



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1821

Dated : 12.04.2024

Renewal of Subscription, Support & Services for FortiGate FG-200E Unified Threat Management Device (UTM) at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020

The Institution of Engineers (India) invites sealed Tenders from eligible bidder(s) in Single Stage two Envelope bid system for **Renewal of Subscription, Support & Services for FG-200E Unified Threat Management Device (UTM) at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020**

The sealed tenders are to be submitted duly stamped and signed and dated on each page of the tender document as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

The tender shall be in two parts viz. **Technical Part – (Envelope – 'A')** and **Financial bids (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). **Technical Part (Envelope – 'A')** shall comprise of compliance documents against Qualification Requirement, company profile and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in **Envelope – 'B'**. Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.

The sealed tender duly superscribed, "**Renewal of Subscription, Support & Services for FG-200E Unified Threat Management Device (UTM)**" with Tender No. should be addressed to **Deputy Director(NT/IT)** sent at the Institution's address either by registered post/speed post or by hand. Postal / courier of the tender document must reach to this office within stipulated date & time i.e., **upto 16.00 hrs of 25 April 2024.**

Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays for what so ever reason and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason and any correspondence.


Deputy Director(NT/IT)

Technical Specification

Sln	Description	Qty
1	Renewal of Subscription, Support & Services for Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, URL, DNS & Video Filtering, Antispam Service, and FortiCare Premium) (Sln: FG200ETK19912473)	1
2	Renewal of Subscription, Support & Services for FortiGate Cloud Management, Analysis and 1 Year Log Retention	

Qualification Criteria

1. The bidder should be a company registered under the Companies Act, 1956.
2. The bidder should have executed (during last 5 years) at least 5 such projects for implementation of UTM device.
3. Bidder should have experience of implementing group wise bandwidth management for the users of an Active Directory through the UTM.
4. Bidder has to submit their clientele.
5. Bidder should be authorized partner / service provider of the UTM manufactures
6. The bidder must have single fully functional contact support centre with 24 X 7 support.
7. Bidder must ensure Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system.
8. Bidder have to assist Institution with proper support, if required, in case there is change in Internet connectivity.

Guidelines on Bid submission:

9. The language of the documentation & details in the Bids must be in English.
10. All bids to be submitted in single stage two envelope in separate covers:
 - i. **Technical Bid** :- Envelope A should be superscribed with Tender No and Name of Job i.e. "**Renewal of Subscription, Support & Services for FG-200E Unified Threat Management Device (UTM)**" and word "TECHNICAL BID" along with the duly signed and stamped photocopy of documents and signed by authorized representative:
 - a) Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years
 - b) Copy of PAN Card
 - c) Copy of GST registration certificate
 - ii. **Financial Bid** :- Envelope should be superscribed with Tender No and Name of Job i.e. "**Renewal of Subscription, Support & Services for FG-200E Unified Threat Management Device (UTM)**" and word "FINANCIAL BID" containing rate coated by the party duly signed and stamped by authorized representative.

Signature of bidder with date & seal

11. These two bids to be placed in separate large envelope superscribed with Tender No and Name of Job i.e. **"Renewal of Subscription, Support & Services for FG-200E Unified Threat Management Device (UTM)"**.
12. For any query please contact:
Sudip Roy, Deputy Director
Information Technology Section
9830744323 / sudip.roy@ieindia.org
13. The contract shall be for one year and can be renewed on satisfactory performance. Rate during renewal should be mutually agreed. However, the decision of IEI should be full & final.
14. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.
15. Vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee
16. Payment shall be made in advance on submission of invoice in original.

Scope of Work

17. The vendor must provide single fully functional contact support centre with 24 X 7 support.
18. The vendor must ensure Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system.
19. The vendor have to assist Institution with proper support, if required, in case there is change in Internet connectivity.
20. Vendor has to mention the Escalation procedure and matrix for customer complaints
21. Any fault in the UTM will need to be resolved by the vendor within 4 hours of fault booking.
22. In case of hardware failure the vendor has to provide a standby UTM device within 72 hours of diagnosis of problem as hardware fault.
23. If the problem not resolved within the 4 hours then penalty will be charged @ Rs 2000/- per day to the Vendor. The same penalty will be applicable if a stand by UTM device is not provided in case of hardware failure.
24. Training to be provided by the vendors to the IEI personnel for performing day to day operation of the device.
25. The vendor has to provide onsite support, when required.
26. The vendor has to ensure one year full support.
27. The contract includes Preventive maintenance on a quarterly basis subject to our mutual convenience.

Signature of bidder with date & seal

FINANCIAL PART

Sln	Description	Qty	Unit Rate (Rs.)	GST Rate (in %)	Total Rate (Rs.)
1	Renewal of Subscription, Support & Services for Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, URL, DNS & Video Filtering, Antispam Service, and FortiCare Premium) (Sln: FG200ETK19912473)	1			
2	Renewal of Subscription, Support & Services for FortiGate Cloud Management, Analysis and 1 Year Log Retention				

Signature of bidder with date & seal