sharing of threat intelligence for mitigation of zero day attacks. Proposed solution should have capability of cloud sandbox from same OEM.. |
| 30 | Web Filter & Application Control |
| 31 | The proposed Firewall device should provide Web filtering inspection based on real-time URL categorization database of at least 250+ million URLs with 75+ categories. |
| 32 | Firewall should have Safe Search capability to transparently insert Safe Search parameter in request for at least Google, Bing, Yahoo etc . It should support YouTube Education Filter. |
| 33 | Web filtering should support local categories & category rating override to customize the filters. |
| 34 | The proposed system shall have the ability to detect, log and take action against network traffic based on over 3000 application signatures rules. |
| 35 | The application signatures shall be manual or automatically updated |
| 36 | The administrator shall be able to define application control list based on selectable application group and/or list and its corresponding actions |
| 37 | Data Leakage Prevention |
| 38 | The proposed system shall allow administrator to prevent sensitive data from leaving the network. Administrator shall be able to define sensitive data patterns, and data matching these patterns that will be blocked and/or logged when passing through the unit. |
| 39 | High Availability |
| 40 | The proposed system shall have built-in high availability (HA) features without extra cost/license or hardware component |
| 41 | The device shall support stateful session maintenance in the event of a fail-over to a standby unit. |
| 42 | High Availability Configurations should support Active/Active or Active/ Passive |
| 43 | The Firewall device should have internal redundant power supplies. |
| 44 | Intrusion Prevention System |
| 45 | The IPS detection methodologies shall consist of: |
| 46 | a) Signature based detection using real time updated database |
| 47 | b) Anomaly based detection that is based on thresholds |
| 48 | The IPS system shall have at least 10,000 + signatures |
| 49 | In event if IPS should cease to function, it will fail open by default and is configurable. This means that crucial network traffic will not be blocked and the Firewall will continue to operate while the problem is resolved |
| 50 | IPS solution should have capability to protect against Denial of Service (DOS)/DDOS attacks. Should have flexibility to configure threshold values for each of the Anomaly. DOS and DDOS protection should be applied and attacks stopped before firewall policy look-ups. |
| 51 | IPS signatures should have a configurable actions like terminate a TCP session by issuing TCP Reset packets to each end of the connection, or silently drop traffic in addition to sending a alert and logging the incident |
| 52 | Signatures should have a severity level defined to it so that it helps the administrator to understand and decide which signatures to enable for what traffic (e.g. for severity level: high medium low) |
| 53 | The firewall should be IPv6 Ready from Day 1. Firewall must have NAT46, NAT64, DNS64 & DHCPv6 to ensure support for IPv6. |
| 54 | The proposed firewall should have inbuilt management - HTTPS, SSH, ETC. If not bidder need to propose dedicated management solution. |

Annexure-II

**Joint General Manager/NTP
RailTel Corporation of India Ltd.**

Dated:

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Subject: Manufacturer Authorisation form (MAF) to M/s for

.....

Ref: GeM Bid No.....dated.....

Dear Sir,

We, M/s....., are established and reputed manufacturer and service provider of
.....(Product details), having our registered office at

.....

We hereby authorise M/s (bidder name), Office
..... to participate in bid and subsequently upon
award of the bid to execute the supply and Installation & Commissioning of our range of
products against your above said bid.

We further extend our warranty for years for our range of products offered by M/s
.....against the above-said bid.

Thanking you,
Best regards,

Authorised Signatory

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs.100/-. The stamp paper has to be in the name of the tenderer)**

I.....(Name and designation)** appointed as the attorney/authorized signatory of the tenderer (including its constituents),
M/s. _____ (hereinafter called the tenderer) for the purpose of the Tender documents for the work of _____
as per the tender No. _____ of (-----Railway), do hereby solemnly affirm and state on the behalf of the tenderer including its constituents as under:

1. I/We the tenderer (s), am/are signing this document after carefully reading the contents.
2. I/we the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/We hereby declare that I/We have downloaded the tender documents from electronic-tender portal. I/We have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenderers, execution of work or final payment of the contract, the master copy available with the railway Administration shall be final and binding upon me/us.
4. I/We declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. **I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted alongwith the offer and same shall be binding upon me/us.**
6. **I/We declare that the information and documents submitted alongwith the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents submitted by us.**
7. I/We undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the tender EMD besides banning of business for five year on entire IR. Further, I/we (*insert name of the tenderer*)** _____ and all my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, alongwith forfeiture of EMD/SD and Performance Guarantee besides any other action provided in the contract including banning of business for five year on entire IR.

**DEPONENT
SEAL AND SIGNATURE
OF THE TENDERER**

VERIFICATION

I/We above named tenderer do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

**DEPONENT
SEAL AND SIGNATURE
OF THE TENDERER**

Place:

Dated:

** The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by tenderer. Attestation before Magistrate/Notary Public.

Performa for Performance Bank Guarantee

PERFORMANCE BANK GURANTEE BOND

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, Delhi IT Park , Block-III, 6TH Floor, Shastri Park, New Delhi-110053 (Herein after called RailTel) having agreed to exempt (Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We, (indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

1. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
2. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (1)

..... We shall be discharged from all liability under this Guarantee thereafter.

We,.....We,
(indicate the name of Bank) Further agree with the RailTel that the RailTel 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 Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel 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 to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

(indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of 2020

for
(Indicate the name of the Bank)

Witness

1. Signature
 Name
2. Signature
 Name
