

Tender Document
for
Purchase of ICT Equipment for the offices of Department of
Elections Punjab

Key dates

Date of Issue of Bid Documents	5.10.2011 onwards (T1)
Last date for submission of bid:	12.10.2011 at 12:00 Noon
Date of Opening of Bid:	12.10.2011 at 12:30 pm

Through
Punjab State e-Governance Society (PSEGS)
Department of information Technology, Punjab
SCO 193-195, Sector 34-A, Chandigarh-160022
Tel. (0172) –2661808, 2600971, 2604395, 2646193, 2604892

Website: www.doitpunjab.gov.in

Bid No. : 1/5/2010(E)AM/PSEGS
Serial No. of Document : _____
Issued to : _____

Against request No. : _____
Dated : _____

And payment of cost of bid document for Rs. 200/- (Rupees Two Hundred Only) to be paid in demand draft (DD) or cash only.

Payment Mode: Cash / Demand Draft

Name of the bank and Address: _____

Demand Draft No. and date: _____

Bid document issued on _____

Authorized Signatory

BID SUMMARY

Bid No.	EMD (Rs.) in shape of bank Demand Draft	Bid Document Cost (Rs.) Non-refundable	Last Date & Time	
			Bid Submission	Bid Opening
1/5/2010(E)AM /PSEGS	2% of total value quoted subject to maximum of Rs. 2 lacs (alongwith commercial bid)	Rs. 200/-	12.10.2011 at 12:00 Noon	12.10.2011 at 12:30 pm

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SECTION I INVITATION FOR BIDS

Punjab State e-Governance Society (PSEGS) invites bids from the established, reputed and experienced firm or consortium of firms for the supply of ICT equipments for the offices of Department of Elections Punjab.

Bid conditions

1. Bidders are advised to study the Bid Document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
2. Sealed offers prepared in accordance with the procedures enumerated in Clause 1 of Section II should be submitted to the **Punjab State e-Governance Society (PSEGS)** not later than the date and time laid down, at the address given in the **Schedule for Invitation to Bid** under Clause 8. (Given below)
3. The Bidder must furnish Earnest Money Deposit (EMD) of 2% of total value quoted subject to maximum of Rs. 2 lacs (Rs. Two lacs) in form of demand draft from schedule bank in favour of **“Punjab State e-Governance Society”**, payable at Chandigarh, **IN THE ENVELOP CONTAINING THE COMMERCIAL BID**. Failing which the bid will be rejected.
4. This Bid document is not transferable.
5. The tenders of only those bidders, who have purchased the documents in their names, will be considered.
6. The Punjab State e-Governance Society (PSEGS) reserves the rights to reject any bid or all the bids without assigning any reasons and revising quantity, fine-tuning specifications as per requirement of Government of Punjab before opening the commercial bids.
7. The bidder will accept all conditions of the Bid Document unconditionally or depending upon the decisions of the Tender Evaluation Committee.
8. **Schedule for Invitation to Bid:**
 - a) Name of the concern by whom the bids are called on behalf of the Government of Punjab is:
Punjab State e-Governance Society (PSEGS)
Department of Information Technology,
SCO 193-195, Sector 34-A, Chandigarh
 - b) Addressee and Address at which Bids are to be submitted:
Punjab State e-Governance Society (PSEGS)
Department of Information Technology,
SCO 193-195, Sector 34-A, Chandigarh

- c) Latest time and date for submission of completed bids:
12.10.2011 at 12.00 pm
Punjab State e-Governance Society (PSEGS)
Department of Information Technology,
SCO 193-195, Sector 34-A, Chandigarh
- d) Place Time and Date of opening of Pre-qualification bids:
12.10.2011 at 12:30 pm in Conference Hall,
Punjab State e-Governance Society (PSEGS),
Department of Information Technology,
SCO 193-195, Sector 34-A, Chandigarh
- e) Technical bids of only the Pre-qualified bidders will be **opened and scrutinized on the same day (same date as 'd' above)** and if need be, on the following day(s) to be announced on the spot/ later.
- f) Commercial bids of only technically qualified bidders will be opened and scrutinized **on the same day (same date as 'd' above)** and if need be, on the following day(s) to be announced on the spot/ later.
- g) Date till which the bid is valid: **180 days from the date of opening of bids.**

Note: The Client shall not be responsible for any postal delays about non-receipt/ non-delivery of the documents. All late bids/ incomplete bids would be rejected out rightly.

SECTION II INSTRUCTIONS TO BIDDERS

(1) Introduction

1 Procedure for Submission of Bids

It is proposed to have a **Three-Cover System** for this bid.

- a) Pre-qualification documents (2 copies) in one cover.
- b) Technical Bid (2 copies) in one separate cover.
- c) Commercial Bid (2 copies) in another separate cover.

1.1 The Bidders must place their pre-qualification, technical and commercial bids in three separate envelopes, super-scribed with separate **Bid titles** as follows:

A. PRE QUALIFICATION BID

B. TECHNICAL BID

C. COMMERCIAL BID

1.2 The Bidder shall have to qualify the pre-qualification Bid.

1.3 **Pre-Qualification Bids** will be opened on the prescribed date and time.

1.4 **Technical Bids** of only those Bidders will be opened who qualify the **Pre-Qualification round** after the initial processing of pre-qualification bid. The technical specifications may be fine-tuned before calling for the revised Commercial bids.

1.5 **A minimum time of 2 days** would be allowed for the submission of the **revised Commercial Bids**, if so required, based on the fine tuned specification as in Para 1.4 or otherwise by only those Bidders who will qualify both the Pre-Qualification Bid and the Technical Bid and would be **opened immediately thereafter or on following days to be announced on the spot or later.**

1.6 Each copy of the Pre-qualification document should be covered in a separate sealed cover super-scribing the wording '**Pre-qualification document**'. Both copies should be separately marked as "**original copy**" and "**first copy**" **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording "**Pre-qualification document**".

- 1.7 Each copy of Technical Bid of the Bid should be covered in a separate sealed cover super-scribing the wording “**Technical Bid**”. Both copies should be separately marked as “**original copy**” and “**first copy**” **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording “**Technical Bid**”.
- 1.8 **Please note that commercial aspects (prices, cost, charges, EMD, etc.) should not be indicated in the Pre-qualification Bid or the Technical Bid and should be quoted only in the Commercial Bid.**
- 1.9 Each copy of Commercial Bid of the Bid should be covered in a separate sealed cover super-scribing the wording “**Commercial Bid**”. Both copies should be separately marked as “**Original copy**” and “**First copy**” **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording “**Commercial Bid**”. **Commercial Bid should only indicate prices in the prescribed format.**
- 1.10 The cover thus prepared should also indicate clearly the name and address of the Bidder to enable the Bid to be returned unopened in case it is received “**Late**”.
- 1.11 The bids received late and declared late by the Bid Evaluation committee after the last date and time for receipt of bids prescribed in the bid document or otherwise shall be rejected and/or returned unopened to the Bidder.
- 1.12 Each copy of the bid should be a complete document with Index & page numbering and should be bound as a volume. Different copies must be bound separately.

2 **Cost of Bid document**

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

- 3 The Bidder is expected to carefully examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required in the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder’s risk and may result in the rejection of the bid.

4 **Clarification regarding Bid Document**

A prospective Bidder requiring any clarification of the Bid Document may notify the Client in writing at the Client's mailing address indicated in Clause 8 of Section I. The Client will respond in writing to any request for clarification of the Bid Document, received, not later than 7 days prior to the last date for the receipt of bids prescribed by the Client. Written copies of the Client response (including an explanation of the query but without identifying the source of Inquiry will be sent to all prospective Bidders who have received the Bid Documents.

5 **Amendment of Bid Document.**

5.1 At any time upto the last date for receipt of bids, the Client, may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.

5.2 The amendment will be notified in writing or by telex or cable or e-mail to the prospective Bidders who have received the Bid Documents and will be binding on them.

5.3 In order to afford prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

(2) **Preparation of Bids**

6 **Language of Bids**

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

7 **Documents Comprising the Bids**

7.1 Conditional bids shall not be entertained.

7.2 The Bids prepared by the Bidders shall comprise of following components (Bid documents are to be submitted in the order of **pre-qualification** clauses along index page no., otherwise bid will be disqualified):

- a) Bid Proposal sheet duly filled in, signed and complete in all respects.
(Performa –I)

- b) Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa –II)
- c) The Bidder should have a fully functional office in tri-city of Chandigarh/ Mohali/ Panchkula.
- d) The Bidder must have valid PAN issued by Income Tax Authorities, India.
- e) The Bidder must have valid State Sales Tax and CST Number. If no, the Bidder will give undertaking that the Sales Tax Number shall be submitted to the client before any contract is awarded to the bidder.
- f) **Company Financial Status:** The Bidder must submit proof of its average annual turnover and that of the Principal/ OEM Company as per following prescribed criteria. A bidder can apply for all or any of the category of items given in the table below.

Category of Items	Bidder's own average annual turnover in last 2 years ending 31 st March of the last year	Average Annual Turnover of the Principal / OEM Company during last 2 years ending 31 st March of the last year
Computing Products & System Software e.g. Servers & Computers, OS, RDBMS, printer , scanner, networking 7 networking component , UPS etc	Rs. 5.00 crores	Rs.100 crores

- g) For computing products and other ICT equipment:
 - i. The Bidder must be either Principal/ OEM company itself or Authorized Dealer/ Distributor and also Authorized Service Provider of the Principal/ OEM company whose products the bidder would be supplying. Bidder should submit valid authorization certificate from Principal/ OEM company in this regard.
 - ii. The Bidder must have supplied similar items of value Rs. 25 lac and more, in last 3 years at minimum 5 locations in each project.
 - iii. The Bidder must have minimum 4 no. of onsite engineers placed across the State.
- h) The Hardware products should comply with Microsoft Windows Certification and ISO 9001:2000, ISO 14001 certified etc, wherever applicable.
- i) The list along with satisfactory performance from the Clients of the various Departments/ Institutions to whom IT related products have been supplied for the last 3 years.
- j) Documents regarding the profile of the company, address and contacting person of the Principals', Chandigarh Office or Office nearest to Chandigarh, list of addresses of the Offices/ Distributors/ authorized dealers/ service centers in Chandigarh and Punjab.
- k) Complete detail of Resources in Chandigarh/ Punjab in terms of Infrastructure and Technical –manpower (with CV) be attached.

Technical Bid shall consist of the following: -

- (a) Technical Deviations, if any, from the terms and conditions and specifications as specified in the Bidding Documents (Performa-III). Failing which, it would be assumed that there are no technical deviations and the full responsibility lies on the Bidder.
- (b) Technical Brochures of the product quoted and also current certifications asked for in the detailed technical specifications should also be enclosed.
- (c) The Technical specifications may be fine-tuned on the basis of discussions with various Bidders during Technical Bid evaluation process. The revised commercial bids, if required, would then be called on the basis of fine tuned specifications.

Commercial Bid consisting of the following: -

- (a) The Bidder must furnish Earnest Money Deposit (EMD) of 2% of the total value of items quoted by the bidder subject to maximum EMD of Rs. 2,00,000/- (Rupees Two lac only) which shall be in the form of Demand Draft drawn on any scheduled bank in favour of "**Punjab State e-Governance Society**" payable at Chandigarh, failing which the bid will be rejected. This earnest money is to be submitted along with the commercial bid documents.
- (b) Bid prices for the fine-tuned Technical Specifications duly filled, signed and complete as per the Price Schedule on the prescribed Quotation Performa (Performa-IV).
- (c) **Price Schedule:** The bidder is required to submit unit rates.
 - The prices will be valid for a period of six months from the date of issue of work order.
 - Punjab State e-Governance Society (PSEGS) may issue order(s) for any quantity as per its requirements within six months and the bidder shall be required to supply and install the requisite units at the specified locations.
- (d) Commercial Deviations, if any, from the terms and conditions and specifications as specified in the Bidding Documents (Performa-V).

SECTION – III
TERMS AND CONDITIONS OF THE BID

- 1.1 The client reserves the right to carry out the capability assessment of the Bidders and the client's decision shall be final in this regard.
- 1.2 The individual signing the bid or other document, in connection with the bid must certify as to whether he or she has signed as:
 - a). A "Sole proprietor" of the firm or constituted attorney of such sole proprietor.
 - b). A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, all the partners should sign the bid.
 - c). Constituted attorney of the firm, if it is a company
 - d). Lead partner of the consortium.
- 1.3 The bidder shall not sub-contract any part of the contract without written permission of the client.

2 STANDARDS:

The Goods supplied under this contract shall conform to the standard mentioned in the Fine tuned Technical Specifications, and when no applicable standards are mentioned, to the authoritative standards. Such Standard shall be the latest issued by the concerned institution governing that standard.

3 SUPPLY AND INSTALLATION PERIOD :

- 3.1 The successful bidder selected through this tender for supply of items mentioned in the Section IV would Supply and Install the items within a period of two weeks for items at Sr. No 1, 2, 5, 6, 9 and for other items at Sr No at 3, 4, 7, 8 the installation & delivery period is 6 to 8 weeks for CEO office.
Similarly for item at Sr. No 4, 5, 6, 7 the delivery & installation period is two weeks and other items at Sr. No 1, 2, 3, 8, 9, 10 the delivery & installation periods is 6 to 8 weeks for DC-cum-DEO at Pathankot & Fazilka.
- 3.2 The delivery period should be adhered to as will be mentioned in the Award of Contract/ purchase order. The supply shall actually be deemed to have been complete on the actual date of entire installation of all components/ items.
- 3.3 As regards delivery, the vendor would submit proper documents/ certificate from the person responsible of respective office towards receipt of items, their installation, inspection of items in compliance to the specifications as ordered, successful commissioning of items and duly certifying that the items have been take in their office stock (with serial number and date of entry). All such documents/ certificates should be legibly signed, stamped and dated by person responsible. List of such persons is as given in **Annexure-1**.

4 **DELAY IN THE BIDDER'S PERFORMANCE & PENALTY:**

- 4.1 The bidder shall submit a performance Bank Guarantee of 10% of the total value of award of contract/ purchase order in the prescribed Performa within 15 days of the signing of the contract/ issue of purchase order. The Bank Guarantee should be valid for warranty period. In case of split of order to two or more companies, the client has the discretion to decide the performance Bank Guarantee amount at that stage.
- 4.2 An unexcused delay by the vendor in the performance of its installation obligations shall render him liable to any or all of the following penalties:-
 - 4.2.1 In the event of delay in the supply and installation within a stipulated period, penalty @ 0.5% of total order value per week or part thereof for the delay in that location subject to a maximum of 5% of the total contract value, after which PSEGS shall be at liberty to cancel the contract. For the purpose of this clause, part of a week shall be considered to be a full week.
 - 4.2.2 Forfeiture of earnest money/ Security.
- 4.3 Hiding of facts, misrepresentation, corrupt practices by the Bidder if revealed at any stage, would amount to forfeiture of EMD and subsequently the firm may also be blacklisted.

5 **Standard of performance**

Vendor shall carry out the supply order and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. Vendor shall also adhere to professional implementation and support services during the execution of the project. The client may carry out benchmarking of sample equipments to be provided by the Vendor before and / or immediately after the delivery of equipment.

It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods wherever applicable. Vendor shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the clients legitimate interests in any dealings with the third party.

6 **Use of contract documents and information**

- 6.1 Vendor shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 6.2 Vendor shall not without the purchaser's prior written consent, make use of any document or information.
- 6.3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the vendor's performance under the contract if so required by the client.

7 SCHEDULE OF PAYMENT:

- 7.1 Payment shall be made by the Purchaser only after completion of delivery, installation, commissioning and acceptance of the tasks allotted to the vendor, to the entire satisfaction of the client/ purchaser or any other agency nominated by the client.
- 7.2 The purchaser shall make payments as per the following for the supply of Hardware, Software, Networking, Communication & Other IT products:
 - 7.2.1 90% of the cost of the Hardware, Networking, Communication & Other IT products will be released after its successful supply and delivery in working condition and vendor furnishing written documents depicting successful delivery, complete installation, commissioning and stock entry of items by the competent authority at the designated location.
 - 7.2.2 Balance 10% will be released against the Bank guaranty of equal amount furnished by the vendor valid for the Warranty period.

8 WARRANTY PERIOD:

- 8.1 For hardware, Peripherals, networking/communication and UPS (including batteries), the vendor will be responsible for comprehensive maintenance free of charge during the warranty period of minimum three years or more after the acceptance of installation & testing of these products/ services.
- 8.2 In case of default, purchaser will have the right to arrange such task of maintenance/ loading/ configuring at the risk and cost of the vendor, from any other source and shall raise bills to the vendor. The vendor shall clear such bills within 7 days.
- 8.3 The vendor will also maintain the Equipment/ Application for efficient running at all times during its warranty period. However, average uptime during a quarter should not be less than as specified below, unless a better standard is prescribed for a specific application:-

ICT Equipment	Uptime
Hardware and peripherals <ul style="list-style-type: none">• Server• Desktop• Laptop• Printer	99% 95% 97% 95%
UPS	98%
Networking Equipment	98%

- 8.4 The response time for attending the faults will be six hours after reporting complaint to the vendor through any communication mode. The vendor will rectify the faults within reasonable time (preferably within 36 hours) failing which the vendor will arrange temporary replacements in next 24 clock hours. The services shall be provided Monday to Sunday during working hours of the department.
- 8.5 The vendor will do preventive maintenance once a quarter for upkeep of the products. This schedule will have to be adhered to strictly by him. Preventive

Maintenance should generally be done on non-working days/ beyond general shift hours.

- 8.6 The comprehensive maintenance will include everything including hard disk, motherboard and other components except the consumables.
- 8.7 After warranty period, client if so desires may pay post warranty AMC charges @ not more than 6% per annum of the Purchase Order value payable on quarterly basis. These charges shall not be increased by the vendor for a further period of 3 years. In such case, the vendor supplying such items shall be bound to provide such AMC.
- 8.8 Decision of the client on the facilities to be provided to the engineers of the vendor shall be final.
- 8.9 Client shall move the equipment from one location to another with the help of the vendor to the extent possible.
- 8.10 All these terms and conditions will be applicable to the vendor during Warranty and Post Warranty period.
- 8.11 The vendor will do preventive maintenance (PM) once in three months for systems running. The PM may generally be done on Non-working days/ Beyond General Shift Hours with the prior permission of the person or officer concerned.
- 8.12 In case the vendor fails to maintain the said uptime, the vendor will be liable for penalty @ 1% of the cost of the total equipment that is rendered unusable per percent of deficiency. Even if a peripheral or part of the system is not working, the system will be considered as down.
- 8.13 In case of default, the client will have the right to arrange maintenance at the risk and cost of the vendor, from any other source and shall adjust the charges from the payment due to the vendor. Client's decision shall be final in this regard and will be binding on the vendor.

9 PRICE FALL:

- 9.1 The prices charged for the items supplied under the contract by the bidder shall in no event exceed the lowest price at which vendor sells the items or offers to sell such items of identical description to the Department of the Central or State Government or any Statutory undertaking of the central or State Government, as the case may be, before the supply of such items.
- 9.2 If, at any time during the said period the bidder reduces the sale price, sells, or offers to sell such items to any person/organization including the purchaser or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the bidder shall forthwith notify such reduction, or sale or offer to sell to the purchaser and the price payable under the contract for the supply of items after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

10 TAXES AND DUTIES:

The vendor shall be entirely responsible for all taxes, levies, cess, octroi, duties, license fees, etc. incurred until delivery of the contracted items to the purchaser. The client will

issue no C or D forms.

11 LIQUIDATED DAMAGES:

In the event of the failure of the vendor to secure acceptance of the products by the purchaser within 90 days after delivery/ installation, the purchaser reserves the option to recover from the vendor as liquidated damages and not by way of penalty for the period after the said 90 days, until acceptance a sum equivalent to 2% (two percent) of the contract value for each month of the failure of vendor up to a maximum deduction of 10%, to secure acceptance or part thereof without prejudice to the purchaser's other remedies under the contract. For the purpose of this clause, part of a week shall be considered to be a full week

12 Suspension:

The purchaser may by a written notice of suspension to the vendor, suspend all payments to the vendor under this tender, if the vendor failed to perform any of its obligations provided that such notice of suspension:

12.1 Shall specify the nature of the failure.

12.2 Shall request the vendor to remedy such failure within a specified period from the date of receipt of such notice of suspension by the bidder.

13 Termination for default:

The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor, terminate the contract in whole or in part if:

13.1 The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.

13.2 The vendor fails to performs any other obligation(s) under the contract.

13.3 The vendor shall be given maximum of two opportunities of 30 days each to improve his service level and meet the obligations as per the contract.

14 Termination for insolvency:

The client may at any time terminate the contract by giving written notice to the vendor without compensation to the vendor, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

15 "No claim" Certificate:

The vendor shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the vendor after he shall have signed a "no claim" certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

16 Documents prepared by the vendor to be the Property of the Client

All plans, drawings, specifications, designs and other documents prepared by the bidder in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the vendor shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

17 **Confidentiality:**

The vendor and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the client.

18 **Force Majeure:**

18.1 Notwithstanding the provisions of the bid, the vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance are other failure to perform its obligations under the contract is the result of an event of Force Majeure.

18.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

18.3 If a Force Majeure situation arises, the vendor shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the vendor, if as a result of Force Majeure, the vendor being unable to perform a material portion of the services for a period of more than 60 days.

19 **Governing Language:**

The contract shall be written in the language of the bid, as specified by the client, in the instructions to the bids. Subject to clause 6 of Section 2, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in that same language.

20 **OTHER CONDITIONS:**

20.1 Risk purchase at the cost of vendor will be made on the failure of the vendor to make supply as per Terms and Conditions. The difference of excess in cost thus incurred will be received from the vendor in a suitable manner and even from his pending bills, earnest money or security whichever is available.

20.2 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator(s) as per the provisions of the arbitration Act. Such arbitration shall be held at Chandigarh.

20.3 In all matters and disputes arising there under, the appropriate Courts at Chandigarh alone shall have jurisdiction to entertain and try them.

Section IV
DETAILED TECHNICAL SPECIFICATIONS

Punjab State e-Governance Society (PSEGS) invites bids from the established, reputed and experienced firm or consortium of firms for the supply of following IT items as per the following details:

For CEO Office

S	Item Description	Quantity	Location
1.	UPS 10 KVA UPS with 2hr battery backup, Covered Battery Rack VAH: 32000, Inbuilt Isolation transformer. Power factor 0.9, Three Phase input. With one year onsite warranty	2	O/o CEO, Sector 17, Chd.
2.	Desktop Computer Minimum configuration as mentioned below or higher Intel Core i5-650, 3.2 GHz , 4 Mb L3 Cache, Intel Q 57 on OEM Motherboard, Integrated Graphics, 4 PCI/PCI Express, 4 GB 1066 MHz DDR3 RAM expandable upto 8 GB, 320 GB 7200 rpm SATA HDD, 18.5 TFT Digital Colour Monitor TCO-05 certified, 104 Keys Keyboard, Optical Mouse, 4 bays, 6 USB Ports (with at least 2 in front), audio ports for microphone and head phone in front, 8x DVD RW Drive, Gigabit LAN /10/100/1000 on board integrated network port with remote booting facility remote system initialization, remote wakeup, out of band management using any standard management software., Windows -7 Professional preloaded with media and documentation and certification of authenticity, Windows 7 OS and Linux certification, Antivirus minimum 60 days license, and FCC Certified, Energy Star 5.0 certified, 3 years onsite warranty.	14	O/o CEO, Sector 17, Chd.
3	Router To Connect two Lease Lines (One Internet Lease Line and One Data Lease Line) of 10 Mbps each with two year warranty	1	O/o CEO, Sector 17, Chd.
4.	UTM (Unified threat Management) Support Entire network of CEO Office (Unified threat Management Appliance Specifications is enclosed herewith as Annexure-2 With two year onsite warranty, subscription & updates	1	O/o CEO, Sector 17, Chd.
5	Structured Networking I/Os for Computer Room and in the rooms of the Officers on 1 st , 2 nd and 3 rd Floor	30 I/O CAT-6 Compliance one 12 U Rack	O/o CEO, Sector 17, Chd.

S	Item Description	Quantity	Location
	Structured Networking I/Os for Call Center Room	16 I/O CAT-6 Compliance, 12 U Rack and 24 Port Switch	O/o CEO, Sector 17, Chd.
	Structured Networking I/Os for Conference Room	24 I/O CAT-6 Compliance 12 U Rack and 24 Port Switch	O/o CEO, Sector 17, Chd.
6	Laser Printer Heavy Duty Printer with dual printing, min 50 PPM speed, Network Ready and original printer Stand with three year onsite warranty	One	O/o CEO, Sector 17, Chd.
7.	Adobe Acrobat Suite 64 Bit Latest Version compatible with Windows 7 64 Bit and the new P-IV machines to be supplied	One media kit with 8 License	O/o CEO, Sector 17, Chd.
8.	MS Office Professional Latest Version and should be compatible with the Operating System of P-IV machine as mentioned above	Two Media + 14 License	O/o CEO, Sector 17, Chd.
9	Anti Virus Latest version Server & Nodes (Total Protection) with minimum one year subscription and updates	One media Kit and 14 User license one for each Node as mentioned in item No. 2 above	O/o CEO, Sector 17, Chd.

Note

- Networking components i.e. item No at Sr No 5 will have one year warranty.
- Supply and Install the items within a period of two weeks for items at Sr. No 1, 2, 5, 6, 9 and for other items at Sr No at 3, 4, 7, 8 the delivery & installation periods is 6 to 8 weeks for CEO office.

For DC-cum-District Election Officer at Pathankot & Fazilka:

S N O	Minimum Specifications	Quantity	Location
1.	<p>Server</p> <ul style="list-style-type: none"> - Intel Xeon E5640, 2.66 GHz or higher (4 Core or higher) with dual CPU - 8 MB L3 Cache or higher - 64 GB ECC DDR3 RAM - 2x300GB Hot Swap Hard Disks, RAID 0, 1 - Should have 8 or higher HS HDD bays - Hot plug redundant power supply, - on board dual Gigabit Ethernet Card - Hot Swap and redundant power supply - Should have enough cooling fans to cool to entire server in full configuration - Pre-failure Alerts for processors, memory, power supplies, fans, HDD - Minimum 6 PCI slots. All cards should be on 64 bit PCI-X/PCI-e slots - 18.5" TFT, PCI latest version Slots - DVD ROM Drive - Removable Disk Backup Drive 500 GB <p>With three year onsite warranty</p>	One for each district	(i.e. Pathankot, Fazilka)
2.	<p>Server Operating System</p> <p>a) Window Server Enterprise Edition 2008 R2 32-bit OLP (one media kit, two license)</p>	One for each District	(For Pathankot, Fazilka)
	b) Window Server 2008 CAL	Ten for each District	(For Pathankot, Fazilka)
3.	<p>SQL Server 2008</p> <p>SQL Server 2008 Standard Edition</p>	One media Kit with 5 CAL for each district	(For Pathankot, Fazilka)
4.	<p>Desktop</p> <p>Minimum configuration as mentioned below or higher</p> <p>Intel Core i5-650, 3.2 GHz , 4 Mb L3 Cache, Intel Q 57 on OEM Motherboard, Integrated Graphics, 4 PCI/PCI Express, 4 GB 1066 MHz DDR3 RAM expandable upto 8 GB, 320 GB 7200 rpm SATA HDD, 18.5 TFT Digital Colour Monitor TCO-05 certified, 104 Keys Keyboard, Optical Mouse, 4 bays, 6 USB Ports (with at least 2 in front), audio ports for microphone and head phone in front, 8x DVD RW Drive, Gigabit LAN /10/100/1000 on board integrated network port with remote booting facility remote system initialization, remote wakeup, out of band management using any standard management software., windows -7 professional preloaded with media and</p>	3 Nos. for each District	(i.e. Pathankot, Fazilka)

	documentation and certification of authenticity, Windows 7 OS and Linux certification, Antivirus minimum 60 days license, and FCC Certified, Energy Star 5.0 certified, 3 years onsite warranty.		
5	UPS 5 KVA Online UPS with 2hr battery backup. Inbuilt isolation transformer, VAH 16000. with one year onsite warranty	One for each district	(For Pathankot, Fazilka)
6	Laser Printer One Heavy Duty with dual printing, Min. 30-40 PPM speed, Network Ready with three year onsite warranty	One for each district	(For Pathankot, Fazilka)
	One medium range network ready printer with three year onsite warranty	One for each district	(for Pathankot, Fazilka)
7	Scanner For scanning A4 and Legal Page with three year onsite warranty	One for each district	(For Pathankot, Fazilka)
8	Anti Virus Latest Version Anti Virus (Total Protection) for Server & Nodes with minimum one year subscription and updates	One media Kit and 5 User license for each district	(For Pathankot, Fazilka)
9	MS Office Suite Standard latest version Latest Version and should be compatible with the Operating System of P-IV machine as mentioned above in item no. 4	One Media + 3 License for each district	(For Pathankot, Fazilka)
10	Adobe Acrobat Suite Latest Version and Should be compatible with the Operating System of P-IV machine as mentioned above in item no. 4	One Media + 3 License for each district	(For Pathankot, Fazilka)

Note

- The client reserves the right to vary the quantity of the equipment at the time of awarding the contract.
- Supply and Install the items within a period of two weeks for items at Sr. No 4, 5, 6, 7 and for other items at Sr. No 1, 2, 3, 8, 9, 10 the delivery & installation periods is 6 to 8 weeks for DC-cum-DEO at Pathankot & Fazilka.

3.0 EARNEST MONEY

We have enclosed the required earnest money in the form of Bank Draft in the Commercial bid envelope. It is liable to be forfeited in accordance with the provisions of bid document.

4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine tuned Technical specifications and other bid document except the deviations as mentioned in the Technical deviation Performa (Performa-III) Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Performa, shall not be given effect to.

5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your bid document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7.0 CONTRACT PERFORMANCE SECURITY

- 7.1 We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of bid document.
- 7.2 We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.
- 7.3 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
- 7.4 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,
(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal

Performa -II
PARTICULARS OF BIDDER

BIDDER'S PARTICULARS FOR BID NO. _____

1. Name of the Bidder _____

2. Address of the Bidder _____

4. Year of Establishment _____

5. Annual turnover of the firm for the _____
last 2 successive years.

6. Name of the Dept./Institution where _____
the supply of items has _____
already been done _____

9. Service facilities available for maintenance _____

11. Bidder's proposal number & date _____

12. Name & address of the officer _____
to whom all references shall _____
be made regarding this bid _____

Telephone

Fax No.

As of the this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness:

Signature _____
Name _____
Designation _____
Address _____

Signature _____
Name _____
Designation _____
Address _____

Company _____
Date _____

Company _____
Date _____

Company Seal

(With name & designation of the person signing the bid)

**PRE-QUALIFICATION CHECKLIST & ORDER IN WHICH DOCUMENTS ARE
SUBMITTED**

Name of bidder: _____

S. No.	Condition / Item	Yes/ No/ Not Applicable	Ref. pages of pre-qualification bid
1.	Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa -I)		
2.	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa -II)		
3.	Company Financial Status: Requirements as per clause 7.2 (f) of section II		
4.	Required documents for complying clause 7.2 (g) (i) of section II		
5.	Required documents for complying clause 7.2 (g) (ii) of section II		
6.	Required documents for complying clause 7.2 (g) (iii) of section II		
7.	Compliance of Hardware products with Microsoft Windows Certification and ISO 9001:2000, ISO 14001 certified etc, wherever applicable		
8.	The list along with satisfactory performance from the Clients of the various Departments/ Institutions to whom IT related products have been supplied for the last 3 years.		
9.	Complete detail of Resources in Chandigarh/ Punjab in terms of Infrastructure and Technical -manpower (with CV) be attached		
10.	The Bidder should have a fully functional office in tri-city of Chandigarh/ Mohali/ Panchkula		
11.	The Bidder must have valid PAN issued by Income Tax Authorities, India.		
12.	The Bidder must have valid State Sales Tax and CST Number. If no, the Bidder will give undertaking that the Sales Tax Number shall be submitted to the client before any contract is awarded to the bidder.		

Performa-III
TECHNICAL DEVIATIONS

Subject: Supply of IT Equipment for the offices of Department of Elections Punjab.

Dear Sir,

Following are the Technical deviations & variations from the exceptions to the specifications for providing items for the offices of Department of Elections Punjab. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

Sr. No.	Clause No.	Page No.	Statement of deviations and variations
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Date

Signature

Name

Place

Seal

Performa-IV
PRICE SCHEDULE (In Rs.)

1 Department of Election Punjab under Election project for its CEO offices Chandigarh

Sr. No.	Item Description	Qty.	Unit price (In Rs. Including all taxes)	Total price (*) (In Rs. Including all taxes)
1.	UPS 10 KVA UPS with 2hr battery backup, Covered Battery Rack	2		
2.	Desktop Computer	14		
3	Router	1		
4.	UTM (Unified threat Management) Detail specification Annexure 2	1		
5.	Structured Networking			
	Switch 24 port (1G)	2		
	12 U rack	3		
	I/O CAT-6 Compliance	70		
	CAT-6 Cable Per roll			
	Conduit pipe (Per meter)			
	Installation & Labor Charges			
6.	Laser Printer Heavy Duty Printer with dual printing, min 50 PPM speed, Network Ready and original printer Stand	One		
7.	Adobe Acrobat Suite 64 Bit Latest Version compatible with Windows 7 64 Bit and the new P-IV machines to be supplied(One media kit with 8 License)	One media kit with 8 License		

8.	MS Office Professional Latest Version	Two Media + 14 License		
9.	Anti Virus Latest version Server & Nodes (Total Protection) one for each Node as mentioned in item No. 2 above (One media Kit and 14 User license)	One media Kit and 14 User license		
			Grand total	(A)

Note 1: Item No 5 will allocated to single vendor and lowest total rate of item no 5.

Note 2: To be evaluated on grand total (A)

2. For DC-cum-District Election Officer at Pathankot & Fazilka:

Sr. No.	Item Description	Qty.	Unit price (In Rs. Including all taxes)	Total price (*) (In Rs. Including all taxes)
1.	Server Intel Xeon E5640, 2.66 GHz or higher (4 Core or higher) with dual CPU	One for each district (i.e. Pathankot, Fazilka)		
2.	Window Server Enterprise Edition 2008 R2 32-bit OLP (one media kit, two license)	One for each District		
	Window Server 2008 CAL Ten for each District	Ten for each District		
3.	SQL Server 2008 SQL Server 2008 Standard Edition	One media Kit with 5 CAL for each district		
4.	Desktop Computer	3 Nos. for each District (i.e. Pathankot, Fazilka)		
5.	UPS 5 KVA Online UPS with	One for each district		

	2hr battery backup			
6.	Laser Printer One Heavy Duty with dual printing, Min. 30-40 PPM speed, Network Ready	One for each district		
	Laser Printer One medium range network ready printer	One for each district		
7.	Scanner For scanning A4 and Legal Page	One for each district		
8.	Anti Virus Latest Version Anti Virus (Total Protection) for Server & Nodes	One media Kit and 5 User license for each district		
9.	MS Office Suite Standard latest version Latest Version and should be compatible with the Operating System of P-IV machine as mentioned above in item no. 4	One Media + 3 License for each district		
10.	Adobe Acrobat Suite Latest Version and should be compatible with the Operating System of P-IV machine as mentioned above in item no. 4	One Media + 3 License for each district		
			Grand total	(B)

Note 3: To be evaluated on grand total (B)

(Signature)/Seal

Performa-V
COMMERCIAL DEVIATIONS

Subject: Supply of IT Equipment for the offices of Department of Elections Punjab.

Dear Sir,

Following are the Commercial deviations & variations from the exceptions to the specifications of providing items for the offices of Department of Elections Punjab. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

Sr. No.	Clause No.	Page No.	Statement of deviations and variations
----------------	-------------------	-----------------	---

Date

Signature

Name

Place

Seal

Annexure – 1

Sr. No.	Office/ Branch/ Wing/ Location	Name, Address & contact number of Election Office Staff who would receive and take stock of the items
1.	O/o CEO, Punjab SCO 29 Sector 17, Chandigarh	Puminder Singh 9855071162
2.	O/o DEO Office, Fazilka, Punjab	
3.	O/o DEO Office, Pathankot, Punjab	

Unified Threat Management Appliance specifications

<u>General Specification</u>	
1.1	Product or OEM should be ISO 9001-2000 Certified
1.2	OEM should have regional presence for sales & support
1.3	Proposed appliance should support inbuilt hdd for storage of Logs & reports.
1.4	Proposed solution should comply FCC and CE norms
1.5	The proposed solution should match following criteria.
	a. Hardware platform must be 64 bit
	b. Must be based on Multi core Parallel Processing Architecture
	c. 6 number of 10/100/1000 interface with Hardware Bypass
	d. 10,000 number of new connection
	e. 400000 number of concurrent connection
	f. 1 Gbps TCP Firewall throughput, 1.25 Gbps UDP throughput
	g. 300Mbps IPS throughput
	h. 160Mbps UTM throughput
	i. 200Mbps Antivirus throughput
1.6	The proposed solution should have unrestricted user/node license.
1.7	The proposed solution must work as standalone HTTP proxy server with integrated Firewall, Anti Virus, Anti Spam, Content filtering, IPS.
1.8	The proposed solution must support User based policy configuration for security & internet management.
1.9	The proposed solution should provide on appliance reports based on user not only on the base of IP address.
<u>Administration, Authentication & General Configuration</u>	
2.1	The proposed solution should support administration via secured communication over HTTPS, SSH and from Console.
2.2	The proposed solution should be able to export and import configuration backup including user objects
2.3	The proposed solution should support Route (Layer 3)/transparent mode (Layer 2).
2.4	The proposed solution should support integration with Windows NTLM, Active Directory, LDAP, Radius or Local Database for user authentication.
2.5	The proposed solution must support automatic transparent Single Sign on (ASSO) for user authentication. SSO must be proxy independent and support all applications for authentication.
2.6	The proposed solution should support Dynamic DNS configuration.
2.7	The proposed solution should provide bandwidth utilization graph on daily, weekly, monthly or yearly for total or individual ISP link.
2.8	The proposed solution should provide real time data transfer / bandwidth utilization done by individual user/ip/application.
2.9	The proposed solution should support Parent Proxy with IP/FQDN support.
2.10	The proposed solution should support NTP.

2.11	The proposed solution should support user/ip/mac binding functionality to map username with IP address & MAC address for security reason.
2.12	The proposed solution should have multi lingual support for Web admin console.
2.13	The proposed solution should support Version roll back functionality.
2.14	The proposed solution should support session time out & Idle time out facility to forcefully logout the users.
2.15	The proposed solution should support ACL based user creation for administration purpose.
2.16	The proposed solution should support LAN bypass facility in case appliance is configured in Transparent mode.
2.17	The proposed solution should support inbuilt PPPOE client and should be capable to automatically update all required configuration whenever PPPOE get changed.
2.18	The proposed solution should support SNMP v1, v2c & v3.
2.19	The proposed solution must be firmware based instead of normal software with capability to keep three firmware instant roll back.
2.20	The proposed solution must provide flexible, granular role-based GUI administration.
2.21	The proposed solution must provide support of multiple authentication servers for each module (Firewall, Different type of VPN)
2.22	The proposed solution must support of Thin Client (Microsoft TSE, Citrix) authentication and must be able to differentiate users coming from same IP address.
<u>Multiple ISP load balancing and Failover</u>	
3.1	The proposed solution should support load balancing & failover for more than 2 ISP.
3.2	The proposed solution should support explicit routing based on Source, Destination, Username, Application.
3.3	The proposed solution should support weighted round robin algorithm for Load balancing.
3.4	The proposed solution should provide option to create failover condition on ICMP, TCP or UDP protocol to detect failed ISP connection.
3.5	The proposed solution should send alert email to admin on change of gateway status.
3.6	The proposed solution should have Active/Active (Round Robin) and Active/Passive gateway load balancing and failover support.
<u>High Availability</u>	
4.1	The proposed solution should support High Availability Active/Passive or Active/Active
4.2	The proposed solution should be ICSA certified High Availability solution.
4.3	The proposed solution should send notification to admin on change of appliance status in High Availability.
4.4	The HA traffic between two peers must be encrypted.
4.5	The proposed solution should support Link, device & Session failure.
4.6	The proposed solution should support automatic & manual synchronization between appliances in cluster.
<u>Firewall</u>	
5.1	The proposed solution should be standalone appliance with hardened OS.
5.2	The proposed solution should be ICSA & Web coast checkmark certified firewall.
5.3	The proposed solution should support stateful inspection with user based one-to-one & dynamic NAT, PAT.

5.4	The proposed solution must support user identity as matching criteria along with Source/Destination IP/Subnet/group, destination Port in firewall rule.
5.5	The proposed solution should facilitate to apply unified threat policy like AV/AS, IPS, Content filtering, Bandwidth policy & policy based routing decision on firewall rule for ease of use, also unified threat controls must be applied on inter zone traffic.
5.6	The proposed solution should support user defined multi zone security architecture.
5.7	The proposed solution should have predefine application based on port/Signature & also support creation of custom application based on port/protocol number.
5.8	The proposed solution should support in bound NAT load balancing.
5.9	The proposed solution should support 802.1q VLAN tagging support.
5.10	The proposed solution should support dynamic routing like RIP1, RIP2, OSPF, BGP4.
5.11	The proposed solution should support Cisco compliance command line interface for Static/Dynamic routing.
5.12	The proposed system should provide alert message on Dash Board whenever default password is not changed, non secure access is allowed & module subscription is expiring.
5.13	The proposed system must provide Mac Address (Physical Address) based firewall rule to provide OSI Layer 2 to Layer 7 security
5.14	The proposed solution must support IPv6 as per www.ipv6ready.org guidelines
5.15	The proposed solution must support 3G UMTS, GSM, GPRS modem via USB interface for VPN and Gateway Failover - Load Balancing.
<u>Intrusion Prevention System</u>	
6.1	The proposed solution should be webcoast checkmark certified.
6.2	The proposed solution should have signature based and protocol anomaly based Intrusion prevention system.
6.3	The proposed solution should have 3500+ signature database.
6.4	The proposed solution must support creation of custom IPS signature.
6.5	The proposed solution must support creation of multiple IPS policy for different zone instead of blanket policy at interface level.
6.6	The proposed solution must support configuration option to disable/enable category/signature to reduce the packet latency.
6.7	The proposed solution should give username along with IP in IPS alerts and reports.
6.8	The proposed solution should automatically takes update from update server.
6.9	The proposed solution must support blocking of anonymous open HTTP Proxy running on 80 port or any other port & also should support client based open proxy like Ultra surf. .
6.10	The proposed solution should able to detect & block known P2P based instant messaging application like skype & known chat application like WLM, Rediffbol etc.
6.11	The propopsed solution should generate the alerts for attacks
6.12	The proposed solution should generate historical reports based on top alerts, top attackers, severity wise, top victims, protocol wise.
<u>Gateway Anti Virus</u>	
7.1	The proposed solution should have an integrated Anti Virus solution.
7.2	The proposed solution should have webcoast checkmark certification for Anti virus/Anti Spyware.

7.3	The proposed solution must work as SMTP proxy not as MTA or relay server.
7.4	The proposed solution should support scanning for SMTP, POP3, IMAP, FTP, HTTP, HTTPS, FTP over HTTP protocols.
7.5	The basic virus signature database of proposed solution should comprise complete wild list signatures and variants as well as malware like Phishing, spyware.
7.6	The proposed solution should have facility to add signature/disclaimer in mails.
7.7	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area.
7.8	The proposed solution should support blocking of dynamic/executable files based on file extension.
7.9	For SMTP traffic, the proposed solution should support following actions for infected, suspicious or protected attachments mails.
	a. Drop mail
	b. Deliver the mail without attachment
	c. Deliver original mail
	d. Notify the administrator
7.10	The proposed solution should support multiple anti virus policy for sender/recipient email address or address group for notification setting, quarantine setting & file extension setting instead of single blanket policy
7.11	The proposed solution should update the signature database at a frequency of less than one hour & it should also support manual update.
7.12	For POP3 & IMAP traffic, the proposed system should strip the virus infected attachment & send notification to recipient & Admin.
7.13	The proposed solution should scan http traffic based on username, source/destination IP address or URL based regular expression.
7.14	The proposed solution should provide option to bypass scanning for specific HTTP traffic.
7.15	The proposed solution should support real mode & batch mode for HTTP virus scanning.
7.16	The proposed solution should provide historical reports based on username, IP address, Sender, Recipient & Virus Names.
7.17	The proposed solution should have virus detection rate above 98%. Submit the required document.
<u>Gateway Anti Spam</u>	
8.1	The proposed solution should have an integrated Anti Spam solution.
8.2	The proposed solution should have webcoast checkmark certification for Anti Spam.
8.3	The proposed solution should have configurable policy options to select what traffic to scan for spam.
8.4	The proposed solution should support spam scanning for SMTP, POP3, IMAP.
8.5	The proposed solution should support RBL database for spam detection.
8.6	The proposed solution must support mail archive option to keep copy of incoming & outgoing mails to administrator defined email address.
8.7	The proposed solution should have multiple configurable policy for email id/address group for quarantine setting, different actions instead of blanket policy.
8.8	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area with email release option

8.9	The proposed solution should support real time spam detection & also supports proactive virus detection technology which detects and blocks the new outbreaks immediately and accurately.
8.10	For Smtplib traffic, the proposed solution support following actions
	a. Tagging
	b. Drop
	c. Reject
	d. Change recipient
	e. Deliver the mail to recipient
8.11	The proposed solution should support IP/Email address white list/Black list facility.
8.12	The proposed solution should support option to enable/disable anti spam scanning for SMTP authenticated traffic.
8.13	The proposed solution should support spam detection using Recurrent pattern detection technology (RPD) to identify spam out breaks.
8.14	The proposed solution should support language independent spam detection functionality.
8.15	The proposed solution should block image based spam mails i.e. email message with text embedded in a image file.
8.16	The proposed solution should provide historical reports based on username, IP address, Sender, Recipient & spam category.
8.17	The proposed solution must provide Anti-Spam Message Digest feature per user.
8.18	The proposed solution must save bandwidth by blocking 85% of spam messages at gateway level itself without downloading the message using advanced IP Reputation Filtering feature.
<u>Proxy Solution Web content filtering</u>	
9.1	The proposed solution should be webcoast checkmark certified.
9.2	The proposed solution should be integrated solution with local database instead of querying to database hosted somewhere on the internet.
9.3	The proposed solution must work as Standalone HTTP proxy.
9.4	The proposed solution must have 82+ web category with 40 Million URL database.
9.5	The proposed solution must have following features inbuilt
	a. Should able to block HTTPS based URLs with the help of Certificates.
	b. Should able to block URL based on regular expression
	c. Should support exclusion list based on regular expression
	d. Must have support to block any HTTP, HTTPS Upload traffic.
	e. Should be able to block google cached websites on basis of category.
	f. Should able to block websites hosted on Akamai.
	g. Should able to identify & block requests coming from behind proxy server on the base of username & IP address.
	h. Should able to identify & block URL translation request.
9.6	The proposed solution should support application control blocking features as follows
9.7	a. Should able to block known Chat application like Yahoo, MSN, AOL, Google, Rediff,

	Jabber etc
9.8	b. Should support blocking of File transfer on known Chat application and FTP protocol.
9.9	The proposed solution must block HTTP or HTTPS based anonymous proxy request available on the internet.
9.10	The proposed solution should provide option to customize Access denied message for each category.
9.11	The proposed solution should be CIPA compliant and should have predefined CIPA based internet access policy.
9.12	The proposed solution should be able to identify traffic based on Productive, Neutral, unhealthy & non working websites as specified by admin.
9.13	The proposed solution should have specific categories that would reduce employee productivity, bandwidth choking sites and malicious websites.
9.14	The proposed solution should able to generate reports based on username, IP address, URL, groups, categories & category type.
9.15	The proposed solution should support search criteria in reports to find the relevant data.
9.16	The proposed solution should support creation of cyclic policy on Daily/Weekly/Monthly/Yearly basis for internet access on individual users/group of users.
9.17	The proposed solution should support creation of internet access time policy for individual users or on group basis.
9.18	The proposed solution should support creation of Data transfer policy on daily/weekly/monthly/yearly basis for individual user or group basis.
9.19	The proposed solution should support creation of cyclic data transfer policy on Daily/weekly/Monthly/yearly basis for individual user or on group.
9.20	The proposed solution should have integrated bandwidth management.
9.21	The proposed solution should able to set guaranteed and burstable bandwidth per User/IP/Application on individual or shared basis.
9.22	The proposed solution should provide option to set different level of priority for critical application.
9.23	The proposed solution should provide option to define different bandwidth for different schedule in a single policy & bandwidth should change as per schedule on the fly.
9.24	The proposed solution must provide web category based bandwidth management and prioritization.
9.25	The proposed solution must provide logging and extensive controls on Instant Messaging (IM) traffic for Yahoo and MSN messengers 1. Log of chat sessions for all or specific set of users. 2. Rules to control allow or deny chat, voice, web cam and file transfer for specific ID or Group of IDs. 3. Achieves of transferred files. 4. Antivirus scanning on file transferred.
<u>VPN</u>	
10.1	The proposed solution should be webcoast checkmark certified.
10.2	The proposed solution should be VPNC Basic interop & AES interop certified.
10.3	The proposed solution should support Ipsec (Net-to-Net, Host-to-Host, Client-to-site), L2tp & PPTP VPN connection.
10.4	The proposed solution should support DES, 3DES, AES, Twofish, Blowfish, Serpent encryption algorithm.

10.5	The proposed solution should support Preshared keys & Digital certificate based authentication.
	The proposed solution should support Main mode & Aggressive mode for phase 1 negotiation.
10.6	The proposed solution should support external certificate authorities.
10.7	The proposed solution should support export facility of Client-to-site configuration for hassle free VPN configuration in remote Laptop/Desktop.
10.8	The proposed solution should support commonly available Ipsec VPN clients.
10.9	The proposed solution should support local certificate authority & should support create/renew/Delete self signed certificate.
10.10	The proposed solution should support VPN failover for redundancy purpose where more than one connections are in group & if one connection goes down it automatically switch over to another connection for zero downtime.
10.11	The proposed solution should have preloaded third party certificate authority including verisign/Entrust.net/Microsoft and provide facility to upload any other certificate authority.
10.12	The proposed solution should support Threat free Ipsec/L2TP/PPTP VPN tunnel.
10.13	The proposed solution must provide on appliance SSL-VPN solution with Web Access (Clientless), Full Tunnel and Split Tunnel control. Solution should provide per user / group SSL-VPN access (Must be free license for unlimited users)
10.14	SSL-VPN solution should be certified by VPNC for SSL Portal / FireFox Compatibility / Java Script / Basic and Advanced Network Extensions.
<u>Logging & Reporting</u>	
11.1	The proposed solution must have On-Appliance integrated iView reporting solution. If additional hardware required it should be quad core rack mounting with 1000 events per second with complete hardware and software support for the quoted period.
11.2	The proposed solution should support minimum 1000+ drill down reports.
11.3	The proposed solution should provide reports in HTML, CSV, PDF, Excel & graphical format.
11.4	The proposed solution should support logging of Antivirus, Antispam, content filtering, Traffic discovery, IPS, Firewall activity on syslog server.
11.5	The proposed solution should provide detailed reports for all files uploaded via HTTP or HTTPS protocol. The report should include username/IP address/URL/File name/Date and Time.
11.6	The proposed solution should provide data transfer reports on the basis of application, username, Ipaddress.
11.7	The proposed solution should provide connection wise reports for user, source IP, destination IP, source port, destination port or protocol.
11.8	The proposed solution should have facility to send reports on mail address or on FTP server.
11.9	The proposed system should provide approximate 45 regulatory compliance reports for SOX, HIPPA, PCI, FISMA and GLBA compliance.
11.10	The proposed solution should support Auditing facility to track all activity carried out by Security appliance.
11.11	The proposed solution should support multiple syslog server for remote logging.
11.12	The proposed solution should forward logging information of all modules to syslog servers.

11.13	The proposed solution should have configurable option for email alerts/automated Report scheduling.
11.14	The proposed solution should be able to provide detailed report about all mails passing through the firewall.
11.15	The proposed solution should provide reports for all blocked attempts done by users/Ipaddress.
11.16	The proposed solution must be capable to derive logs and reports of proprietary devices including UTMs, Proxy Firewalls, Custom Applications and Syslog-compatible devices.
11.17	The proposed solution must be capable to provide Multiple Dashboard Report along with custom to customize the dashboards.
11.18	The proposed inbuilt reporting solution should be capable to do the forensic analysis to help organizations reconstruct the sequence of events that occurred at the time of security breach through iView logs and reports.