



Request for Techno-Commercial Proposal for

Firewall appliance for SGP VPN

Version 1.0

Reference Number:

CSG/IS/CO/2024/MSCB/PROCUREMENT OF VPN APPLIANCE F/1

BHARAT ELECTRONICS Ltd., BANGALORE

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1 INTRODUCTION

Bharat Electronics Limited (BEL) has implemented centralized data centre for hosting various applications which for BEL users, which are supported by suitable hardware and dedicated Wide Area Network. BEL, Wide Area Network is in place connecting all BEL units/ Other Offices, country wide and overseas.

This document is a Request for Proposal (RFP), intended to invite techno commercial proposal for procurement and migration of existing VPN appliance.

2 THE COMPANY PROFILE

Bharat Electronics Ltd., (BEL), a premier professional electronics company of India, was born to meet the growing needs Indian defence services for electronic systems. Employing the best engineering talent available in the country, BEL has progressed to designing and manufacturing states-of-the-art products in the field of defence electronics in field of strategic components and systems. With continuous up gradation of technology, commitment to quality and constant innovation, BEL has grown into a multi-product, multi technology, and multi-unit company.

With over seven decades of manufacturing experience, BEL has pioneered in the field of professional electronics in India. The company has set up impressive infrastructure and manufacturing facilities in the nine ISO certified production units across the country.

3 OBJECTIVE OF RFP

This document is Request for Proposal from OEM / authorized partners, who meet the vendor qualification requirement, for supply, installation, migration, comprehensive maintenance of Firewall VPN hardware appliances as per Technical Specifications and Scope of work mentioned in this RFP. **All proposed appliances should be deployed on premises and they will not have any kind of internet connectivity or device access from outside BEL premises.**

4 PROCEDURAL REQUIREMENTS:

4.1. Single Point of Contact

The bidder is required to identify a single person within their organization to communicate with the RFP administrator. The RFP administrator from BEL for this RFP will be **DGM Purchase Central, (captpurcmm@bel.co.in)**. All communication related to this RFP must be initiated by the bidder's representative and directed to the RFP administrator.

4.2. Acceptance of Proposal

BEL reserves the right to accept or reject any or all proposals or any part thereof, to waive formalities without assigning any reasons and to accept the proposal deemed most favorable to BEL. This Request for Proposal (RFP) or anything included in it should not to be construed as an offer or commitment to

enter into a contract or any other form of agreement with the bidders.

The bidder is required to provide details for all the hardware in scope such as model, bill of materials, list of accessories such as cables, power cords, mounting kits etc., and necessary software's and licences required for meeting the functional requirements. Bidder is required to understand BEL's functional requirements and intentions in acquiring the hardware and cater to all the requirements of hardware, accessories and software irrespective of whether the same is explicitly stated in the RFP or not.

4.3. Confidentiality

From the date of issuance of the RFP until the opening date, the bidder must not make available or discuss its Proposal or any part thereof, with any employee or agent of BEL. Further the bidder should keep information related to BEL contained in this RFP confidential and should not use the same for any other purpose other than preparation of response, without written approval from BEL.

4.4. Proposal Materials

The Proposal material submitted in response to the RFP becomes the property of BEL upon delivery and will not be returned. BEL retains the right to utilise all Proposals, including, but not limited to: any ideas, information, and / or concepts found therein, for any purpose. BEL may disclose all or parts of the Proposals to those Bidders and professional advisors who will assist BEL with evaluation of the Proposals.

The bidders are advised to study the RFP document including specifications, RFP terms and conditions carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

4.4. 1. Prebid Queries

All the bidders who require clarification (both Technical and Commercial) regarding the contents of the bidding documents are required to submit the pre-bid queries as per the format mentioned below:

Sl. No.	RFP page	RFP Part /Sec	Clause as per RFP	Query/Clarification by Bidder	Changes proposed by Bidder

4.4. 2. Compliance Statements

In respect of two-bid system, Bidder is required to furnish clause by clause compliance of all conditions / clauses / specifications of all parts of the RFP **Appendix I to Appendix IV in Technical Bid and Appendix V in Commercial Bid** with all relevant supporting documents and undertakings in letter heads wherever required.

The Bidder is advised to submit the compliance statement in the following format along with Technical Bid: -

Sl. No.	RFP Part No/ RFP Clause No.	RFP Page No.	RFP Clause/ Para /Requirements/ Specification	Complied / Not Complied	Highlighted cross references with OEM Documents like data sheets, product manual, installation & implementation document etc.
1					
2					

Note:

1. To bring the clarity, all the bidders are required to submit detailed explanation for technical requirements & scope of work wherever needed & asked at any stage of RFP.
2. If any cross reference for any requirement asked in RFP cannot be shown on published OEM documents same can be submitted on OEM letter head with explanation and signed by competent authority.

BEL can call either bidder or OEM or both for any required clarification at any stage of RFP.

4.5. Bidder's Responsibility to Read RFP

The Bidder must thoroughly examine and will be held to have thoroughly examined and read the entire RFP document. Failure of Bidder fully to acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a purchase order.

4.6. Questions:

All questions regarding this RFP, its contents or any other topic related to the Proposal shall be submitted in writing, via e-mail (questions by fax, mailed by postor courier will not be accepted), to the designated Point of Contact at the email address DGM, Purchase/Central, (captpurcmm@bel.co.in). All emails sent to this address concerning this RFP should have the RFP Reference Number as the subject. In order to ensure a fair and open competition, BEL may provide copies of all questions and any answers to all bidders.

4.7. Delivery of proposals

The Technical and Commercial Bids against this RFP uploaded in eprocurebel.co.in are to be filled up and to be submitted in the portal (eprocurebel.co.in) against this RFP Bid reference Number on or before bid submission date mentioned. The format for technical and commercial proposals is mentioned in Appendixes. The bidder is required to submit the proposals as per Appendixes formats mentioned in this RFP.

4.8. Uniformity

To provide uniformity and to facilitate comparison of Proposals, all information submitted must clearly refer to the page number, section, or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. BEL reserves the right to wave minor variances or irregularities.

4.9. Errors and Omissions

The Bidder is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omissions to the detriment of the services. Should the Bidder suspect any error, omission, or discrepancy in the specification or instructions, the Bidder shall immediately notify BEL, in writing, and BEL shall issue written instructions to be followed. The Bidder is responsible for the contents of its Proposal and for satisfying the requirements set forth in the RFP.

4.10. RFP Interpretation

Interpretation of the wording of this document shall be the responsibility of BEL and that interpretation shall be final. Bharat Electronics Ltd., shall not be liable for any costs incurred by any bidder in preparation, submission of documents in response to RFP and conducting /presenting demonstration of capabilities of such solution in response to this RFP.

4.11. Terms of Price

1. Bidder should submit Technical bid duly filled with all relevant supporting documents as per APPENDIX I: Bidder / OEM prequalification criteria and undertaking from Bidder, APPENDIX II: Technical specifications compliances, APPENDIX III: Clause wise RFP compliance, APPENDIX IV: Unpriced bid format and APPENDIX V: Price Bid.
2. The bidder should submit un priced bill of material (i.e. BOM without price) including all the part numbers and Quantities in a tabular format along with the Technical Proposal as per Appendix IV. The line items in the bill of material that is submitted with the technical proposal should exactly match with the Bill of material in commercial Proposal as per Appendix V Priced Bid Format.
3. Price quoted should have validity of 4 months from the date of bid opening.
4. Bidder is required, in his own interest to quote for all items necessary to meet Technical Requirements. The prices must be all inclusive. The prices must also include all expenses related to supply of materials, installation and configuring the appliances, migration to production and support for 5 Yrs from the date of final commissioning of the systems.
5. All applicable taxes duties including GST have to be specifically indicated item wise.

4.12. Performance Bank Guarantee (PBG)

Performance Bank Guarantee for 5% (or as applicable as per govt guidelines) of overall purchase order value including supply PO value and Installation & 5 Yrs Onsite support PO value of the entire systems, with validity of 5 Yrs post completion of acceptance by BEL.

4.13 Payment Terms

4.13.1. Hardwares delivery payment

- a. 70% payment for delivery of appliances will be made on completion POST checks and JRI at BEL Bangalore based on a certificate issued to that effect by Manager IS CO.
- b. 30% payment for delivery of appliance will be made on completion of Installation and Commissioning, based on a certificate issued to that effect by Manager IS CO, against the submission of Performance Bank Guarantee (PBG) for 5% (or as applicable as per govt guidelines) of the purchase order value including supply PO value and Installation PO value of the entire systems, with validity of 5 Yrs post completion of acceptance by BEL.

4.13.2. Installation payment

100% of the payment of installation will be made after completion of installation activities as per Scope of Work at BEL Bangalore based on certification from Manager IS CO.

5 GENERAL TERMS & CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance for the general terms and standard Conditions of the Request for Proposal mentioned in this section.

5.1. Bid Schedule:

Bid Submission Methodology	Online
Methodology of Selection of bidder	Single Stage-Two Part Bid System
Contact Persons for bidders	DGM (Purchase / Central) E-mail ID: captpurcmm@bel.co.in Contact No.: 080-22195738 / 22195448

The bid is invited under **SINGLE STAGE- TWO PART BID SYSTEM**. The bidders are requested to download the tender documents from online bidding portal. The bidders are required to submit both the TECHNO-COMMERCIAL, “UN – PRICED” bid and “PRICED” bid on Portal only within the Bid closing date and Time stipulated.

Please note that **NO PRICE DETAILS SHOULD BE SUBMITTED IN TECHNICAL BID**. If it is enclosed the offer of those agencies will not be considered for further processing.

5.2. Evaluation of Bids

The format for proposal is as per Appendixes mentioned in this RFP Document, which contains, APPENDIX I: Bidder / OEM Prequalification Criteria, Appendix II: Technical Specifications Compliance, Appendix III: Clause wise RFP Compliance, Appendix IV: Un priced bid format as per format of this RFP.

Initially technical bids as in formats i.e. Appendix I, Appendix II, Appendix III and Appendix IV, will be opened and evaluated. The bids will be evaluated for completeness, their suitability to meet the qualification and Technical Requirements specified in the RFP. Bidders are requested to submit the compliance statement in prescribed format including all the corrigendum / Clarifications, if any.

Un-priced BOM for OEM items should be submitted on OEM letterhead. If multiple bidders are participating against same OEM, Un-priced BOM for OEM items should remain same for all bidders.

BEL reserves the right to reject any bid that are incomplete or totally at variance with the requirements specified in the RFP. **Bids submitted with Prices mentioned in Unpriced bid and as part of Technical bid will be rejected**

The price bids as in Appendix V will be opened once the proposals and Compliance Statements are found to be in order. The Priced bids Appendix V of the technically qualified bidders only will be opened. The commercial bids of unqualified bidders will not be considered further and commercial bids won't be opened. During technical bid evaluation, Bidder and OEM representatives will be called at BEL Bangalore premises for required clarification if any by BEL. The price bids will be evaluated as per the method given below.

During Technical evaluation if required OEM rep will be called onsite at BEL Bangalore to demonstrate the technical capabilities of the products proposed as part of this RFP and OEM has to do the demonstration of the products compliance to all parameters as asked in the technical requirements of this RFP. If the OEM fails to demonstrate the technical compliances to our requirements then that OEM product will not be considered for any further similar requirements in BEL.

- a. Minimum Items / activities are mentioned in un-priced BOM; however, bidders have to assess the complete requirement of RFP and submit the commercial bid accordingly.
- b. Appendix V, Priced Bid format, will be evaluated and Minimum total cost (TCO) of ownership considering all expenses for a period of five years including all hardware delivery, installation and configurations, onsite support for 5Yrs post acceptance and sign off etc., will be considered for arriving at L1 bidder.
- c. After technical evaluation of solution proposed, the selection of L1 bidder will be based on prices alone. In view of this, bidders are required to quote the best prices upfront.
- d. Order will be placed on overall L-1 bidder.

5.3. Contracts & Support from OEM

Ownership of all software / licenses developed/ customized/ configured/ procured for the BEL under this Project would lie with the BEL. All licenses of software/ licenses / hardware would be in the name of BHARAT ELECTRONICS LIMITED (BEL) with registered address at Jalahalli, Bangalore - 560013. The entire license should be valid for lifetime. However, the updates should be provided as per the warranty criteria. In this regard a certificate from the OEM mentioning the end user and its validity period should be provided by the bidder.

The OEM must provide 24 x 7 x 365 days technical support. The OEM should Provide dedicated login credentials with highest level permissions to raise the technical issues, search knowledgebase, download the patches, documents and manage the device for the quoted and supplied products.

5.4. Addendum

Any addendum issued to Bidders prior to the Proposal opening date shall include an addendum acknowledgement section. Since all addenda are part of the Proposal, all addenda must be signed by an authorised Bidder representative and returned with the Proposal on or before the Proposal opening date. Failure to sign and return any and all addendum acknowledgements shall be grounds for rejection of the Proposal response.

5.5. Service Level Agreement (SLA)

Successful Bidder, need to execute a Service Level Agreement (SLA) with Bharat electronics Ltd. covering all terms and conditions of this RFP and subsequent corrigendum / addendum / PO within 30 days of completion of implementation. SLA will cover performance and availability of the solution deployed for entire warranty period. Format of SLA is attached under Appendix VII of this RFP.

The performance and availability of the solution provided shall be reviewed every month. BEL reserves the right to call regular meetings with Successful bidder during the tenure of the contract.

5.6. Non-Disclosure Agreement (NDA)

Successful Bidder should sign the Non-Disclosure Agreement with BEL as per prescribed format which will be finalized and shared by BEL within 30 days of receipt of the Order and prior to starting the implementation of project.

5.7. Law

The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

5.8. Arbitration

All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per BEL Purchase procedure 2016. The place of Arbitration as Bangalore to be included after consulting legal dept, as purchase procedure doesn't indicate that information.

5.9. Penalty for Use of Undue Influence:

The Bidder undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BEL

or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the BEL for showing or forbearing to show favor or disfavor to any person in relation to the present Contract or any other Contract with the BEL.

Any breach of the aforesaid undertaking by the bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the bidder) or the commission of any offence by the Bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1988 or any other Act enacted for the prevention of corruption shall entitle the BEL to cancel the contract. Any other contracts with the bidder and recover from the bidder the amount of any loss arising from such cancellation.

A decision of the BEL or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the BEL or to any other person in a position to influence any officer/employee of the BEL for showing any favor in relation to this or any other contract, shall render the Bidder to such liability/ penalty as the BEL may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the BEL.

5.10. Liquidated Damages

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training etc. as specified in this RFP, BEL may at his discretion, withhold any payment until the completion of the project. The BEL may also deduct from the bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores / services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

5.11. Termination of Contract

The BEL shall have the right to terminate the Contract in part or in full in any of the following cases, having given a prior notice of 30 days to the Bidder: -

- The delivery of the material is delayed for causes not attributable to Force Majeure for more than 45 days after the scheduled date of delivery.
- The Bidder is declared bankrupt or becomes insolvent.
- As per decision of the Arbitration Tribunal

5.12. Transfer and Sub Letting

The Bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

5.13. Limits of Liability

The aggregate liability of the bidder under this project shall be limited to a sum of 100% of the total value of the contract. This limitation of liability under this arrangement shall not prevent the BEL to claim compensation for damages arising out of gross negligence or willful misconduct of the bidder.

5.14. Force Majeure Clause

Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable. Such events may include, but are not restricted to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, and freight embargoes. If there is delay in performance or other failures by the supplier to perform its obligation under its contract due to event of a Force Majeure, the supplier shall not be held responsible for such delays / failures. If a Force Majeure situation arises, the supplier shall promptly notify the purchaser in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the purchaser in writing, the supplier 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. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any Reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side. There may be a Force Majeure situation affecting the purchase organization only. In such a situation the purchase organization is to take up with the supplier on similar lines as above for further necessary action.

5.15. Option Clause

Purchase orders can be placed under option clause within 18 months from the date of Purchase Order for additional qty up to a max of 50% of the original quantity for the same price and terms & conditions, provided the Original Purchase Order contains Option clause. Option Clause can be exercised within 18 months many times provided the cumulative additional qty of such order for the item does not exceed 50% of the original Purchase Order quantity of the item.

5.16. Repeat Order Clause

BEL may exercise an option of placing repeat order for a maximum quantity up to 120% of the original order quantity within 18 months from the date of original order at the same terms and conditions of the original order.

5.17. Demonstration Clause

During Technical evaluation if required OEM representative will be called onsite at BEL Bangalore to demonstrate the technical capabilities of the products proposed as part of this RFP. OEM has to do the demonstration of the products compliance to all parameters as asked in the technical requirements of this RFP. The demonstration should be completed within 1 week from date of intimation to OEM / Bidder and should be done without any production downtime. Should be done free of cost at BEL Bangalore. If the OEM fails to demonstrate the technical compliances within 1 week from intimation

from BEL during technical evaluation then that OEM' Bids will be rejected and also that OEM products will not be considered for any further similar requirements in BEL.

6 TECHNICAL REQUIREMENTS JRI AND SCOPE OF WORK

6.1. Brief Technical requirements

The high-level system requirements derived from the business requirements of products under consideration are as follows: -

1. Seamless Integration of proposed appliances in the existing infrastructure.
2. Seamless Migration from existing appliances to new appliances with minimum impact on production environment
3. Should be deployable in HA (Active - Active / Active - Standby) mode of deployment.
4. Required network security features as per technical specifications at each office locations to be catered for the proposed solutions.
5. Should be easily Manageable, Scalable, and should support technological Up gradation during entire warranty and support period for appliances.
6. Requisite security should be inbuilt as part of solution at each level.
7. The devices used in the solution should have comprehensive onsite support for a period of 5 years from the date of acceptance by BEL.
8. **The bidder must submit an undertaking that the supplied hardware and software does not contain any malware and malicious code embedded which compromises the security of BEL data and systems and OEMS should submit the undertaking in OEM's letter head as part of Technical Bid, Sample format is as below.**

"This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to: -

1. Inhibit the desires and designed function of the equipment.
2. Cause physical damage to the user or equipment during the exploitation.
3. Tap information resident or transient in the equipment/network."

The solution proposed should work seamlessly with existing system architecture and should meet all requirements as per detailed technical specifications in **Appendix II** of this RFP.

Proposed Solution should include all necessary items such as all hardware with accessors, softwares all required licenses etc., to meet to meet the technical specifications for all products, features and functionalities specified in RFP document from day 1.

6.2 Brief Project Scope of Work

Successful Bidder needs to carry out the configurations, hardening of appliance as per BEL information security policy, installation and migration of appliances delivered in all respective BEL Offices under scope of this RFP with consideration of minimum Scope of work as detailed below.

All delivered hardware appliances to be installed and migrated to production with minimal planned downtime in production environment. Post migration bidder needs to ensure all applications are running in production environment smoothly without any performance issues. Needful security and hardening of all devices need to be ensured by implementation team to ensure industry standard best practices are followed.

The bidder must undertake the onsite warranty support for offered system for a minimum period of 5 year from the date of installation & acceptance of proposed solution. Warranty period activities may include hardware replacement as well as installation, configuration, reconfiguration, optimization, fine tuning, updates, upgrades and onsite skill support for delivered appliances.

6.3. Project timelines

A Project Kick-off meeting should be held within 1st week of placing PO to finalize the project & implementation schedule. Successful bidder has to make detailed plan with timelines for delivery of appliances and Indicative implementation schedule as per format mentioned below. The timelines to be finalized in concurrence with BEL project manager in order that the migration is without disruptions and service impact to end users.

Delivery of hardware's to be done initially within 16 weeks of placement of PO.

6.4. Joint Receipt Inspection (JRI)

Minimum indicative steps for JRI to be performed at sites post-delivery of appliances is as mentioned in table below. Joint Receipt Inspection (JRI) of delivered goods shall be conducted by BEL and bidder personnel within 30 days of delivery at BEL office locations. Bidder shall ensure that his personnel is available for this inspection. Inspection shall consist of minimum below listed activities.

S No.	Specifications	Vendor Compliance (Yes/No)	Remarks
1	Physical Inspection to confirm receipt of delivered goods in good condition.		
2	Quantitative checking to verify that the quantities of the delivered goods correspond to the quantities defined in this contract and the invoices		
3	It is the bidder's responsibility to ensure that any short supply or supply of wrong item to wrong unit location is rectified immediately.		
4	If the short supply or defective item is of such a nature as to hamper the installation process, the receipt shall not be considered suitable for release of payment.		
5	The Bidder shall supply all cables, adapters, power cords, cable managers and any other interconnects		

	required by the systems to meet the specification to make the system operational.		
6	The best practices checklist shall be shared with BEL for verification.		

6.5. Installation & Configuration

All delivered hardware appliances needs to be installed within 8 weeks from the date of delivery and acceptance (completion of JRI) of the Items. Installation and configurations for solution proposed should be done by **OEM directly** or by **OEM Certified resource with at least 3 year of experience who is in direct pay rolls of bidder**. Bidder should not sublet any part of supply, installation and onsite support during warranty period to any other partner or vendor. **Any sub contracted installation and support activities will be liable to black listing of bidder and signoff may be deferred.**

All installation and configuration activities need to be carried out by bidder onsite at BEL offices. No remote connectivity and internet access will be given for the installation engineer. However, for downloading latest OS and patches separate internet connected system will be provided for installation engineer at BEL premise.

6.6. Key Assumptions:

- ✓ BEL will appoint a SPOC from its side for the end-to-end project co-ordination and timely completion of project. BEL's SPOC will be responsible for providing the various details related with existing network like IP Addresses, existing policies, existing IP zone segmentation etc.
- ✓ BEL will provide all the Network details, IP Addressing etc., of existing WAN architecture.
- ✓ BEL will provide workspace for implementation partner, engineers during the course of the implementation.
- ✓ BEL will make available the policy documentation for IT security.
- ✓ All the project activities, including information gathering, solution design, testing, and central coordination for rollout of proposed solution to production should be carried out by bidder from IS Corporate, New Management Block, BEL Bangalore and installations at respective sites addresses.
- ✓ Proposed solution should support minimum requirements of existing users and bandwidth requirements at all locations as detailed in Table.1. All the bandwidths and underlying infrastructure may upgrade in periodic intervals to meet based on BEL internal business requirement.

6.7. Solution Understanding

Bidder should essentially understand about existing architecture and minimum solution requirements of BEL as per this RFP. Also, bidder should submit plan of activities for implementation and migration of proposed solution for approval of Project manager of BEL before start of deployment. Bidder should ensure all proposed solution should work seamlessly with existing architecture. Any architecture change proposed to be implemented bidder should ensure the changes are implemented as per BEL business needs and should support for successful deployment and ensure all trouble shooting at bidders' own interest and cost. Bidder has to ensure verification of deployed solution by OEM post migration of appliances to production.

6.8. Site Acceptance Criteria post completion

Hardware and software testing and acceptance, at each BEL office shall be done for each unit as well as the entire infrastructure. The Site acceptance test to be performed to ensure the effectiveness of deployed solution as per OEM best practices and BELs requirements.

7 SOLUTION DOCUMENT REQUIREMENTS

Successful bidder should submit design document LLD document for deployment to be submitted to BEL after vetting and approval by OEM for proposed solution.

Successful Bidder has to give the complete SOP (standard operating procedure) document before the sign off of the complete project as per BEL. SOP document should cover all the steps for installing the products and troubleshooting steps required for maintaining the products. SOP document should also include various basic steps to operate the devices, to create any policy/rules, to take backup, to restore, to configure reports etc. The bidder must submit all the SOP documents and granular details of the project both in hard bind copy (3 Nos) and soft copy in form of secure portable drive.

8 WARRANTY SUPPORT

Successful Bidder need to provide the comprehensive **on-premise, onsite support** for all appliances delivered. Also, all necessary license / subscriptions required for all products delivered as per terms and conditions of the tender for a minimum period of **FIVE** years from the date commissioning and acceptance by BEL. **Deployment period shall not be considered for the support purpose. Bidder has to take into account such delay while purchasing warranty packs from OEM. Warranty period for the appliances deployed will start after final sign off and acceptance by BEL**

BEL may enter into Comprehensive Annual Maintenance Contract (CAMC) for the systems for a period of 3 years after completion of initial 5 Yrs., warranty period from the date of installation and commissioning. OEM has to ensure support for the appliances during CAMC period also. BEL may enter into CAMC via negotiation or via tendering post completion of warranty period. During warranty period, the hardware uptime must be 99.0%. Bidder need to ensure adequate support infrastructure with on-site manpower and spares on need basis to ensure required uptime is met as per SLA mentioned in Appendix VII. The warranty support is required to be provided directly by the bidder only.

8.1. Minimum Activities during Warranty period

The bidder must submit details of warranty offered for supplied hardware and software. The services during warranty period should cover the services that the hardware Vendor provides under normal course of service and maintenance support which include the following minimum services: **Warranty period will start after final sign off and acceptance by BEL**

1. Bidder should submit warranty certificate from respective OEM's for the products delivered against this RFP for 5yrs post installation and final acceptance by BEL.

2. On-premise, onsite technical support, on need basis at all locations of BEL under consideration of this RFP.
3. The bidder must undertake the onsite warranty support for offered system for a minimum period of 5 year from the date of installation, which includes hardware replacement as well as installation, configuration, reconfiguration, optimization, fine tuning, updates, upgrades and skill support for all delivered appliances.
4. The OEM must provide **24 x 7 x 365 days technical support**. The OEM should Provide dedicated login credentials with highest level permissions to raise the technical issues, search knowledgebase, download the patches, documents and manage the device for the quoted and supplied products.
5. During the warranty period for this project if device failure happens then SI should arrange onsite engineer visit to the respective location without any additional cost to BEL, to provide RMA replacement and support for the respective location to ensure services are restored as per support requirements mentioned in this RFP.
6. Analysing and solving of any performance issues arising out of deployed solution.
7. Offline Patch, Subscriptions and Licences updates for all the appliances delivered as per OEM patch release policies and updates recommended.
8. Preventive maintenance visits on a quarterly basis to assess the health of devices.
9. Product Firmware upgrades and Software updates for all the appliances delivered as per OEM patch release frequencies and recommendations.
10. Technical support on a 24x7x365 days.
11. Response within 2 Hrs, and resolution should be as per support requirements for each location as per this RFP from the SI for all support cases.

9 OEM / BIDDERS ELIGIBILITY CRITERIA:

Detailed BIDDER / OEM PREQUALIFICATION CRITERIA is mentioned in Appendix 'I' of this RFP. OEM / Bidders must mandatorily meet all requirements as per this criteria's and submit all relevant supporting documents as per Appendix I & Appendix 1A of this RFP as part of technical bid for evaluation.

10 TRAINING SERVICES AND MATERIAL

Bidder has to arrange four days detailed technical and operational training from the OEM on the products delivered including theory and practical which should be given free of cost to the 10 officers of BEL. The training should be provided within two months from the date of completion and acceptance & sign off of the entire project.

The successful bidder has to provide training directly from the OEM on the proposed Solution to maximum of 10 BEL Officials. The training plan should be submitted by bidder as part of Technical Bid.

The details of training to be provided by the selected bidder and shall be subject to evaluation by BEL to ensure that all the various components of the solutions are covered in the training. The training schedule / materials should be submitted to the engineer-in-charge before the training starts.

The infrastructure for the participants during training schedule shall be arranged by BEL. Training venue will be IS Corporate, Bharat Electronics Ltd, Jalahalli, Bangalore. Bidder has to arrange OEM certified faculty for training.

The training should include basic training, configuration, customization, maintenance, monitoring, troubleshooting and management of proposed solution for a duration of 2 days. Successful bidder needs to provide hands on training to BEL Team on proposed system preferably at BEL Bangalore. Training should be on the following areas of deployed solutions:

- Knowledge Transfer of the Deployed Solution, Architecture and Design, hardware, software, integration, and customization, policy installation, troubleshooting process, creation of policies/rules, generation of reports, and analysis of the reports, troubleshooting and familiarization of features and functionalities, alert monitoring and other aspects of the solution.
- Provide hands-on training on policy configuration, alert monitoring, Administration & Management of each component of the proposed solution.
- Training should cover all the aspects of proposed system including administration, configuration, monitoring, troubleshooting etc.
- Detailed training materials need to be submitted by successful bidder in form of Books and Portable encrypted USB Drives.

11 DELIVERY SCHEDULE & INCOTERMS

All the appliances to be delivered to Central IG Stores, Bharat Electronics Ltd., Jalahalli, Bangalore 560013.

Delivery of hardware's at Bangalore DC to be done initially within 16 weeks of placement of PO.

APPENDIX I : BIDDER / OEM PREQUALIFICATION CRITERIA

Sl No	Requirements	Documents Required
Bidder Qualification requirements and Supporting Documents required		
1	Name of Organization and Contact person details.	Details to be furnished. Name: _____ Contact No: _____ email ID: _____
2	The Turnover of the Bidder should be minimum Rs. 2 Crores IT related business line each year for the last three financial year (i.e. 2020-202, 2021-22, 2022-2023)	The Bidder must produce certificate with unique Document Identification Number from registered CA, certifying that turnover from IT related business is more than 2 Cr.
3	The Bidder should have minimum 10 years of experience in the area of selling of Network products / Cyber Security products and maintaining IT equipment's with similar organizations. The bidder should have experience in working with BFSI / BFSI Associated / PSU / Central or State Government organizations in India.	Copy of Company registration Certificate / certificate of incorporation
4	Bidder should submit Minimum two work completion certificate or Purchase order reference for similar Network Firewall projects completed within last 3 Years in any Govt/ PSU/ Banks. minimum Order value should be of Rs. 1 Cr.	work completion certificate or Purchase order Copy attached for experience eligibility 1. Name of Organization: _____ & value _____ 2. Name of Organization: _____ & value _____
5	The bidder shall have a direct presence in India. Any subsidiary & reseller agreement will not be considered to fulfil these criteria. Bidder should have service centre / support offices in Bangalore.	Registered Office Address: _____ Bangalore Office Address: _____
6	The bidder should have valid partnership with OEM & Bidder should submit valid Manufacturer Authorization Form (MAF) from respective OEM for bid submission is made against this RFP.	Valid MAF obtained from OEM for this RFP is attached and undertaking as per Annexure_1. A
7	The bidder should have exclusive infrastructure for providing the service and be able to provide and maintain equipment's which part of this RFP.	Undertaking in Company Letter Head of bidder signed by Authorized signatory
8	The bidders and its associates should be able to arrange relevant adequate inventory stock in to ensure minimum downtime.	Undertaking in Company Letter Head of bidder signed by Authorized signatory
9	Bidder should not be black listed in last three years, from the date of floating of the RFP or at the time of submission of Tender, by any State/Central Government organizations / Firms / Institutions / Central PSU / PSE.	Undertaking in Company Letter Head of bidder signed by Authorized signatory, As per Annexure_1. A

10	Bidder should not involve in any legal case that may affect the solvency existence of their company or in any other way that may affect capacity to provide/continue the services of the company	Undertaking in Company Letter Head of bidder signed by Authorized signatory, As per Annexure_1.A
11	The bidder or its associated group company should have a fully operational Network Operation Centre / Support centre in India for at least 5 years and must be providing 24*7*365 support	Undertaking with details on Network Operation Centre / Support centre in India.
12	Bidder or its associate group company must be certified for ISO 27001:2013 (ISMS) or latest.	Certificate Copy of OEM / Bidder attached

OEM Qualification requirements and Supporting Documents required

1	The OEM should be a Public/ Private Limited Company and should be in existence in India for the last 8 years (as on 31.04.2024). In case of mergers/ acquisitions/ restructuring or name change, the date of establishment of earlier/ original partnership firm/ limited company will be taken into account.	Certificate Copy of OEM to be attached.
2	OEM of offered products must have their own Technical Assistance Center (TAC) support in India which should be operational 24x7x365	Details of Technical Assistance Center (TAC) support in India.
3	The OEM should have successfully deployed similar Security solutions (Hardware and software at customer's premises) in Indian Market in the last three years 2021-2022, 2022-23, 2023-24 for a minimum of 10 installations including minimum of 5, Govt / PSU Organization in India.	Details of Similar products being installed at Customer Installations total 10 installations including 5, Govt / PSU Organization in India. This to be submitted in letter head of OEM.

ANNEXURE I.A: TECHNICAL REQUIREMENTS COMPLIANCE**To,**

The Deputy General Manager
Purchase CMS
Bharat Electronics Ltd.,
Jalahalli Bangalore 560013

RFP Ref. No.: -

Dear Sir,

We confirm that we will abide and comply all requirements, terms and conditions mentioned in the Tender Document (RFP and Annexure) in full and without any deviation.

We confirm that we have not been black listed in last three years, from the date of floating of the RFP or at the time of submission of Tender, by any State/Central Government organizations/Firms / Institutions/ Central PSU / PSE.

We confirm that we have not involved in any legal case that may affect the solvency existence of their company or in any other way that may affect capacity to provide/continue the services of the company.

We also confirm that we are having OEM MAF as per this RFP requirement and suitable partnership with OEM to supply, install and maintain the equipment which are part of this RFP.

Also, we confirm the appliances delivered as part of this RFP will be Non-Chinese and free from malicious Codes and vulnerabilities/Backdoors etc.

We also agree to ensure services as per this RFP Support requirements. Also rated quoted in price bid format of this RFP is as per our best of knowledge and we will honour the rates quoted for product (Delivery, installation, warranty of 5 Yrs) for appliances as per the scope of this RFP without any deviation.

On behalf of OEM we hereby give undertaking that the supplied hardware and software does not contain any malware and malicious code embedded which compromises the security of BEL data and systems and OEMS undertaking in OEM's letter head is submitted part of Technical Bid.

We agree on behalf of OEM to Demonstration Clause 5.17, of this RFP OEM fails to demonstrate the technical compliances within 1 week from intimation from BEL during technical evaluation then that OEM' Bids will be rejected and also that OEM products will not be considered for any further similar requirements in BEL.

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	

APPENDIX II : TECHNICAL SPECIFICATIONS

Technical Specifications		Compliances (Yes/No)
1. Security Gateway Requirements (Qty 2 Sets)		
1. Hardware Requirement.		
1	Proposed Solution should be purpose built hardware-based appliance with required Power Supply and associated accessories included as part of appliance	
2	Min 5 x 1 Gig copper interfaces from day 1.	
3	Min 08 Physical cores from Day 1.	
4	Should have Minimum 1 x RJ45 dedicated management port and minimum 1 x Console port	
5	The proposed solution/platform hardware should be a multi core CPU architecture with a hardened 64-bit operating system to support higher memory and should support minimum of 16 GB of RAM from day 1.	
6	Proposed appliance/platform must have integrated redundant power supplies from day1	
7	Proposed Firewall should be open architecture based on multi -core CPU's to protect & scale against dynamic latest security threats	
2. Storage		
7	The NGFW should have at least 240GB solid-state drive for System storage.	
3. Performance Capacity.		
8	A Minimum NG Firewall, IPS and application control throughput in real-world / production environment – 3Gbps.	
9	Minimum NG Threat prevention throughput in real world/production environment (by enabling and measured with Application-ID/AVC, User- ID/Agent-ID, NGIPS, Anti -Virus, Anti -Spyware, Anti Malware, File Blocking etc. and logging security threat prevention features) – 1.5Gbps Throughput.	
10	The solution should have minimum IPsec VPN throughput – 2.75 Gbps.	
11	New connection per second - Min 60K	
12	Concurrent Layer 7 sessions – Min 4 Million.	
13	IPS throughput - 3.3 Gbps	
14	High Availability. Active / Active, Active / Passive HA clustering support.	
4. Next Generation Firewall Features		
15	Solution should have hardened OS for both, the appliance, and the management platform.	
16	Application control database must contain more than 8500 known applications. The proposed solution must allow free custom application signatures for Homegrown and custom applications.	
17	NGFirewall should support the Identity based logging, application detection and usage controls	
18	Should enable securities policies to identify, allow, block or limit application regardless of port, protocol etc	
19	The proposed firewall must be able to operate in routing/NAT mode.	

20	The proposed firewall must be able to support Network Address Translation (NAT)	
21	The proposed firewall must be able to support Port Address Translation (PAT).	
22	Should support on firewall policy with User and Applications.	
23	Should support SSL decryption on IPv6.	
24	Should be IPv6 Logo or USGv6 certified.	
25	OSPF v2/v3 with graceful restart.	
26	BGP with graceful restart.	
27	Should Support BGP v4	
28	IPS module must be based on the following detection mechanisms: exploit signatures, protocol anomalies, application controls and behaviour-based detection	
29	IPS module must provide at least two pre-defined profiles/policies that can be used immediately	
30	The device should have protection for at least 12000 IPS signatures.	
31	Vendor must have an integrated Anti -Bot and Anti -Virus application on the next generation firewall	
32	Anti -Bot and Anti -Virus must be have real time updates from a cloud-based reputation service. Look for C&C traffic patterns, not just at their DNS destination	
33	The solution should have detection and prevention capabilities for DNS tunnelling attacks	
34	DNS trap feature as part of our threat prevention, assisting in discovering infected hosts generating C&C communication	
35	Solution must protect from DNS Cache Poisoning, and prevents users from accessing blocked domain addresses. DNS Exfiltration and Domain Generation Algorithm (DGA) to protect against the DNS tunnelling. Bidder has to provide additional license to achieve DNS protection.	
36	Anti -virus application must be able to prevent access to malicious websites	
37	Anti -Virus must be able to scan archive files. Anti -Virus policies must be centrally managed with granular policy configuration and enforcement	
38	The solution should support detection & prevention of Cryptor's & ransomware viruses and variants (e.g. WannaCry, Crypt locker, Crypto Wall...) through use of static and/or dynamic analysis	
39	The solution should have mechanisms to protect against spear phishing attacks	
40	NGFW should be able to remove executables with content disarm and reconstruction (CDR) capabilities.	
41	The solution should Eliminate threats and remove exploitable content including active content and embedded objects. After removing should be able to Reconstruct files with known safe elements and convert the reconstructed files to PDF format	
42	The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures,	

	vulnerability-based rules, protocol anomaly detection, and behavioural anomaly detection techniques.	
43	Firewall OS, CVE (Common Vulnerabilities and Exposures) must be available/disclosed on public web sites	
44	Solution/platform shall be supplied with the support for static and dynamic routing protocols.	
45	The solution/platform shall support VLAN tagging (IEEE 802.1q).	
46	Solution/platform shall support Link aggregation functionality (LACP/PAGP) to group multiple ports as single Channel.	
47	Solution/platform shall not have any licensing restriction on number of users and shall be supplied for unlimited users unless specified otherwise.	
48	The Solution should have CDR - content disarmament and reconstruction technique to extract and disarm malicious content before emulation.	
49	The solution should also do CPU based emulation to reduce false-positives.	
50	The solution should have in-built capability to do zero-phishing.	
51	The proposed NGFW appliance/platform architecture should have Control Plane separated from the Data Plane whereby Control Plane should handle Management functions like configuration, reporting & Data Plane should handle Signature matching, Security processing & Network Processing.	
52	All necessary accessories a. AC power cable /AC Power Cord, C14 to C13, 18 AWG, 6ft 2 Nos & UTP Cables 5 Mtrs Qty 10 Nos to be supplied along with each hardware.	
53	Support for the appliance should be NBD.	
Security Gateway Requirements (Qty 1 Sets)		
1. Management and Reporting.		
1	Proposed Solution should be purpose built hardware-based appliance with required Power Supply and associated accessories included as part of appliance	
2	Solution must have tracking mechanism for the changes done on policy management dashboard and maintain audit trails.	
3	The Firewall Management Solution, log server and reporting server and should be a hardware-based solution.	
4	The Management should be able to manage up to 5 gateways	
5	The Management appliance should have 6 Cores CPU, 1x2TB HDD, 16 GB RAM and 10 Copper ports.	
6	The Solution shall receive logs for the overall proposed solution in a single virtual system, and shall not be separate for each module of proposed firewalls. All the logs shall be stored for 90 days with all features and policies enabled. The sizing of the disk space has to be done accordingly.	
7	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and	

	security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.	
8	Solution must be able to segment the rules base in favour of delegation of duties in which changes in one segment will not affect other segments on the same autonomous system.	
9	Support A new MITRE ATTACK view to investigate security issues according to the MITRE defence models, and extract immediate action items based on the mitigation flow	
10	All necessary accessories a. AC power cable /AC Power Cord, C14 to C13, 18 AWG, 6ft 2 Nos & UTP Cables 5 Mtrs Qty 10 Nos to be supplied along with each hardware.	
11	Support for the appliance should be NBD.	

APPENDIX III: CLAUSE WISE RFP COMPLIANCE

Sl.No.	RFP Clause Section	Bidder Compliance (Yes/No)	Remarks
4	PROCEDURAL REQUIREMENTS:		
4.1.	Single Point of Contact		
4.2.	Acceptance of Proposal		
4.3.	Confidentiality		
4.4.	Proposal Materials		
4.4.1.	Prebid Queries		
4.4.2.	Compliance Statements		
4.5.	Bidder's Responsibility to Read RFP		
4.6.	Questions:		
4.7.	Delivery of proposals		
4.8.	Uniformity		
4.9.	Errors and Omissions		
4.10.	RFP Interpretation		
4.11.	Terms of Price		
4.12.	Payment Terms		
4.12.1.	Hardware's delivery payment		
4.12.2.	Installation payment		
5	GENERAL TERMS & CONDITIONS OF RFP		
5.1	Bid Schedule:		
5.2	Evaluation of Bids		
5.3	Contracts & Support from OEM		
5.4	Addendum		
5.5	Service Level Agreement (SLA)		
5.6	Non-Disclosure Agreement (NDA)		
5.7	Law		
5.8	Arbitration		
5.9	Penalty for Use of Undue Influence:		
5.1	Liquidated Damages		
5.11	Termination of Contract		
5.12	Transfer and Sub Letting		
5.13	Limits of Liability		
5.14	Force Majeure Clause		
5.15	Option Clause		
5.16	Repeat Order Clause		
5.17	Demonstration Clause		
6	TECHNICAL REQUIREMENTS JRI AND SCOPE OF WORK		
6.1.	Brief Technical requirements		

6.2.	Brief Project Scope of Work		
6.3.	Project timelines		
6.4.	Joint Receipt Inspection (JRI)		
6.5.	Installation & Configuration		
6.6.	Key Assumptions:		
6.7.	Solution Understanding		
6.8.	Site Acceptance Criteria post completion		
7	SOLUTION DOCUMENT REQUIREMENTS		
8	WARRANTY SUPPORT		
8.1.	Minimum Activities during Warranty period		
9	OEM / BIDDERS ELIGIBILITY CRITERIA:		
10	TRAINING SERVICES AND MATERIAL		
11	DELIVERY SCHEDULE & INCOTERMS		

APPENDIX IV: UN PRICED BID FORMAT

Sl No	Description	Qty	OEM Part Code
1	C04904050728 Security Gateway Appliance (SGP VPN) with all required accessories	2 Sts	
2	C04904050825 Management appliance for SGP VPN GW	1 St	

Notes

1. All Hardware appliances and accessories including Power Supply, Power supply cable, Rack mounting kit, SFP etc. should be preferable from the same OEM as that of Hardware appliances and all accessories to be supplied at respective locations as mentioned in RFP.
2. All hardware appliances, transceivers etc. should be from **Non-China** origin. Undertaking need to be submitted as part of technical bid.
3. None of the refurbished items should be quoted against this enquiry. Undertaking need to be submitted as part of technical bid.
4. Successful Bidder has to provide onsite configuration and troubleshooting support at respective BEL locations for configuration and troubleshooting, patch updates, vulnerability fixes, hardening etc., when needed by BEL during the warranty period.

APPENDIX VI: PRICED BID FORMAT

Sl No	Description	Qty	Unit rate	Total value	GST %	GST Rate	Total value with GST
1	C04904050728 Security Gateway Appliance (SGP VPN) with all required accessories	2 Sts					
2	C04904050825 Management appliance for SGP VPN GW	1 St					
	Installation on site at BEL Bangalore and Onsite Support for 5 Yrs	1 Au					
	TCO for 5 Yrs (Including Delivery Installation Reconfigurations of Hardware/ Software/ Subscription/ Onsite Support for 5 Yrs)						X

Notes

- BEL has the option to decide on the need of above line items and BEL has the discretion on taking decision on any line item requirement.
- Ordering may be done in phases.
- All applicable taxes and tax rates should be mentioned in details in priced bid.
- This is the indicative and minimum list of items; however, bidder has to quote as per the technical requirement and Scope of work as mentioned in the RFP.
- Bidders should not propose any freeware, open source software & licenses against this RFP.
- Un-price BOQ should be submitted on OEM letterhead as part technical bid.
- PO will be placed for X, for delivery of all items, installation and commissioning, Configurations reconfigurations and onsite support with direct premium support of OEM warranty for a period of 5 Yrs from date of installation and acceptance by BEL for all items delivered as per RFP.
- Priced Bid format, will be evaluated and Minimum total cost (TCO) of ownership considering all expenses which includes delivery of all items, installation and commissioning, Configurations reconfigurations and onsite support with direct premium support of OEM warranty for a period of 5 Yrs.
- Successful bidder post installation and commissioning needs to give undertaking to ensure support of delivered appliances for 5 Yrs post acceptance by BEL. Failing which Bidder will be blacklisted and BEL can initiate any suitable action as per laws applicable for breach of contract.

APPENDIX VII: SERVICE LEVEL AGREEMENT

Service Level Agreement during warranty:

The percentage uptime is calculated on monthly basis as follows:

$$SLA = \left(\frac{\text{Total Hours in a Month} - \text{Downtime Hours within the Month}}{\text{Total Hours in a Month}} \right) \times 100$$

- In case of any hardware problems, the bidder should ensure the FREE replacement of the devices to meet the SLAs. Any Hardware failures to be replaced on 24x7x4 with Downtime and service impact less than 4 Hrs.
- Any service request and performance issues raised by BEL should be addressed within 2 Hrs. and engineer has to visit BEL Bangalore premise for resolution of issues within 4 Hrs. of reporting issues to successful bidder.
- Down time: Down time is defined as time between the time of report by the BEL and time of restoration / rectification within the contracted hours, If system fails. "Failure" is the condition that renders the solution is not available to BEL.
- If the bidder fails to maintain the guaranteed uptime of 99% for all appliances delivered across all locations as part of this RFP.
 - a. The applications hosted in our centralized DC and accessible to users via appliances deployed as part of this RFP should be available to users round the clock. The Availability requirement should be 99% or above.
 - b. Restoration of Hardware's: For any Hardware failure replacement should be NBD and as per support requirements for locations mentioned as per this RFP.
 - c. The performance and availability of the solution deployed including the applications availability will be reviewed every month and suitable actions will be taken based on reviews.
 - d. For repeat failure, RCA to be studied and suitable recommended actions for avoiding such incidents need to be submitted else the contract will be reviewed and suitable action will be taken including termination of the contract.
 - e. In case, the service falls below 99.0% during warranty period in any one month the warranty period will be extended by one month.