



Request For Quotes for Provisioning of Endpoint (Protection) Security Solution at the South Asian University

REQUEST FOR QUOTES (RFQ)
RFQ NO. SAU/SP/ICT/2021/05

October 2021

South Asian University
(a University established by SAARC nations)

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- **Data Sheet**

Request for Quotes for Supply & Installation of Endpoint Security / Protection Systems at the South Asian University

Reference	Description
2	<u>License Duration</u> : 3 years subscription is needed
5	<u>Bid Security (EMD)</u> : Bid Security (EMD) of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Account Payee Demand Draft or Banker's Cheque from any of the commercial banks must be submitted by Applicants.
7.2	The proposal of the Applicant shall be valid for 90 (ninety) calendar days from the Proposal Due Date (PDD).
8	<u>Tender submissions</u> : to be made in sealed cover to Assistant Registrar (S&P) Akbar Bhavan Chanakyapuri New Delhi 110 021 on or before the proposal due date specified herein.
8.6	<u>Proposal Due Date (PDD)</u> : The last date of submission of Proposals is 15 November 2021 before 3:00 pm (IST). Applicants must submit the RFQ Proposal along with EMD, in a sealed cover conforming to the sequence of documents and list of forms/documents to be included therein as mentioned hereinafter. This is a Single Bid enquiry (technical & financial proposal in one cover). Proposals must be submitted in a sealed envelope superscribed with the words " <i>Request For Quotes for Provisioning of Endpoint (Protection) Security Solution at the South Asian University</i> "

- ***Invitation to Bid***

The South Asian University (SAU) is an international university established by the South Asian Association for Regional Corporation (SAARC) and is funded by the member states of SAARC which includes Afghanistan, Bangladesh, Bhutan, India, Nepal, Maldives, Pakistan and Sri Lanka.

SAU wishes to procure & deploy and end-point security / protection (antivirus) solution for its computer systems.

The term “firm(s)” and “applicant(s)” is interchangeably used in this document.

All clarifications / corrigenda will be published only on SAU website. The website for accessing the information related to this RFQ is: <http://www.sau.int> (the “SAU Website” or “University Website” or “Official Website”).

Note: From the “Home” page access the “Tenders” section to access all the uploaded documents related to this RFQ.

• **Instructions to Applicants**

1 General

- 1.1 Selection Basis of “Successful Bidder” through this RFQ is the Least Cost System (LCS). The responsive technically qualified proposal with the lowest quoted cost shall be selected & the proposer (bidder) thereof will be considered to be the “Successful Bidder”. (‘Selection Process’).
- 1.2 Applicants shall submit their Proposal in the form and manner specified herein. The Proposal shall be submitted as per the forms given in relevant sections herewith.
- 1.3 Applicants shall bear all costs associated with the preparation and submission of their proposals, and their participation in the Selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by SAU or any other costs incurred in connection with or relating to its Proposal.

2 Engagement Period & Penalties

The software must be licensed for three years inclusive of on-site support as and when needed during the validity of the licenses. Turnaround for support issues shall not exceed one business day. In the event of failure of meeting the resolution time of one business day, during license validity period, a penalty of 1% of the total cost of the licenses would be levied per day subject to a maximum of 10% of the total cost.

Undue delay by the Selected Bidder in the performance of it's obligations during implementation or support shall also render the Bidder liable to any or all of the following sanctions:

- i. Forfeiture of its security deposit.
- ii. Termination of the work order for default.

3 Right to Reject any or all Proposals

- 3.1 Notwithstanding anything contained in this RFQ, SAU reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- 3.2 Without prejudice to the generality of above, SAU reserves the right to reject any Proposal if:
 - (i) at any time, a material misrepresentation is made or discovered, or
 - (ii) the Applicant does not provide, within the time specified by SAU, the supplemental information sought by SAU for evaluation of the Proposal.
- 3.3 SAU makes no commitments, express or implied, that this RFQ process will result in a business transaction with anyone.

4 Dispute

In case of a dispute or difference of any kind whatsoever between the parties in connection with or arising out of or relating to or under this RFQ, the parties shall promptly and in good faith negotiate with a view to amicably resolve and settle the dispute.

5 Bid security / Earnest Money Deposit (EMD)

5.1 Bid Security (EMD) of amount specified in the data sheet is required to be submitted by each Applicant (the "Bid Security").

5.2 SAU will not be liable to pay any interest on bid security deposits. Bid security of pre-qualified but unsuccessful Applicants shall be returned, without any interest. The Selected Applicant's Bid Security shall be returned, without any interest upon completion of the implementation of the solution.

6 Performance Security

Performance Security amounting to 10% of the solution cost of the selected bid will be required to be furnished by the firm selected through this RFQ and shall be submitted within 15 days of the issuance of purchase order. This security must remain valid for 60 days beyond the expiry date of the licenses. No interest will be payable by SAU on the Performance Security.

7 Preparation of Proposal

7.1 Applicants are requested to submit their Proposal in English language and strictly in the formats provided in this RFQ. SAU will evaluate only those Proposals that are received in the specified forms and complete in all respects.

7.2 The Proposal shall be valid for a period of not less than 90 (Ninety) days from the Proposal Due Date.

8 Submission, Receipt and Opening of Proposals

8.1 The Proposal shall be printed and shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the person or persons who sign(s) the Proposal.

8.2 An Authorized Representative of the Applicant should initial all pages of the Pre-Qualification, Technical and Financial Proposals. The Authorized Representative's authorization should be confirmed by a written power of attorney by the competent authority accompanying the Proposal.

- 8.3 All pages of the Proposals must necessarily be serially numbered along with an index (contents) listing page.
- 8.4 No proposal shall be accepted after the closing time for submission of Proposals on the proposal due date specified in the data sheet.
- 8.5 After the Proposal submission until the contract is awarded, if any Applicant wishes to contact SAU on any matter related to its proposal, it should do so in writing at the Proposal submission address. Any effort by the firm to influence SAU during the Proposal evaluation, Proposal comparison or contract award decisions may result in the rejection of the Applicant's proposal.
- 8.6 Proposal documents are to be submitted by the Proposal Due Date specified in the data sheet and must include the following:
- A) Bid Security (EMD) to be deposited at SAU by PDD.
 - B) All pages of the proposal shall be numbered. The first page shall be the table of contents (as per Form 1) and the last page shall be the Page Numbering Certificate (as per Form 8).
 - C) All forms & supporting documents as applicable: Form 1 through to Form 8.
 - D) Any other required documents required for qualification & consideration.
- 8.7 For this procurement, bids must be submitted in a sealed cover containing two sealed envelopes; one labelled "**technical proposal**" and the other envelope labelled as "**financial bid**". The envelope containing the technical proposal and financial bid should be superscribed with the words "**Request For Quotes for Provisioning of Endpoint (Protection) Security Solution at the South Asian University**"

9 Selection Process

- 9.1 All submitted proposals shall be checked to evaluate whether the Applicant meets the prescribed Minimum Qualification Criteria. Subsequently, proposals of Applicants who meet the Minimum Qualification Criteria (the "Shortlisted Applicants") would be considered for Financial evaluation.
- 9.2 The solution offered should meet the prescribed technical and functional specifications given in the section "Scope of Work". Non-compliance to any of the technical and functional specification may attract rejection of the proposal.
- 9.3 From amongst the Shortlisted Applicants, the Bidder, who has submitted the lowest financial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment and shall be the "successful bidder".
- 9.4 Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- 9.5 The bid price will exclude all taxes and levies and shall be in INR as specified in the Financial Bid Form.

9.6 Any conditional bid would be rejected.

9.7 Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

9.8 SAU reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal will be entertained by SAU in respect of such Proposals. However, SAU reserves the right to seek clarifications or additional information from the applicant during the evaluation process. SAU will subsequently examine and evaluate Proposals in accordance with the Selection Process detailed out below.

10 Eligibility – Minimum Qualification Criteria

Applicants must conform to the following eligibility criteria for consideration.

S.No.	Basic Requirement	Specific Requirements	Documents Required
1.	Turnover	Average Annual Turnover during the last three financial years ending March 2020 should be at least Rs. 30 lakhs.	Form 4
2.	Authorized Dealer	The bidder must be an authorized dealer of the OEM whose solution is being proposed.	Form 5
3.	Experience	<p>Bidder must have successfully undertaken at least the following numbers of supply & installation engagement(s) for end-point security (antivirus) solutions in the last three calendar years, of value specified herein :</p> <ul style="list-style-type: none"> • One project of similar nature of value not less than Rs 3 lakhs; OR • Two projects of similar nature of value not less than Rs 2 lakhs each; OR • Three projects of similar nature of value not less than Rs 1 lakh each <p>Note: “similar nature” above implies work related to supply and installation of Endpoint Security (Antivirus) Solutions</p>	Form 3
4.	Legal Entity	1. Should be a legally registered	Form 3

S.No.	Basic Requirement	Specific Requirements	Documents Required
		<p>Company since last 5 years (as on Proposal Due Date).</p> <p>2. Should have a local office in Delhi, NCR.</p>	
5.	Blacklisting	<p>A self certified letter by the authorized signatory of the firm that they have not been blacklisted by any Central / State Government body or Public Sector institution or be under a declaration of ineligibility for corrupt or fraudulent practices as on proposal submission date must be submitted on original letter head of the bidder with signature and stamp.</p>	Form 2

- ***Scope of Work***

Supply & installation of Endpoint Security Solution for 350 computer systems at SAU. The endpoint security solution proposed by the applicant should comply with the technical specifications mentioned in Form 7.

1 Support

- 1.1 Remote Support 24X7 for any call reported and Solution to be provided within one business day. Management server issues to be resolved on the same day.
- 1.2 Escalation matrix for resolving issues with timelines for Remote Support issues and Deployment of personnel to site within next business day after failure of remote support. Management server issues must be resolved on the same day.
- 1.3 Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.

- **Standard Submission Forms**

The Applicants shall respond using the standard formats given in this Section in addition to submitting the documents supporting Eligibility & Evaluation Criteria.

1 Submission Forms

Form 1	Index
Form 2	Proposal Submission Form
Form 3	Eligibility Experience
Form 4	Average Annual Turnover
Form 5	Authorized Dealer Certificate
Form 6	Financial Bid
Form 7	Technical Specification-cum-Compliance sheet
Form 8	Page Numbering Certificate

Form 1: Proposal Index of Submitted Documents

(All forms listed in this index shall be properly paginated together as ONE file)

The first page of the set of documents to be enclosed in the proposal shall be a *Table of Contents* as given below and shall be enclosed as page – 01.

(add additional items if included)

S.No.	Requirement	Documents Required	Page number of submitted Proposal
1.	EMD	As mentioned in data sheet	
2.	Submission Form	As per Form 2	
3.	Experience	As per Form 3	
4.	Turnover Certificate	As per Form 4	
5.	Authorized Dealer Certificate	As per Form 5	
6.	Financial Bid	As per Form 6	
7.	Technical Compliance Sheet	As per Form 7	
8.	Other Technical Evaluation Requirements	As per evaluation requirement	
9.	Any other information	...	
10.	Page Numbering Certificate	As per Form 8	

The last page of the set of documents to be enclosed in the proposal shall be a *Page Numbering Certificate* as given in Form 8.

Form 2: Proposal Submission Form

[To be printed on official stationery of Applicant]

To

Assistant Registrar (S&P)
South Asian University
Akbar Bhavan
Chanakyapuri
New Delhi – 110021

RE: RFQ No. SAU/SP/ICT/2021/05 : Request for Quotes for Supply & Installation of Endpoint Security / Protection Systems at the South Asian University

Dear Sir,

In response to the Request for Quotes (RFQ) for supplying & installing of endpoint security solution licenses, we would like to bid for the same. As instructed, we attach the required documents *properly paginated and bound* in a sealed & labelled envelope.

Our Proposal is unconditional and unqualified.

We understand you are not bound to accept any Proposal you receive.

Further:

1. We shall make available to SAU any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
2. We acknowledge the right of SAU to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
3. We certify that in the last 5 (five) years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
4. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Proposal that you may receive nor to select an Applicant, without incurring any liability to the Applicants.
5. We agree to keep this offer valid for 90 (ninety) calendar days from the Proposal Due Date specified in the above mentioned RFQ.
6. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of the services as required under this tender.
7. We are not black-listed by any Government or Public Institution / Organization / Department in India.
8. We undertake that the documents submitted are genuine/authentic and nothing material has been concealed there from and that we are not debarred by any Government organization and are competent to execute the supply & services envisaged in this RFQ. We understand that the Award of work is liable to be cancelled, if found to be having obtained, through fraudulent means/concealment of information.

We remain, Yours

sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Form 3: Eligibility Experience

Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Bidder company details (use the following format):

S.No.	Item	Details	Page No. of the Proof Document
1.	Name, Designation and Contact Details of the Person Authorized to Make Commitments to the University		
2.	Company Registration No. (Copy of the Registration Certificate to be attached)		
3.	Type of Registration		
4.	Year of Registration of Firm		
5.	PAN No. (Copy of the Certificate to be attached)		
6.	GST No. (Copy of the Certificate to be attached)		

Specific Experience

Experience & details of similar work done.

S. No.	Customer* (Name, Address, Contact person)	Calendar Month & Year of Work Order (MMM, YYYY)	Value of Work Order (INR)	Page No. of the Proof Document**

*Limit references to the period of three years prior to Proposal Due Date (PDD). References must pertain to services similar to those being solicited through this RFQ.

**Experience must be supported by copies of work orders & Completion certificates from the client; OR Work Order + Self Certificate of Completion. In case of running works citation, reference letter from client; OR Work Order + Self Certificate.

Firm's Name:

Authorized Signature:

(Official Seal):

Form 4: Average Annual Turnover of the Applicant for the Last Three Years

S. No.	Financial years*	Average Annual turnover of the applicant(INR)
1.	2018-2019	
2.	2019-2020	
3.	2020-2021	
	Average for three years	[indicate sum of above divided by 3]

Certificate from the Statutory Auditor

This is to certify that [name of company] [registered address] has received the payments shown above against the respective years.

Name of Authorized Signatory

Designation

Name of firm

Signature of Authorized Signatory

Seal of Audit firm

Note: In case the Applicant does not have a statutory auditor, they may provide the certificate from its Chartered Accountant.

Form 5: Authorized Dealer Certificate

(Standard format of OEM with current date certifying that the Applicant is an authorized dealer of their products)

Form 6: Financial Bid

Rates must include installation cost for EPP server and OS & at least 10 agents on client systems

S.No.	Item	Tax Exclusive Unit Rate (INR)	Tax (%)	QTY	Total Rate Including Tax (INR)
1.	Supply, installation, configuration and implementation of entire End Point Protection / Security solution complying with the technical specifications along with associated software licenses (for MS Windows & Apple Mac systems) and necessary documents / manuals on site.			350	
2.	OS license to install central console / management server				
3.				TOTAL*	

TOTAL COST IN WORDS

***No additional payment will be done by SAU for or in respect of supplying / installing / implementing / configuring the entire Client-Server solution.**

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

(Company Seal)

Form 7: Technical Specification-cum-Compliance Sheet

Please attach valid documents in proof/support of compliance. Bids without valid proof/reference documents are liable to be rejected.

S.No	Feature Description	Compliance (Yes/ No)	Page no of proof of compliance
1.	OEM should be present as a “Leader” in Gartner Magic Quadrant or Forrester Wave for at least 3 times in last 5 annual evaluations ¹ for endpoint security.		
2.	The proposed endpoint security solution should be of a Centralized Server based installation and should eradicate malware on a system and provide protection against viruses, worms, trojans, spyware, worms, ransomware, bots, adware, root kits and other harmful attacks.		
3.	Solution should offer comprehensive client/server security to protect all desktops, laptops and servers in the network against various types of harmful attacks.		
4.	Solution should have the following features: (a) Ability to scan external storage devices, network locations, email attachments, internet files automatically when connected / downloaded. (b) On demand scan for all the files and folders on the system. (c) Protection against objects delivered to end user computer via HTTP / FTP. (d) Detect and block access to phishing links. (e) Ability to discover unprotected computers within campus network by IP & hostname. (f) Option to scan rootkit and tracking cookies. (g) Ability to exclude specific files and directories from scanning. (h) Ability to scan in background without prompting the user repeatedly.		
5.	Should support both 32 bit and 64 bit Windows (all flavours & versions) & Mac operating systems up to recent versions.		
6.	Should support the existing SAU network setup without any modifications.		
7.	Automatic update of EPP (End Point Protection) server should happen from OEM server and EPP clients should be able to get updates from EPP server.		
8.	Version updates and updates of virus definitions should happen automatically across all servers and clients without downtime.		

¹ For quarterly evaluations, only one quarter to be considered in each of the last five years. The quarter may be different for each year.

9.	Must extend threat protection to the endpoints even when they disconnect from the network, i.e., regardless of the location.		
10.	Solution should support multiple client installation methods like remote installation, email based installation, URL based installation and network share based installation and other method if available.		
11.	Must be capable of uninstalling and replacing existing client antivirus software and to ensure unavailability of any residual part of the software.		
12.	Must be able to send notification messages to specified recipients when firewall violations exceed certain thresholds, which may signal an attack.		
13.	End user should not be able to tamper the endpoint security agent, uninstall, disable or change the security settings.		
14.	The proposed solution should be able to detect and prevent the advanced persistent threats which come through executable files, PDF files, Flash files, RTF files and/or other objects.		
15.	Solution should have single centralized web based management console.		
16.	Anti-malware should support Real Time, Manual and Scheduled scans.		
17.	Management Server installation should support either Windows or Linux operating system.		
18.	Various reports should be available regarding infected files/systems; user reports mentioning IP, hostname, threat details etc; client installation / pending / failure report; etc.		
19.	Documentation must be provided with following features. <ul style="list-style-type: none"> a. Administrator and User guide. b. Detail process of antivirus software deployment, configuration and usage. 		
20.	Solution should include Technical Support provided by certified professionals onsite or offsite as per need.		

Form 8: Page Numbering Certificate

(To be enclosed as **last page** of the Proposal)

<u>CERTIFICATE</u>	
Certified that this Proposal (technical & financial) is carrying _____ pages (in figures and words) and each page is numbered.	
Date:	Sig. of the tenderer & With seal
RFQ No. SAU/SP/ICT/2021/05 for "Request for Quotes for Supply & Installation of Endpoint Security / Protection Systems at the South Asian University."	