



# **Request For Quotes for Supply & Installation of Fortinet UTM Security Subscription Renewal with Onsite Support**

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**REQUEST FOR QUOTES (RFQ)**  
RFQ NO. SAU/SP/ICT/2021/12

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November 2021

**South Asian University**  
(a University established by SAARC nations)

[www.sau.int](http://www.sau.int)  
Phones: +91 11 24195000 / +91 11 24122512 – 14

## Table of Contents

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Data Sheet.....	3
Invitation to Bid.....	4
Instructions to Applicants.....	5
1 General.....	5
2 Engagement Period & Penalties.....	5
3 Right to Reject any or all Proposals.....	5
4 Dispute.....	6
5 Bid security / Earnest Money Deposit (EMD).....	6
6 Performance Security.....	6
7 Preparation of Proposal.....	6
8 Submission, Receipt and Opening of Proposals.....	6
9 Selection Process.....	7
10 Eligibility - Minimum Qualification Criteria.....	8
Scope of Work.....	10
1 General.....	10
2 OEM License Renewal.....	10
3 Problem Resolution & Onsite Support.....	11
Standard Submission Forms.....	12
1 Submission Forms.....	12

- **Data Sheet**

**Request for Quotes for Supply & Installation of Fortinet UTM Security  
Subscription Renewal with Onsite Support**

<b>Reference</b>	<b>Description</b>
2	<u>License Duration</u> : 3 years subscription is needed
5	<u>Bid Security (EMD)</u> : Bid Security (EMD) of Rs. 75,000/- (Rupees Seventy Five Thousand Only) in the form of Account Payee Demand Draft or Banker's Cheque payable to the "South Asian University" at New Delhi 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 29 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 Supply &amp; Installation of Fortinet UTM Security Subscription Renewal with Onsite Support</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.

The SAU intends to renew the subscription / licenses of fortinet devices currently under operations at the University.

Accordingly, proposals are invited from well experienced and qualified partners capable of supplying, configuring and supporting the fortinet devices at the South Asian University for a period of three years.

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 support 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 as per problem severity as mentioned in the scope of work herein. In the event of failure of meeting the prescribed resolution time, during license validity period, a penalty of Rs 2500 would be levied per day up to seven calendar days and Rs 5000 per day thereafter.

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. The matter regarding any unsettled dispute shall be referred for arbitration to any Officer appointed by the President SAU, whose decision shall be binding and final.

#### **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 overall tax exclusive cost of the selected bid will be required to be furnished by the firm selected through this RFQ and shall be submitted within 10 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 the technical proposal and financial bid superscribed with the words **“Request for Quotes for Supply & Installation of Fortinet UTM Security Subscription Renewal with Onsite Support”**

## 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 2021 should be at least Rs 50 lakhs.	Form 4
2.	Authorized Dealer	Bidder must be the OEM or their Authorized Partner. If bidder is an Authorized Partner or Service Provider of OEM they must submit a Manufacturer’s Authorization Letter (MAF) from the OEM clearly indicating that the bidder is competent to sell & provide the required services for the items (specific to this tender). Bidder should submit Manufacturer’s Authorization Letter (MAF) along with the tender document, failing which the tender will not be considered.	Form 5
3.	Experience	Bidder must have successfully undertaken at least the following numbers of support engagement(s) for fortinet products in the last three calendar years, of value specified herein : <ul style="list-style-type: none"> <li>• One project of similar nature of value not less than Rs 25 lakhs; OR</li> <li>• Two projects of similar nature of value not less than Rs 15 lakhs each;</li> </ul>	Form 3



S.No.	Basic Requirement	Specific Requirements	Documents Required
		<p>OR</p> <ul style="list-style-type: none"> <li>Three projects of similar nature of value not less than Rs 10 lakh each</li> </ul> <p>Note: "similar nature" above implies work related to support services for fortinet products inclusive of license renewal</p>	
4.	Legal Entity	<ol style="list-style-type: none"> <li>Should be a legally registered Company since last 5 years (as on Proposal Due Date).</li> <li>Should have a local office in Delhi, NCR.</li> </ol>	Form 3
5.	Blacklisting	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.	Form 2
6.	Certification	The bidder should be ISO 9001 certified. A currently valid copy of ISO Certificate should be enclosed.	Copy of valid certificate
7.	Service Centre	The bidder should have Service Center operating in Delhi NCR. Communication address and telephone numbers for the same should be provided.	Self Certification

• **Scope of Work**

Supply & installation of renewal of fortinet support services as mentioned hereunder.

**1 General**

- 1.1 The successful bidder (OEM or an Authorized Partner of OEM) has to activate the license on the firewall appliances.
- 1.2 After activation of the licenses, the successful bidder has to depute an L3 level Engineer onsite at SAU for at least three working days to verify all the configurations in the existing UTM-Firewall appliances including high availability configuration, load balancing, failover etc.
- 1.3 The payment will be released only after the successful activation and configuration fine-tuning and after submission of OEM support confirmation documents.
- 1.4 In addition to the OEM's direct support, on-site/remote support should be provided by the successful bidder as and when required during the support period of 3 (three) years.

**2 OEM License Renewal**

- 2.1 Model: FortiGate 500E (QTY=2)
  - (i) Product Serial Number: FG5H0E5818903987
  - (ii) Product Serial Number: FG5H0E5818904097
- 2.2 Model: FortiAnalyzer 200F (QTY=1)
  - (i) Product Serial Number: FL-2HFTB18000708
- 2.3 **Product Support Coverage (FG-500E)**

<b>Support Type</b>	<b>Support Level</b>
Hardware Coverage	Advanced HW
Firmware & General Updates	Web/Online
Enhanced Support	24x7
Telephone Support	24x7
Advanced Malware Protection	Web/Online
Next Generation Firewall	Web/Online
Web & Video Filtering	Web/Online
FortiGuard AntiSpam	Web/Online

**2.4 Product Support Coverage (FAZ-200F)**

<b>Support Type</b>	<b>Support Level</b>
Hardware Coverage	Advanced HW
Firmware & General Updates	Web/Online
Enhanced Support	24x7
Telephone Support	24x7

### **3 Problem Resolution & Onsite Support**

- 3.1 Any problem (P1) having a major disrupting impact on the University network needs to be resolved within three hours of reporting.
- 3.2 Any problem (P2) impacting a significantly large number of users must be resolved within 24 hours of reporting.
- 3.3 Any other problem (P3) of lesser severity shall be resolved within the next two business days.
- 3.4 Process for ticket generation for problem reporting shall be clearly spelt out by the bidder and shall include both email / telephonic reporting.
- 3.5 At first, if possible, problem resolution will be attempted remotely via 24X7 support for any call reported and Solution to be provided as per problem severity timelines.
- 3.6 Escalation matrix for resolving issues with timelines for Remote Support issues and Deployment of personnel to site within next calendar day after failure of remote support.
- 3.7 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	Manufacturer's Authorization Letter
Form 6	Financial Bid
Form 7	Service Center Certification
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.	Manufacturer's Authorization Letter	As per Form 5	
6.	Financial Bid	As per Form 6	
7.	Service Centre Certification	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

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[To be printed on official stationery of Applicant ]

To

The Registrar  
South Asian University  
Akbar Bhavan  
Chanakyapuri  
New Delhi – 110021

**RE: RFQ No. SAU/SP/ICT/2021/12 : Request for Quotes for Supply & Installation of Fortinet UTM Security Subscription Renewal with Onsite Support**

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.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Date:

**Form 3: Eligibility Experience**

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**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)		

**Authorized Signature [In full and initials]:**

**Name and Title of Signatory:**

**Date:**



## Specific Experience

Experience & details of similar work done.

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

\*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):

Date:

**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	
	<b>Average for three years</b>	[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

Date:

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

**Form 5: Manufacturer's Authorization Letter**

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(Standard format of OEM with current date certifying that the Applicant is an authorized partner of their products and qualified to provide the support services required in this tender)

**Form 6: Financial Bid**

To,

The Registrar  
 South Asian University  
 Akbar Bhavan  
 Chanakyapuri  
 New Delhi 110 021

Date: \_\_\_\_\_

**Charges for Renewal of Fortinet Security Subscription & Onsite Support**

S.No.	Item	Unit	Qty	Rate per unit in INR	Amount in INR
1	OEM 24x7 UTP support for three years for FG-500E	Nos.	2		
2	OEM 24x7 Forticare support for three years for FAZ-200F	Nos.	1		
3	Vendor support for three years inclusive of onsite support as and when needed	Nos.	1		
TOTAL TAX EXCLUSIVE AMOUNT					
GST @ __%					
TOTAL AMOUNT INCLUDING GST					

**TOTAL COST IN WORDS:**

**\*No additional payment will be done by SAU for or in respect of supplying / installing / implementing / configuring the support service licenses.**

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

(Company Seal)

## **Form 7: Service Centre Certification**

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Bidder to self certify existence of their service center along with the following details:

1. Location, address, telephone & email address of service centre
2. Strength of fortinet support staff
3. Escalation matrix
4. Problem reporting procedure

**Form 8: Page Numbering Certificate**

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

<p><u>CERTIFICATE</u></p> <p>Certified that this Proposal (technical &amp; financial) is carrying _____pages (in figures and words) and <b>each page is numbered.</b></p> <p>Date: _____</p> <p style="text-align: right;">Sig. of the tenderer &amp; With seal</p> <hr/> <p>RFQ No. SAU/SP/ICT/2021/12 for "Request for Quotes for Supply &amp; Installation of Fortinet UTM Security Subscription Renewal with Onsite Support."</p>	
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