

Tender No. 8-11/2015-Store

**TENDER DOCUMENT**  
**PURCHASE OF UNIFIED THREAT**  
**MANAGEMENT (UTM) FOR WEB**  
**AND LAN SECURITY**

Date of issue & sale of Tender Document :  
15-05-2015 to 08-06-2015 (1200 hours)

Closing date & Time of receipt of Tender :  
08-06-2015 (1500 hours)

Opening of Tender :  
08-06-2015, 1600 hours



**FOREST SURVEY OF INDIA**  
**MINISTRY OF ENVIRONMENT, FORESTS & CLIMATE**  
**CHANGE**  
**KAULAGARH ROAD, P.O-IPE DEHRADUN.248195**

No. 8-11/2015-Store  
*Government of India*  
Forest Survey of India  
Kaulagarh Road, P.O.-IPE  
Dehradun-248195  
FAX: 0135-2759104

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**Forwarding Letter**  
(To be filled in by tendering party)

From \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To,  
The Director General,  
Forest Survey of India  
Kaulagarh Road, P.O.IPE  
Dehradun - 248 195. (U.P.)

Sub : PURCHASE OF UNIFIED THREAT MANAGEMENT (UTM) FOR WEB AND LAN SECURITY

Ref : Your Tender notice dated .....

Sir,

We are submitting herewith our tender for the Unified Threat Management (UTM) for Web and Lan Security) as specified in the tender notice and as laid down in tender documents.

We have read and understood all the terms and conditions governing the tender. We agree to abide by these terms and conditions.

We are enclosing herewith your receipt No. \_\_\_\_\_ dt. \_\_\_\_\_ as a proof of having purchased the non transferable tender document.

Accordingly we are enclosing herewith our Earnest Money Deposit in the form of Bank Guarantee/Bank Draft No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. \_\_\_\_\_ (in \_\_\_\_\_ words) \_\_\_\_\_ Rupees drawn in favour of Assistant Director (Accounts), Forest Survey of India, Dehradun for above mentioned supplies.

We are enclosing as annexures the following documents in fulfillment of the conditions laid down in the tender document.

(Write "Yes" or "No" in boxes)

**Annexure**

- |     |  |                          |
|-----|--|--------------------------|
| 1.  | Specific authorisation of original manufacturers for submission of tender  | <input type="checkbox"/> |
| 2.  | Sales Tax Registration Certificate;  | <input type="checkbox"/> |
| 3.  | Income Tax Clearance Certificate;  | <input type="checkbox"/> |
| 4.  | Excise Duty Registration Certificate;  | <input type="checkbox"/> |
| 5.  | Customs Clearance/Custom Gate Pass;  | <input type="checkbox"/> |
| 6.  | Undertaking regarding free HW/SW training/ training at cost, with days & services specified. (and cost specified)  | <input type="checkbox"/> |
| 7.  | Certificate of the original manufactures regarding authorised distributorship/reseller/service provider and having a registered after sales service set up at Dehradun to handle Guarantee & Warranty obligations and after sales services (with officials/residential address and phone nos.) | <input type="checkbox"/> |
| 8.  | Detailed and signed list of Guarantee/Warranty services / spares / calls / maintenance covered under warranty (comprehensive /limited etc.) duly & un ambiguously explained;   | <input type="checkbox"/> |
| 9.  | Complete product Brochures detailing specification etc. in original regarding items tendered for;  | <input type="checkbox"/> |
| 10. | List of equipment (nos. etc.) installed at Dehradun and other prestigious institutes in the country by our company;  | <input type="checkbox"/> |
| 11. | Company profile;   | <input type="checkbox"/> |
| 12. | Audited Annual Report  | <input type="checkbox"/> |

All pages of the Tender Document along with the Copy of "Terms & Conditions and additional pages (specify number) contained herewith have been duly signed.

Yours faithfully

Stamp & Signatures of the Authorized Signatory

Name \_\_\_\_\_

Complete Address \_\_\_\_\_

**Telephone and FAX Nos.**  
**(H.Q.s / Dehradun) :** \_\_\_\_\_

## TENDER NOTICE

Sealed Tenders for '**PURCHASE OF UNIFIED THREAT MANAGEMENT (UTM) FOR WEB AND LAN SECURITY**' to be used at Forest Survey of India Kaulagarh Road, Dehradun are invited in two bids viz. '**Technical Offer**' and '**Commercial Offer**' in two separate sealed envelopes and should accordingly be superscribed.

Tender document comprising full detail and terms and conditions etc. may be obtained by hand or by post from the Cashier of the FSI on a payment of Rs 100/- (non-refundable) in cash or in shape of demand draft in favour of Assistant Director(Accounts) Forest Survey of India, Kaulagarh Road, P.O. IPE Dehradun 248195 Uttarakhand, or can be downloaded from the websites <http://www.fsi.nic.in>. In case the tender document is downloaded, the tender cost of Rs. 100/- in shape of demand draft should be attached with Technical Bid. The last date of selling the tender document is 08-06-2015 (1200 hours). The last date of submission of tender document is 08-06-2015 (1500 hours). Technical Bids shall be opened on the same day i.e 08-06-2015 (1600 hours). **The representative should bring the authorization letter from their vendor for attending the tender opening.**

**ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION**

1. **The specifications of the quoted UTM should be strictly as per FSI tender document and bidder should indicate the compliance (Yes/No) against the items mentioned in the specifications in Chapter-2.**
2. The bidder has to provide tender specific authorization from the OEM to quote for the tender.
3. The bidder should in the trade of selling of UTM for at least three years. Documentary proof viz. work orders, to be attached.
4. The OEM appliance (hardware & software) quoted by the bidder, must have regional presence for sales & support for prompt warranty support.
5. Bidder should submit detailed catalogue/literature of the quoted product.
6. **Each tenderer should clearly specify that the tenderer agrees to abide by the conditions of this tender document** on their printed letterhead indicating here on Sales Tax Registration, FAX, Email, Telephone numbers, etc.
7. The Earnest Money Deposit (EMD) of 5000/- (Rupees five thousand only) (Refundable) through Demand Draft from any of the Nationalized/Commercial Scheduled Bank in favour of Assistant Director(Accts.), Forest Survey of India Kaulagarh Road, P.O. IPE Dehradun – 248195 Uttarakhand (India) should be attached with the Technical Bid.
8. The response time for attending the faults is two hours (maximum) after it is reported to the vendor. The faults should be rectified within 24 hours of reporting, failing which it will arrange standby replacement. Else FSI shall realise a sum equivalent to 1% per day of the order value of the UTM from the date of report of unserviceability to vendor as a penalty by the way of deductions from Security deposit amount.
9. The services to be provided on 24 x 7 basis.

**Note:** Agencies which do not fulfil any or all of the above technical conditions or incomplete shall be summarily rejected and will not qualify Technically and their financial offer will not be opened by the FSI.

## **SCOPE OF WORK**

### **INSTALLATION, CONFIGURATION, TESTING, COMMISSIONING AND TRAINING:**

The scope of work requires setting up Unified Threat Management (UTM – 200 concurrent user licenses at a time) for web and LAN security by the vendor on the available IT network and its resources at FSI.

1. Installation and configuration of Linux based Unified Threat Management (UTM - 200 concurrent user licenses at a time) for web and LAN security.
2. The vendor has to integrate the UTM with the existing Mail/Web/Internet servers running these services without any data loss (*viz* users, groups and web content etc).
3. The configuration of the UTM appliance to derive fullest functionalities mentioned under the heading “**Technical Specifications for Unified Threat Management**”. Each functionality of the UTM appliance should be demonstrated to FSI.
4. The vendor has to impart training to FSI Computer personnel to configure and administer all the features of the UTM appliance, software, license update, signature updates, backup/restore policy, log viewing, report generation, etc. along with documented manual. The training is to be given at FSI premises.
5. Customization of the solution as per the need of FSI.

**TECHNICAL SPECIFICATIONS FOR UNIFIED THREAT MANAGEMENT  
(UTM - 200 concurrent user licenses at a time)**

S.NO.	TECHNICAL SPECIFICATIONS AND STANDARDS FOR UNIFIED THREAT MANAGEMENT	Compliance (Yes/No)	Remarks (if any)
1	Product or OEM should attain ISO 9001 certification as well as should attain ISO for its Support Services		
2	Proposed appliance should support On appliance reporting for logs and reports with min 240 GB internal Storage.		
3	The Firewall should be ICSA Labs certified and EAL4+ certified for appliance		
4	<b>Appliance Throughput</b>		
4.1	Must have a 64-bit hardware platform		
4.2	Must be based on Multicore Parallel Processing Architecture		
4.3	Firewall throughput of 10,000 Mbps.		
4.4	Minimum 2400 Mbps of Antivirus Throughput		
4.5	Minimum 3,000,000 Concurrent sessions		
4.6	Minimum 2800 Mbps of IPS throughput		
4.7	Minimum 1200Mbps UTM throughput		
4.8	Minimum 80,000 New Sessions/second		
4.9	Minimum 800 Mbps of IPSec VPN throughput and 400 Mbps of SSL VPN throughput		
4.10	10nos. of 10/100/1000 Ethernet ports & 4GB of Compact Flash		
5	<b>General Features</b>		
5.1	Identity based Firewall		
5.2	Intrusion Prevention System		
5.3	Gateway Anti-virus		
5.4	Gateway Anti-spam		
5.5	Web Content & Application Filtering		
5.6	Bandwidth Management		
5.7	Inbuilt-on Appliance Reporting		
5.8	Network: OSPF, Round Robin load balance, RIPv2, BGP, equal & unequal cost load balance, High Availability, QoS, etc. Round Robin Balance, Server Load Balancing.		
5.9	Support for user authentication over SMS.		
5.10	Country Based Blocking, FQDN support and should support MIX mode deployment		



5.11	Support for ICAP and Link Aggregation		
5.12	4 Eye Authentication feature for data integrity.		
5.13	User/IP/MAC binding functionality to map username & IP address & MAC address		
6	<b>Gateway Antivirus, Anti-Spyware and Anti-Spam</b>		
6.1	Checkmark Certified. Virus, Worm, Trojan Detection and Removal, Automatic Virus signature database update, Real-Time blacklist, MIME header check, and Redirect spam mails to dedicated email address, image-spam filter, Spam Notification, Zero hour Virus outbreak protection. Recurrent pattern Detection Technology for AS. Self Service Quarantine area.		
7	<b>Web and Application Filtering:</b>		
7.1	Checkmark Certified.URL, Keyword, File type block, Block Java applets, cookies, ActiveX, Block malware, phishing, pharming URL, block P2P application, anonymous proxies, Customized block on group basis. Minimum of 82 categories with more than 42 million URLs supported with more than 5000 application support.		
8	<b>Intrusion Prevention System (IPS):</b>		
8.1	Checkmark Certified. For different attacks like Mail Attack, FTP Attack, HTTP Attack, DNS Attack, ICPM Attack, TCP/IP Attack, DOS and DDOS Attack, TelNet Attack. Signatures: Default (3000+), Custom , IPS Policies: Multiple, Custom, User-based policy creation, Automatic real-time updates from CR Protect networks, Protocol Anomaly Detection		
9	<b>Web Application Firewall (WAF):</b>		
9.1	Should have On appliance WAF with Positive Protection Module, Protection against SQL Injections, Cross Site Scripting (XSS), Session Hijacking, URL tampering, Cookie Poisoning, Extensive Logging and reporting with subscription. If WAF is external Appliance should be quoted separately with 900 Mbps throughput & 3 year subscription licenses.		
10	<b>VPN:</b>		
10.1	IPsec, L2TP, PPTP and SSL as a part of Basic Appliance, VPN redundancy, Hub and Spoke support, 3DES, DES, AES, MD5,SHA1 Hash algorithms, IPsec NAT Transversal, VPNC Certified.		
11	<b>Load Balance:</b>		
11.1	For Automated Failover/Failback, Multi-WAN failover, WRR based Load Balancing. High availability: Active-Active. QoS, OSPF, RIPv2, BGP, Policy routing based on Application and User support Round Robin Load Balancing.		

12	<b>Bandwidth Management:</b>		
12.1	Application and user identity based bandwidth management, Multi WAN bandwidth reporting, Guaranteed and Burstable bandwidth policy. Bandwidth for User, Group, Firewall Rule, URL and Applications.		
13	<b>Monitoring and Reporting System:</b>		
13.1	Includes reports for Centralized management, Monitoring & Logging, Command line interface. Monitoring Gateways, <b>Monitoring suspicious activity and alerts</b> , Graphical real-time and historical monitoring, email notification of reports, viruses and attacks reports. IPS, Web filter, Antivirus, Anti-spam system reports. IP and User basis report, 45+ Compliance reports and 1000+ drilled down reports on the appliance. If external then at least 250+ GB storage .		
14	<b>License for UTM (Unified Threat Management)</b>		
14.1	Three Years for Gate Way Antivirus, spyware, Anti-Spam, content and application filtering, IPS, WAF and 24*7 support License. License period will be counted after activation.		

**GENERAL CONDITIONS:**

1. The tender is to be submitted in two parts viz. 'Technical bid' and 'Commercial bid' in two separate sealed envelopes and should accordingly be superscribed '**PURCHASE OF UNIFIED THREAT MANAGEMENT (UTM) FOR WEB AND LAN SECURITY**'. The commercial bid of only those firms will be opened whose technical bid is found acceptable. The technical bid and commercial bid should be kept in a separate sealed cover and both the sealed envelopes should be kept in third envelop superscribing "**TENDER FOR PURCHASE OF UNIFIED THREAT MANAGEMENT (UTM) FOR WEB AND LAN SECURITY**".
2. The technical bid received within prescribed date and time will be opened, in the presence of the bidders who wish to be present, **on 08-06-2015 at 1600 hrs. The representatives should carry authorization certificate from their respective firms.**
3. Bidder should clearly specify that they agree to abide by the conditions of this tender document on their printed letter head indicating hereon Sales Tax Registration, FAX, Email, Telephone numbers, etc.
4. All pages of the tender document are to be signed and stamped by the tendering firm.
5. The firm should enclose company profile giving details of infrastructure and technical support group giving their brief CVs.
6. Conditional tenders shall not be accepted. This tender document is non-transferable. Bid once submitted shall not be allowed for withdrawal; failing which the Earnest Money Deposited shall be forfeited.
6. Number of corrections and or alterations in the bid must be specifically mentioned. All the corrections and alterations made in the quotations must be duly countersigned by the authorized signatory, without which tender will not be considered.
7. The technical bid should be accompanied with a **Bank Draft of 5,000.00 (Rupees five Thousand only)** as Earnest Money Deposit (refundable) payable to Assistant Director (Accounts), Forest Survey of India Kaulagarh Road, Dehradun. In case of successful bidder, the EMD would

be converted in Security Deposit and will be returned on successful completion of contract period.

8. Pre-bid Conference: If considered necessary by the FSI, a pre-bid conference for clarifying issues and clearing doubts if any will be done by the FSI on a date decided by the Institute at FSI. The tenderer may depute competent representative (competent to take on the spot decisions) for such discussions/negotiation whenever called for. No cost will be borne by the FSI for this purpose.
9. The rates should be quoted in Indian rupees. Only unit prices are to be quoted both in digits and in words. In case of a discrepancy in the two, that quoted in words will be taken as valid.
10. The firm should clearly mention for any taxes, duties, levies, freight, forwarding and installation for FOR, FSI. Otherwise the rates quoted by the firm shall be considered inclusive of all taxes. **Rates are to be strictly quoted in Financial Bid (Annexure - I) only, otherwise it will be considered as invalid.**
11. Bids should be valid for a minimum period of 90 days after the due date.
12. The 90% payment of the cost of equipment will be made on receipt, acceptance and satisfactory installation of new equipments and balance 10% payment will be released against bank guarantee/FDR of the same amount for the period of the warranty to cover the warranty obligations.
13. The delivery, installation and commissioning of the equipment/services should be within six weeks from date of issue of work order. No advance payment will be made for installation of hardware/equipments.
14. For the delayed delivery/installation/commissioning, liquidated damages @ 0.5% per week on entire cost of the order will be levied from the bill to the maximum of 5% after which the order will remain cancelled.
15. **The hardware, software and licenses, service and support should be covered under three years onsite comprehensive warranty from the date of satisfactory installation and commissioning of the UTM.**
16. The FSI determination of an offer's responsiveness is to be based on the contents of the tender offer itself without recourse to extrinsic evidence. The FSI will scrutinize the offers to determine whether they are complete, whether required technical documentations have been furnished, whether the documents have been properly signed, and whether the offers are in

order. Price bids of the technically disqualified firms shall not be opened & shall be returned to respective firms.

17. **No commitment to accept lowest or any tender:** FSI shall be under no obligation to accept the lowest or any other quotation received in response to this tender enquiry and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
18. **Institute's right to accept any offer and to reject any or all offers:** The Institute reserves the right to accept or reject any tender or reject all tenders at any time prior to award of contract, without thereby incurring any liability towards the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the Institute's action.
19. **Tenders received after the specified time** and date of opening will be treated as "Late" while tenders received after the last date specified for receipt of tender but before the date of opening of the tender are treated as "Delayed". Such tender shall not be opened at all and be returned to the bidders in their original envelope without opening.
20. **Submission of Tender Offers:** Tenders can be submitted either through Post or through Courier or By Hand. In the event of tender received after due date and time due to postal delay, the Institute will not be responsible for such delay and will not be considered by the Institute.
21. **Opening of Tenders:** Technical bids of the offers received with requisites EMD or Bid Security will be opened in the presence of representatives of the firm (if they wish to be present), on the scheduled date and time of opening of technical bid. The person attending the technical bid meeting will be required to produce an authorization letter from the dealer/company/firm/agency. All tenders received without EMD and also if the same will not comply to our tendered specifications shall be summarily rejected. The Financial Bids of the technically qualified/ successful bidders i.e. who will technically qualify the tendered specifications will be considered for opening of their financial bids at a later date, which will be communicated to concerned suppliers before opening their Financial Bids. Unopened Price bids of the technically disqualified bidders shall be returned to them.

22. **Force Majeure**

- a) However, the Agency 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 or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Agency shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the Institute in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
23. **Resolution of Disputes:** All disagreements, disputes, difference that may arise between the FSI and the Supplier which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law. The venue of the proceedings and arbitration shall be Dehradun, Uttarakhand, India.
24. **Jurisdiction:** The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Dehradun, Uttarakhand, India shall have the exclusive jurisdiction to try all or any of the dispute.

**Assistant Director (Stores)  
Forest Survey of India, Kaulagarh  
Road, P.O. IPE Dehradun – 248195  
Uttarakhand (India)**

## Annexure - I

## Financial Bid

S. No	Description	Qty	Total Cost (in Rs)
1	<b>UTM with 200 concurrent user licenses at a time with 3 years comprehensive onsite warranty and value subscription</b> including licensing of services viz. Gateway Antivirus, spyware, web/URL Filtering, content and application filtering and IPS etc. (License period will start after activation) with 24x7 support.	1	
<b>Mention Make &amp; Model:</b>			

**Note:** The firm should clearly mention for any taxes, duties, levies, freight, forwarding and installation for FOR, FSI, Kaulagarh Road, Dehradun-248195. Otherwise the rates quoted by the firm shall be considered inclusive of all taxes.