



**E-PROCUREMENT TENDER NOTICE**  
**SOFTWARE TECHNOLOGY PARKS OF INDIA**  
**No. 76 & 77, 6<sup>th</sup> Floor, Cyber Park, Electronics City,**  
**Hosur Road, Bengaluru - 560 100**

**Tel: +91-80-6618 6000 - 6007 Fax: +91 - 80 - 2852 1161 email: [blr.cog@stpi.in](mailto:blr.cog@stpi.in)**

**Ref. No. STPIB/ADMIN/PSG/2022-23/2**

**18.08.2022**

STPI Bengaluru invites e-procurement open Tender under **Two Bid System** (Technical & Commercial) for Renewal of AMC and Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 installed at STPI Hubballi, as per the Technical specifications and scope of works mentioned in this RFP:

**Table 1:**

<b>Sl. No</b>	<b>Item Description and Quantity</b>	<b>Address for Delivery</b>
01	Renewal of AMC & Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 installed at STPI Hubballi.	Officer In Charge Software Technology Parks of India 4th Floor, IT Park Opposite Indira Glass House, Hubballi-580 029

**Earnest Money Required : Rs. 21,000.00**

**CRITICAL DATES**

Published on <a href="http://eprocure.gov.in">http://eprocure.gov.in</a>	18.08.2022 at 1330 Hrs
Bid Document download/Sale Start Date	18.08.2022 at 1400 Hrs
Clarification Start Date	18.08.2022 at 1430 Hrs
Clarification End Date	24.08.2022 at 1700 Hrs
Prebid Meeting	26.08.2022 at 1130 Hrs
Bid Submission Start Date	29.08.2022 at 1500 Hrs
Bid Submission End Date	08.09.2022 at 1430 Hrs
Technical Bid Opening Date	09.09.2022 at 1500 Hrs
Commercial bid opening Date & Time	Shall be intimated later

Note: -

- Pre-bid Conference will be held at STPI-B, No. 76 & 77, 6<sup>th</sup> Floor, Cyber Park, Electronics City, Hosur Road, Bengaluru - 560 100 on 26.08.2022 at 1130 Hrs.
- All details, regarding the subject tender are available on our websites [www.blengaluru.stpi.in](http://www.blengaluru.stpi.in) and <http://eprocure.gov.in>. Any change / modification in the tender enquiry will be intimated through above websites only.

- Bidder are therefore, requested to visit our websites regularly to keep themselves updated.
- iii. Manual bids will not be accepted.
  - iv. For submission of E-bid, bidders are required to get themselves registered with [eprocure.gov.in](http://eprocure.gov.in) website along with class II or III digital signature certificates issued by CCS under IT Act – 2000 & its further amendments. The detailed procedure is available in the website under the tab 'Help for Contractors', 'Information about DSC', 'Bidders manual kit' etc.

*Any queries relating to the process of online bid submission or queries relating to CPP Portal are available at <http://eprocure.gov.in>. Further, any clarifications, in general may be directed to the 24x7 CPP Portal Helpdesk on 0120-4001002, 0120-4001005 & 0120-6277787 or you may send a mail to [support-eproc@nic.in](mailto:support-eproc@nic.in) .*

**Sd/-  
Director,  
STPI - Bengaluru**

## INSTRUCTIONS TO BIDDER

Online bids under Two bid system are hereby invited on behalf of Software Technology Parks of India Bengaluru for Renewal of AMC & Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 installed at STPI Hubballi, Karnataka. Tender forms can also be downloaded from the website [www.bengaluru.stpi.in](http://www.bengaluru.stpi.in), <https://eprocure.gov.in/eprocure/app> & <https://eprocure.gov.in/epublish/app>.

1.0 This section of the bidding documents provides the necessary information for bidders to prepare online responsive bids, in accordance with the requirements of the STPI. It also provides information on online bid submission, opening, evaluation and award of contract.

### 1.1 INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

#### 1.2.1 REGISTRATION:

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrollment". CPP Portal is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal
- (iv) Upon enrolment the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certificate Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- (v) Only one valid DSC should be registered by a bidder. Please note that Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- (vi) Bidders can then log into the site through the secured login by entering their user ID / password and the password of the DSC / eToken

### 1.2.2 PREPARATION OF BIDS

Only Online Bids need to be submitted on <http://eprocure.gov.in/eprocure/app>. The tenders shall be of 2 bid system (Technical Bid & Commercial Bid). Manual bids will not be accepted.

The following instructions may be followed by the bidders while submission of their bids on online mode.

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnlTrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrollment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before if any submitting the bids online.

9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder shall remit the EMD to STPI Bank Account online only as specified in the tender. The EMD transaction details (NEFT/RTGS) should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
14. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
15. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
16. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
17. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
18. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.

19. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness
20. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
21. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
22. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
23. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
24. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

For any other queries, the bidders are asked to contact on 24 x 7 Help Desk Number 0120-4001002, 0120-4001005 & 0120-6277787 or Mail to : support-eproc@nic.in

This Tender consists of two parts i.e. **Part I (Technical) and Part II (Commercial)**.

1. **Part I (Technical ) shall contain the following:**
  - Part Ia** - General Terms and Conditions
  - Part Ib** - Detailed Scope of Service
  - Part Ic** - Technical Compliance - Annexure A
    - Details of Fortinet Firewall - Annexure B
  - Part Id** - BoQ Format (For Reference)- Annexure C
  - Part Ie** - Check list (Annexure D)
    - Tender Acceptance Letter (Annexure- E)
    - Declaration (Annexure- F)
    - DECLARATION (For MSME firms only) (Annexure G)**
    - NDA (Annexure- H)

**1.1. TECHNICAL BID:** The bidder shall upload the scanned copy of all the following documents as part of the Technical Bid in the stipulated format.

- (a) Financial status: - The annual turnover of the bidder for the last three years viz., the audited Financial statement for the last Three years along with IT returns.
- (b) Documentary evidence of experience having successfully completed similar works during the last 3 years. (PO copies/Completion Certificate) to be submitted. Apart from the above, bidders are requested to submit the detailed Contact Number and e-mail address of the concerned office where the work has been executed
- (c) Copy of Partnership Certificate Authorized by OEM/OEM Certificate
- (d) Copy of the PAN Card
- (e) Copy of GST Registration certificate as applicable.
- (f) Copy of Registration / Incorporation of the firm/ company.
- (g) Documentary evidence for having support center at Karnataka (Preferably at Bengaluru/Hubballi) along with trouble call escalation matrix to be filed.
- (h) Duly Filled and signed Technical Compliance Sheet as per **Annexure-'A'** in part 1-c ("Tech-Compliance")
- (i) Duly filled and signed Tender acceptance letter as per **Annexure-'E'** in part 1-e
- (j) Declaration as per **Annexure -F** in part 1-e
- (k) Declaration from MSME vendor for declaration of UAM numbers with CPP portal as per **Annexure -G**
- (l) Bid Securing Declaration Form as per **Annexure -H** duly signed by authorized person.
- (m) Duly filled & signed checklist as per Annexure - D in part I-e
- (n) Any other related documents.

**2. Part II (Commercial): shall contain the following:**

**2.1 BOQ format (Commercial Bid).**

- The price bid is as per the BOQ in XLS format, filled BOQ to be uploaded in the e-procurement portal. The Template is as per format in **Part II**
- The price offer will be considered only of those parties who have submitted all documents indicated in check list of **Annexure D, Part Ie** of tender document and are found competent on the basis of information submitted in **Annexure D, Part Ie**
- Bidders are requested to submit their most competitive rates. It may please be noted that incomplete tenders will NOT be accepted.

3. Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices. The declaration to be submitted as per format specified in **Annexure –F, Part –Ie.**

4. STPI-B reserves the right to cancel/withdraw the bid without assigning any reasons for such decision. STPI-B also reserves the right to award to any bidder or cancel the orders issued to any bidder without assigning any reason thereof. Such decision will not incur any liability whatsoever on the part of STPI-B consequently.

5. Bidders shall adhere to the procedure and processes laid down in this document and shall follow fair and ethical practices of trade.

#### **6. Deadline for Submission of Bids**

- a. Bids must be submitted online within the due date & time, specified in the tender.
- b. STPI-B may extend this deadline for submission of bids by amending the bid documents. This will be suitably notified in the websites [www.bengaluru.stpi.in](http://www.bengaluru.stpi.in) and <http://www.eprocure.gov.in>
- c. The date fixed for opening of bids, if subsequently declared as holiday by STPI, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day. The time and venue remaining unaltered.

7. **STPI-B reserves the right to accept the offer in full or in parts or reject summarily.**

8. **Comparison of Bids:** STPI-B will compare the bids, from the short listed bidders and may seek clarifications during the evaluation of the received Bids

9. **The bidding process is stipulated in the tender document clearly. In case of any clarifications about bidding process/eligibility criteria the bidders may seek clarification through mail to [blr.cog@stpi.in](mailto:blr.cog@stpi.in) on or before clarification end date.**

10. **The award of contract shall be hosted on website [www.bengaluru.stpi.in/](http://www.bengaluru.stpi.in/) <http://eprocure.gov.in/eprocure/app> . The reason for non-selection shall be disclosed provided the bidder requests for the same in writing. The bidders may seek clarification by writing mail to [blr.cog@stpi.in](mailto:blr.cog@stpi.in).**

11. **To avail the benefits available to MSEs as contained in Public Procurement Policy of MSEs Order, 2012 issued by MSME, it is mandatory for MSME vendors to declare their UAM (Udyog Aadhar Memorandum) number on CPP portal. Failing, which, such Bidders may not be able to enjoy the benefits as per Public Procurement Policy. A declaration to this effect to be submitted along with the Technical Bid (proof/snapshot showing their UAM declared in CPPP portal to be furnished).**



## PART-Ia

### GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1. The tender should be submitted online only on <http://www.eprocure.gov.in/eprocure/app>.
2. Quotations should be for Renewal of AMC and Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 installed at STPI Hubballi.
3. **BID VALIDITY:**
  - a. The tender submitted should be valid for 120 days from last date of opening of commercial bid.
  - b. STPI-B may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request. A bidder agreeing to the request for extension will not be permitted to modify his bid.

#### 4. PRICE VALIDITY:

The price quoted by the bidders shall be valid for a period of One year.

5. Only net rates with break-up should be quoted for the period of the arrangement. Tenderers/bidders are advised to exercise greatest care in offering the rates.

#### 6. BID SECURITY:

- a) Earnest Money Deposit (5 % of the estimated value) of Rs. 21,000.00 has to be remitted through online mode only (NEFT/RTGS) to STPI Bengaluru account. The Bank detailed are given below.

Beneficiaries Name	Software Technology Parks of India-Bangalore
Address	No. 76 & 77, 6th Floor, Cyber park, Electronics City, Hosur Road, Bangalore-560 100
Phone No	080 - 6618 6014 / 6024 / 6016
Fax No	080 - 2852 1161
Saving Account No	842610110002469
Centre	Bangalore
Bank	Bank of India
Branch	Electronic City Branch
Bank Address	No:110-02, BMA-MDC Bldg, Doddathogur, Begur Hobli, Electronic city Phase - 1, Bangalore - 560100.
IFSC No	BKID0008952
MICR Code	560013051
Bank Swift code	BKIDINBBBGL

- b) The EMD shall be credited to STPI Bengaluru bank account on or before the last date for submission of bids failing which the offer will be liable for rejection. Bidders, however, have to attach scanned copy of EMD (NEFT/RTGS) transaction details like UTR etc. while submitting the bids online. EMD online transactions details shall also be sent through mail to [blr.cog@stpi.in](mailto:blr.cog@stpi.in) or hard copy transaction details can be submitted to **The Director, Software Technology Parks of India, No.76 & 77, 6th Floor, Cyber Park, Electronic City, Bengaluru - 560 100**, before the last date for submission of bids failing which offer will be liable for rejection.
- c) The Bids submitted without EMD will stand rejected. EMD **will not be accepted** in the form of **cash/cheque/DD/Bankers Cheque**.
- d) The EMD will be returned to the bidder(s) whose offer is not accepted by STPI-B within one month from the date of the placing of the final order(s) on the selected bidder(s). In the case of the bidder(s) whose offer is accepted, the EMD amount will be returned upon completion of Work/Service.
- e) However if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidder.
- f) The successful bidder, on award of contract / order, must send the contract/order acceptance in writing, within 5 days of award of contract/order, failing which the EMD will be forfeited.
- g) The EMD shall be forfeited, if the bidder withdraws the bid during the period of bid validity specified in the tender.
- h) The exemption of EMD shall be applicable to MSME firm registered under NSIC/UAM. In such cases exemption will be extended to bidders if they are registered for the desired purpose as per requirement in RFP. The exemption will not be applicable, if, the MSME firms are not registered with NSIC or UAM not declared in CPP Portal. **The copy of the exemption certificates shall be uploaded on the e-procurement portal.**

## 7. Interpretation of the clauses in the Tender Document / Contract Document

In case of any ambiguity / dispute in the interpretation of any of the clauses in this Tender Document, **The Director, STPI-B's interpretation of the clauses shall be final and binding on all parties.**

## 8. Preference as per Public Procurement Policy:

The Public Procurement Order (Preference to Make in India order dated. 04.06.2020, MeitY order dated. 07.09.2020 & Preference to MSE's order 2018 and further amendments from time to time) is applicable for this tender. The bidders willing to avail the benefits of public procurement policy under any of the above mentioned order shall submit the relevant documents to the Tender inviting Authority along with the Technical Bid wherever applicable.

## **9. AWARD OF CONTRACT**

### **Award Criteria**

- a. STPI-B shall award the contract to the eligible bidder whose bid has been determined as the lowest evaluated commercial bid after fulfilling all the terms of RFP.
- b. In case, any arithmetical/ numeral/ typo error is found in the commercial quoted by the bidder in the BoQ such as not quoting the GST price, Mismatch in the unit price or total price will not be entertained during the bidding. In such cases, the lowest price reflected in the BoQ column No. 10 shall be considered for evaluation.
- c. In case of bidder who has quoted the lowest price has such error in BoQ as stated above in para (b) and does not provide consent for the lowest commercial quoted, will lead to rejection of commercial Bid of the bidder & further the bid will be treated as Disqualified Bid. The remaining eligible bids will be considered for evaluation and the bidder who has quoted the lowest price among them will be considered for placement of Order.
- d. STPI-B reserves the right to award the contract partly or wholly to one or more bidders.

## **10. ELIGIBILITY CRITERIA**

- a) The Bidder shall be either an Original Equipment Manufacturer (OEM) or an authorized certified partner of an OEM and having support center at Bengaluru or Hubballi. Copy of certificate authorized by OEM / OEM certificate and documentary evidence for having support center in Bengaluru or Hubballi along with trouble call escalation matrix to be filed.
- b) Average Annual turnover during the last 3 financial years (i.e. 2018-19 to 2020-21 or 2019-20 to 2021-22) shall be at minimum of Rs. 40.00 Lakhs. Audited Financial Statement and IT returns for the last three years to be submitted along with the bid.
- c) Experience of having successfully completed similar works such as Subscription renewal of firewall during the last 3 years which should be in either of the following.
  - 2 similar completed works costing not less than Rs. 2.00 Lakhs
  - 1 similar completed work costing not less than Rs. 3.00.Lakhs

Definition of similar work: Supply, installation of IT security products to any central / state Govt. offices/PSU/ private units under a single order /contract.

Documentary evidence of experience having successfully completed similar works during the last 3 years. **(PO copies and completion certificate).**

**11. PAYMENT:** No advance payment will be made. The subscription charges will be released within 30 days after completion/renewal of subscription and submission of invoice. Further, the service provider/supplier ensure that the GST component on Tax Invoice should be uploaded in GST portal with STPI -B GSTN.

**12. Non-Disclosure Agreement (NDA)**

The successful bidder has to enter into NDA as per the **Annexure - H**. The NDA shall be submitted along with the acceptance of the Order.

**13. DISPUTE CLAUSE:**

- In the event of any queries, dispute or difference arising out of the Tender/RFP or in connection there-with (except as to the matters, the decision to which is specifically provided under this Tender/RFP), the same shall be referred to arbitration of a sole arbitrator to be appointed by the Director General, STPI - New Delhi.
- The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof.
- The arbitral proceedings shall be conducted in English. The venue of arbitration shall be at Bengaluru.

**14. FORCE MAJEURE:**

Notwithstanding the provisions relating to time line fixed elsewhere in the Agreement, the Vendor/Parties shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligation under the Tender/RFP is the result of an event of Force Majeure. The Force Majeure in the context of this Tender, means an event beyond the control of the bidder and not involving the bidder fault or negligence and not foreseeable. Such events may include, inter alia, wars or revolutions, fires, floods, epidemics, Pandemic, quarantine restrictions,

freight embargoes, earthquakes, explosions, strikes and other acts of God referred to as eventualities.

If, at any time, the performance in whole or in any part, the bidder is prevented or delayed by reasons of the eventualities then, the Notice of such eventualities shall be given by the bidder to STPI Bengaluru with reasons thereof. Performance of Tender activities shall, however, be resumed as far as possible but not later than seven days after such eventualities have come to an end.

## **15. EVALUATION OF BIDS:**

The evaluation process of the bid will be as per clause 15.1 & 15.2 of this RFP. The purpose of these clauses is only to provide the Bidders an idea of the evaluation process that STPI may adopt. However, STPI reserves the right to modify the evaluation process at any time during the bidding process, without assigning any reason, whatsoever and without any requirement of intimating the Bidders of any such change.

A two-stage procedure will be adopted for evaluation of bid proposals, pursuant to the technical qualification criterion, bidders will be short-listed for opening of the Commercial Bid. Commercial Bids will be opened only of these Bidders who succeed in the technical qualification criteria. The commercial Bids of the disqualified Bidders will remain unopened.

### **15.1 Evaluation of Technical Bid (stage 1)**

- STPI-B will examine the Bids to determine whether they are complete, whether the Bid format conforms to the bid requirements, whether any errors have been made, whether all the documents such as turnover, ITR, experience & all other desired document sought in the bid have been properly signed & uploaded, and whether the Bids are generally in order. Bidders need to fulfil all the technical qualification conditions mentioned in Technical Qualification Criteria of the bid.
- STPI-B will review the technical Bids of the Bidders to determine whether the technical Bids are substantially responsive as per section Ia, Ib, Ic, Id & Ie.
- The commercial bid Part II (BoQ) of the technically qualified bidder will be opened to carry out the commercial evaluation.
- In order to assist in the examination, evaluation and comparison of Bids, STPI-B may at its discretion ask the Bidder for clarifications regarding its Bid. The clarifications shall be given in writing immediately / within the defined time.

- Bids that are not substantially responsive are liable to be disqualified.
- Conditional Bids are liable to be rejected.
- It is, however, clarified that, subject to other provisions of this Document, every Bidder will have to comply the minimum Eligibility Criteria specifications laid down in the RFP for being qualified technically.
- STPI-B's decision shall be binding and final.

## **15.2 Evaluation of Commercial Bid (stage 2)**

The Commercial bids shall be opened by the Committee nominated by the competent authority in the presence of the bidders present at the office of STPI, 6th Floor, Cyber Park, Electronic City, Bengaluru. The date and time of opening of the commercial bids will be communicated to the qualified bidders after the technical evaluation is completed.

### **STPI-B shall award the contract to the eligible bidder based on the below terms**

The commercial Bids of only those Bidders will be opened whose Technical Bids qualified in the technical evaluation.

- a. STPI-B shall award the contract to the eligible bidder whose bid has been determined as the lowest evaluated commercial bid of BOQ (Which includes Base price and Taxes and duties levied by Central/State/ local Govt. such as GST & Labour/Installation Charges, Loading and unloading charges, transportation charges, if any etc.) after fulfilling all the terms of RFP.
- b. In case, any arithmetical/numerical/typo error is found in the commercial quoted by the bidder in the BoQ such as not quoting the GST price, Mismatch in the unit price or total price will not be entertained during the bidding. The lowest price reflected in the BoQ column No. 10 shall be considered for evaluation.
- c. In case of bidder who has quoted the lowest price has such error in BoQ as stated above in para (b) and does not provide consent for the lowest commercial quoted, will lead to rejection of commercial Bid of the bidder. Further the bid will treated as Disqualified Bid. The remaining eligible bids will be considered for evaluation and the bidder who has quoted the lowest price among them will be considered for placement of Order.
- d. STPI-B reserves the right to award the contract partly or wholly to one or more tenders.

## Part-Ib

### **Detailed Scope of Work for Renewal AMC & Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 at installed at STPI Hubballi.**

#### **1. SPECIFICATIONS / SCOPE OF WORK/SERVICE:**

Compliance of your quote to be mentioned in the specified space given on Annexure - A.

#### **2. DETAILS OF SERVICE:** Details as per Annexure - B

#### **3. Scope of work covers:** Renewal of AMC and Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 with **24x7 support.**

#### **4. Support Centre:**

The bidder should have support centre at Karnataka state preferably Bengaluru or Hubballi. The bidder should furnish the Escalation matrix including names, locations, complete postal address, telephone numbers and FAX numbers of all technical support centers and also alternate contact persons including contractor. Any change in the above details shall have to be intimated in writing by the bidder to the in charge of STPIB at the earliest.

#### **5. Responsibilities of Support Centre**

- a) The contractor should ensure that all the centers are manned by fully competent and responsible personnel and capable to attend the fault.
- b) The contractor should also ensure that the centers are manned and are able to provide service to STPI Hubballi all the 7 days of the week throughout the year. The level of service provided to the STPI Hubballi should not affect due to any day being holiday or for any other reasons.

#### **6. TECHNICAL SUPPORT PROCEDURE:**

- 6.1 In case of any fault STPI-Hubballi shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone / FAX / e-mail.

- 6.2 Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge should be sent by FAX or E mail to STPI for record. The time of occurrence of fault as recorded in the fault docket will only be taken into consideration for calculating the actual duration of faults which is final and binding.
- 6.3 Similarly after rectification of fault a fresh fault docket duly filled in at the time of restoration with duration of fault shall be sent by the vendor to the STPI sub center at Hubballi.
- 6.4 The fault docket shall be filled with utmost care giving all the details of the fault and shall be authenticated by signature of the in charge of the STPI sub center at Hubballi.
- 6.5 Once the fault has been rectified and the system is restored, the Engineer of the contractor shall record in the log book, the details of works done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by contractor but also for preventing the occurrence of such faults in future.
- 6.6 Any amendments /corrigendum pertaining this tender shall be hosted on website [www.bengaluru.stpi.in](http://www.bengaluru.stpi.in) & <https://eprocure.gov.in/eprocure/app> .



**Part-Ic**  
**Technical Compliance**

**Annexure - A**

<b>Sl. No</b>	<b>Scope of Service Required</b>	<b>Compliance of your quote. YES/NO</b>
<b>1</b>	Vendor shall provide the service through its employees or authorized partners.	
<b>2</b>	Any fault reported, must be attended onsite within 24 hrs from the time of fault logging and recertification time will be 24 hours. In case problem is not resolved on 24 hours or hardware fault, standby of similar configuration must be provided within 48 hrs from the time of fault logging through OEM	
<b>3</b>	The services is to be provided for one year (24x7 days Support)	
<b>4</b>	Any repair required, free up gradations available from Fortinet should have to be intimated well in advance through OEM and should be covered under the support service.	
<b>5</b>	During the support period vendor shall visit for replacement, installation and transfer of equipment if any through OEM	
<b>6</b>	A Local contact number of service desk shall be provided for logging the fault.	
<b>7</b>	Vendor shall replace necessary parts only by parts of certified quality.	

Signature of authorized person  
Name:  
Designation:

**Company Seal**

Date:

Place:

**Part - Ic**  
**Annexure - B**  
**Details of Fortinet firewall**

Sl. No.	Location & Site Address	Contact Person	Part Description	Qty.	Serial Nos.
1	STPI-Hubballi	Mr. Sasikumar V Officer In Charge Software Technology Parks of India 4th Floor, IT Park Opposite Indira Glass House, Hubballi-580 029 Ph : +91-836- 2257090 ,2257092, 2257093	<b>Fortigate 400D</b>	1	<b>FGT4HD3915800874</b>
			<b>FortiAnalyzer 150G</b>	1	<b>FAZ15GT221000104</b>
			<b>FortiRPS 100</b>	1	<b>RPS1003G16000853</b>

(Signature of authorized signatory with seal & date)

**Part -Id**  
**Annexure -C**  
**BoQ format for reference only.**

[Validate](#)
[Print](#)
[Help](#)

Item Wise BoQ

PART II (Commercial Bid)

Tender Inviting Authority: The Director, STPI Bengaluru

Name of Work: Renewal of AMC and Subscription for Fortigate 400D, FortiAnalyzer 200D and FortiRPS 100 Installed at STPI Hubballi

Contract No: STPIB/ADMIN/PSG/2021-22/02      Dated: 18.08.2022

Bidder Name :

**PRICE SCHEDULE**  
 (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY)

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate	BASIC RATE In Figures To be entered by the Bidder Rs.   P	GST on Total Amount mentioned at column No 9 Rs.   P.	TOTAL AMOUNT for one year without Taxes col (9) = (4) x (7) Rs.   P.	TOTAL AMOUNT for one year With Taxes col (10) = sum of (8) to (9) Rs.   P.	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10	11
1	Items :									
1.01	Subscription charges for Fortigate 400D	item1	1.00	Nos	0.00			0.00	0.00	INR Zero Only
1.02	Subscription charges for Forti Analyzer 200D	item2	1.00	Nos	0.00			0.00	0.00	INR Zero Only
1.03	Subscription charges for Forti RPS 100	item3	1.00	Nos	0.00			0.00	0.00	INR Zero Only
<b>Total in Figures</b>								<b>0.00</b>	<b>0.00</b>	<b>INR Zero Only</b>
<b>Quoted Rate in Words</b>								<b>INR Zero Only</b>		

Note:- Bidders are requested to take utmost care while filling the Commercial Bid on online mode.

- Bidders are allowed to fill the price in the column No. 7 to 8 only i.e. Basic Price, GST on Total amount.
- Bidders are requested to fill the Unit price in Column no 7 which will multiply with the quantity and the total price will be reflected automatically in the Column No. 9. While filling the GST price in column No. 8, bidders are requested to calculate the GST amount on the Total price reflected in the column No. 9.
- It is bidders responsibility to quote without any error / ambiguity. They shall ensure to fill all the desired field appropriately, else their bid may be rejected summarily.

**Part 1e**  
**Annexure D**  
**Check List.**

<b>Sl. No.</b>	<b>Description</b>	<b>Compliance</b>
1	EMD Rs. 21,000.00/EMD Exemption Documents	Submitted / Not Submitted
2	Copy of OEM certificate / certificate authorized by OEM	Submitted / Not Submitted
3	Audited financial statement of last 3 financial years.	Submitted / Not Submitted
4	IT returns for last 3 financial years	Submitted / Not Submitted
5	Customer PO/ Completion Certificate for last 3 financial years	Submitted / Not Submitted
6	Copy of the PAN Card	Submitted / Not Submitted
7	Copy of GST registration certificate	Submitted / Not Submitted
8	Copy of Registration / Incorporation of the firm/company	Submitted / Not Submitted
9	Technical Compliance Sheet as per Part Ic Annexure-A	Submitted / Not Submitted
10	Bid validity for 120 days after the date of commercial bid opening	Complied / Not Complied
11	Declaration as per format Part Ic Annexure F	Submitted / Not Submitted
12	Tender Acceptance letter as per Part Ic Annexure E	Submitted / Not Submitted
13	Support center details at Bengaluru/Hubballi and escalation matrix	Submitted / Not Submitted
14	Uploaded BoQ (the price bid) as per format in XLS	Submitted / Not Submitted
15	Acceptance letter for Price quoted by bidder valid for 1 year.	Submitted / Not Submitted
16	Declaration from MSME Vendors for declaration of UAM Numbers with CPP Portal (If applicable) as per Annexure - G	Submitted / Not Submitted

**Part 1e**  
**Annexure E**  
**Tender Acceptance Letter**

(To be submitted duly signed format (Scanned Copy) by the authorized signatory on Company Letter Head)

Date:.....

To,  
The Director,  
Software Technology Parks of India  
No. 76 & 77, Cyber Park, 6<sup>th</sup> Floor,  
Electronics City, Hosur Road, Bengaluru - 100

**Sub: Acceptance in respect of Terms & Conditions of Tender document for Renewal of AMC & Subscription for Fortigate 400D, FortiAnalyzer 150G and FortiRPS 100 installed at STPI Hubballi.**

**Ref: STPIB/ADMIN/PSG/2022-23/2**

**Dated. 18.08.2022**

Sir,

1. I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site <https://eprocure.gov.in>.
2. I/We hereby certify that I/we have read all the terms and conditions of tender document from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all Annexure(s)/Para's, etc., which shall form part of the contract agreement and I/we shall abide hereby by all the terms & conditions contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/ We hereby unconditionally accept all the terms and conditions of above mentioned tender document and corrigendum(s) as applicable.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject my bid including the forfeiture of earnest money deposit.
6. I/ We confirm that our bid shall be valid upto **120** days from the date of opening of Bid.
7. I/ We hereby certify that all the statements made and information supplied in the enclosed Annexures/Para's etc. furnished herewith are true and correct.
8. I/ We have furnished all information and details necessary for demonstrating our qualification and have no further prominent information to supply.
9. I/ We understand that you are not bound to accept the lowest or any bid you may receive.
10. I/ We certify / confirm that we comply with the eligibility requirements as per Bid documents.

**Seal and Sign of Bidder**

**Name:**

**Address:**

**Annexure - F**

**DECLARATION**

This is to certify that << COMPANY NAME >> has not been blacklisted by any Central /State Government (incl. its department/agency) or was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices as on submission of this bid.

I hereby certify that the information furnished in the RFP Ref No. STPIB/ADMIN/PSG/2022-23/2 dated 18.08.2022 is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in the statement at any stage, the bid will be summarily be rejected and I/we will be liable to be blacklisted.

**Seal and Sign of Bidder**  
**Name & Address:**

**Annexure – G**

**DECLARATION (For MSME firms only)**

I hereby certify that, We M/s. .... has registered under MSME and declared our UAM number in the CPP (Central Public Procurement) Portal.

**Seal and Sign of Bidder  
Name & Address:**

## NON-DISCLOSURE AGREEMENT

### Annexure -H

THIS AGREEMENT is valid till one year from the date of work order, and is made by and between **SOFTWARE TECHNOLOGY PARKS OF INDIA**, an Society under Dept. of Electronics and Information Technology, Ministry of Communications & Information Technology, Govt. of India herein referred to as '**DISCLOSING PARTY**' whose address is Cyber Park, 6th Floor, No. 76 & 77, KEONICS Electronic City, Hosur Road, Bengaluru - 560 100, India, and **M/s. ....**

Both the parties shall mean and include their successors at Office from time to time, legal representatives, administrators, executors and assigns, etc.

This agreement shall govern the conditions of disclosure by disclosing party to Recipient of certain confidential and proprietary information that is oral, written, or in computer file format. Examples of Confidential Information include the identities of companies, consultants and other service providers used by disclosing party, both foreign and domestic, in connection with disclosing party's business, supplier lists, supplier information, computer databases containing customer, product and vendor information, designs, drawings, specifications, techniques, models, documentation, diagrams, flow charts, research and development process and procedures, 'know-how', new product or new technology information, financial, marketing and sales information and projections, product pricing, profitability, marketing techniques and materials, marketing timetables, strategies and development plans, trade names and trademarks not yet disclosed to the public, business methods and trade secrets, and personnel information.

1. Purpose of Disclosure. Disclosing party is disclosing the Confidential Information to Recipient in order for Recipient to evaluate the possibility of using disclosing party's services like Call Centers/Contact Centers Projects, Business Process Outsourcing covering all different kind of Verticals, Information Technology Services, Back and Transaction Processing Services, Business Analysis, Business Process Re-engineering, Data Analysis, Quality Analysis and the Statutory & Datacom services etc.
2. Confidentiality Obligations of Recipient. Recipient hereby agrees:
  - (a) Recipient will hold the Confidential Information in complete confidence and not to disclose the Confidential Information to any other person or entity, or otherwise transfer, publish, reveal, or permit access to the Confidential Information without the express prior written consent of Disclosing Party.
  - (b) Recipient will not copy, photograph, modify, disassemble, reverse engineer, decompile, or in any other manner reproduce the Confidential Information without the express prior written consent of disclosing party.

If any Confidential Information is delivered to Recipient in physical form, such as data files or hard copies, recipient will return the Confidential Information,



together with any copies thereof, promptly after the purpose for which they were furnished has been accomplished, or upon the request of disclosing party. In addition upon request off disclosing party in writing/email Recipient will destroy materials prepared by Recipient that contain Confidential Information.

- (c) Recipient shall use Confidential Information only for the purpose of evaluating Recipient's interest in using disclosing party's services, and for no other purpose. Without limiting the generality of the previous sentence, Recipient specifically agrees not to sell, rent, or otherwise disclose any of disclosing party's Confidential Information either in full or part to any competitor of disclosing party, nor will Recipient use the Confidential Information to directly or indirectly contact or contract with any of disclosing party's employees, vendors, contractors and agents who carry out or otherwise fulfill the services on behalf of disclosing party (its 'Affiliates'). Recipient shall promptly notify disclosing party of any disclosure or use of Confidential Information in violation of this Agreement for which disclosing party shall indemnify the Recipient for that part.

3. Exclusions. None of the following shall be considered to be 'Confidential Information':

- (a) Information which was in the lawful and unrestricted possession of Recipient prior to its disclosure by disclosing party;
- (b) Information which is readily ascertainable from sources of information freely/easily available in the general public;
- (c) Information which is obtained by Recipient from a third party who did not derive such information from disclosing party.

4. Remedies. Recipient acknowledges that disclosing party's Confidential Information has been developed or obtained by the investment of significant time, effort and expense and provides disclosing party with a significant competitive advantage in its business, and that if Recipient breaches its obligations hereunder, disclosing party will suffer immediate, irreparable harm for which monetary damages will provide inadequate compensation. Accordingly, the disclosing party will be entitled, in addition to any other remedies available at law in equity, to injunctive relief to specifically enforce the terms of this Agreement. Recipient agrees to indemnify disclosing party against any losses sustained by disclosing party, including reasonable attorney's fees, by reason of the breach of any provision of this Agreement by Recipient. Recipient further acknowledges that disclosing party's business would be severely hurt if Recipient were to directly contract with its Affiliates without the participation of disclosing party. Therefore, if Recipient directly or indirectly contracts with any of disclosing party's Affiliates whose identity and/or particulars are disclosed to Recipient pursuant to this Agreement

(Except Affiliates with whom Recipient had a demonstrable prior existing business relationship). In the event of circumvention, by the Recipient whether directly or indirectly, the disclosing party shall be entitled to a legal monetary penalty award, equal to the maximum consulting service/consulting fee,

commission/profit originally expected or contemplated to be realized from such transaction(s). This payment levied against and paid immediately by the party engaged in circumvention and also in addition includes all legal expenses in the recovery of these funds if collected through legal action by either party. This penalty shall not apply when the alleged Circumventure does not result in a transaction being concluded. The parties acknowledge it would be extremely difficult or impossible to accurately fix the actual damages that disclosing party would suffer in the event of a breach of the aforementioned obligations, and that the liquidated damages provided for herein are a reasonable estimate of disclosing party's actual damages, which shall be fixed by the arbitrator who shall also be in the same business.

5. No Rights Granted to Recipient. Recipient further acknowledges and agrees that the furnishing of Confidential Information to Recipient by disclosing party shall not constitute any grant or license to Recipient under any legal rights now or hereinafter held by disclosing party.
6. Miscellaneous Provisions:
  - (a) This Agreement sets forth the entire understanding and Agreement between the parties with respect to the subject matter hereof and supersedes all other oral or written representations and understanding. This Agreement may only be amended or modified by a writing signed by both parties.
  - (b) If any provision of the Agreement is held to be illegal, invalid or unenforceable, the legality, validity and enforceability of the remaining provisions will not be affected or impaired.
  - (c) This Agreement is binding upon the successors, assigns and legal representatives the parties hereto, and is intended to protect Confidential Information of any successors or assign of disclosing party.
  - (d) Each Provision of this Agreement is intended to be valid and enforceable to the fullest extent permitted by law. If any provision of this Agreement is determined by any court of competent jurisdiction or arbitrator to be invalid, illegal, or enforceable to any extent, that provision shall, if possible, be construed as though more narrowly drawn, if a narrower construction would avoid such invalidity, illegality, or unenforceability, be served, and the remaining provisions of this Agreement shall remain in effect/force.
  - (e) The terms and conditions governing the provision of the agreement shall be governed by and construed in accordance with laws of the union of India and shall be subject to the exclusive Jurisdiction of the courts of Bengaluru.
    1. Any or all disputes arising out or in connection with this agreement shall so far as may be possible to settled amicably between the parties within a period of thirty days from such dispute(s) arising.
    2. However failing such amicable settlement all disputes and differences out of the construction of or concerning anything contained in or arising out of or in connection with this agreement as to the rights, duties or liabilities arising it,

to the parties shall be referred to a panel of three arbitrators, for conducting Arbitration in accordance with the provisions of Arbitrations and Conciliation Act 1996 and its all amendment.

3. It is agreed that each party shall appoint one arbitrator and the third arbitrator from the same business.
  4. The appointment of arbitrators shall be done within a period of three months from the date of receipt of notice from the aggrieved party requesting to refer the matter to arbitration in case amicable settlement fails.
  5. The parties shall mutually ensure and co-operate with each other in the arbitral proceedings, so that the same can be concluded and awarded within a period of six months from the date of commencement of the arbitral proceedings.
  6. The arbitral proceedings shall be conducted in English, both parties shall be bound by the award passed and delivered by the arbitral tribunal and shall not attempt to challenge the authenticity of the award, before any authority or courts or any other statutory body.
  7. The venue of arbitration shall be Bengaluru.
- (f) If any litigation is brought by either party regarding the interpretation or enforcement of this Agreement, the prevailing party will recover from the other all costs, attorney's fees and other expenses incurred by the prevailing party from the other party.

Signed on behalf of  
**M/s Software Technology Parks of India**

Signed on behalf of  
**M/s. ....**

**Signature:**  
**Name:**  
**Designation with seal:**

**Signature:**  
**Name:**  
**Designation with seal:**

**Date:**

**Date:**