



## **Surat Municipal Corporation (SMC)**

**Bid for Network Security Solution [DC-ISD-Network-02-2025]**

**Online Bid Start Date**

**June 18, 2025**

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

**June 26, 2025**

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy**


**On or before July 3, 2025**

**Information Systems Department (ISD)**

**Surat Municipal Corporation**

**Muglisara, Surat-395003**

## Notice Inviting Bid

	<p align="center"><b>Surat Municipal Corporation (SMC)</b> Muglisara, Surat – 395003, Gujarat. <a href="http://www.suratmunicipal.gov.in">www.suratmunicipal.gov.in</a></p> <p align="center"><b>Notice Inviting Bid for Network Security Solution</b> <b>[DC-ISD-Network-02-2025]</b></p>
<p><b>Bid for Network Security Solution [DC-ISD-Network-02-2025]</b> for Surat Municipal Corporation (SMC) is invited online on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>	
<b>Bid Fee</b> (Non-refundable)	<ul style="list-style-type: none"> <li>Rs. 2,832/- (Rs. 2,400+ 18% GST) by DD or Banker's Cheque only</li> </ul>
<b>EMD</b>	<ul style="list-style-type: none"> <li>EMD of Rs. 80,000/- (by DD or Banker's Cheque only)</li> </ul>
<b>Online Bid Start Date</b>	<ul style="list-style-type: none"> <li>18/06/2025</li> </ul>
<b>Online Bid End Date</b> (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	<ul style="list-style-type: none"> <li>Till <b>26/06/2025</b> up to 18:00 hrs.</li> </ul>
<b>Online Pre-bid Conference to Bidders</b>	<ul style="list-style-type: none"> <li>Bidders shall have to post queries by email to <a href="mailto:isd.networks@suratmunicipal.gov.in">isd.networks@suratmunicipal.gov.in</a> on or before 20/06/2025, 16:00 hrs.</li> </ul>
<b>Submission (in Hard Copy) of Bid Fee and EMD.</b>	<ul style="list-style-type: none"> <li>In sealed envelope strictly by RPAD/Postal Speed Post on or before <b>03/07/2025</b> up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.</li> </ul>
<ul style="list-style-type: none"> <li>Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in Electronic format only on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> website till the Last Date &amp; time for Online Submission.</li> <li>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</li> </ul>	
<p align="right">(Sd/-) Deputy Commissioner Surat Municipal Corporation</p>	

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## **Surat Municipal Corporation (SMC)**

### **TECHNICAL BID**

**Bid for Network Security Solution [DC-ISD-Network-02-2025]**

**Online Bid Start Date  
June 18, 2025**

**Online Bid End Date  
(Last Date of Online Submission of Bids)  
June 26, 2025**

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy  
On or before July 3, 2025**

**Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003**

## TECHNICAL BID

### 1 Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-Network-02-2025
Bid Fee	Bid Fee of Rs. 2,832/- (Rs. 2400+ 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	EMD of Rs. 80,000/- (Eighty Thousand Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Bid Start Date	18/06/2025
Online Pre-bid Conference to Bidders	Bidders shall have to post queries by email to <a href="mailto:isd.networks@suratmunicipal.gov.in">isd.networks@suratmunicipal.gov.in</a> on or before 20/06/2025, 16:00 hrs.
Last date for Online Submission of Bids along with the documents	On or before 26/06/2025 up to 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/07/2025 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.
Opening of Technical Bids	To be decided and communicated later
Opening of Price Bids	To be decided and communicated later

## 2 Instructions for the Bidder

### 2.1 Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice DC-ISD-Network-02-2025

#### Addenda & Corrigenda

If required, the Addenda and Corrigenda will be issued and the same will **form the part of the original tender/bid documents** and shall override any contradicting effects in the original tender/bid document.

### 2.2 Submission of Price Bid and Technical BID

The price bid and the technical bid containing all the relevant supporting documents must be submitted online only on <https://smctender.nprocure.com> on or before the last date of submission of the bid. No documents except the Bid Fee and EMD to be accepted in hardcopy. It is advised to keep the softcopy of the relevant documents ready and upload the same in advance on <https://smctender.nprocure.com> with respect to this tender to avoid issues if any. All the relevant softcopy should invariably follow the (n)Code portal's specific requirements pertaining to file types, file size, file name length, etc.

- **File Types:** Files with only .pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar extension can be uploaded.
- **File name:** It should not be more than 70 characters. Special Characters Like ( ' % @ < > : \* ? | & ~ ^ ) are not permitted.
- **File size:** Single file size should not be more than 3 MB.

The bid document (duly signed and stamped) in hard copy shall be submitted by the successful bidder upon intimation from SMC.

### 2.3 Pre-bid Queries

A prospective Bidder requiring any clarification on the tender Document may submit his queries, via email, to the following e-mail id on or before **20/06/2025 upto 16:00 hrs.**

Email Id for submission of queries: **isd.networks@suratmunicipal.gov.in**

**The queries must be submitted in the following format:**

Bidder's Request for Clarification			
Name & Address of the Organization Submitting request		Name & Position of Person Submitting request	Contact Details of the Organization/Authorized Representative
			Tel: Mobile: Fax: Email:
Sr. No.	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required
1			
2			

## 2.4 Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Rs. 2,832/- (Rs. 2,400+ 18% GST)** and **EMD of Rs. 80,000/- (Eighty Thousand Only)** by separate Demand Draft or Banker's Cheque of any scheduled/nationalised bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

**2.5** The Bid should be filled in legibly, clearly indicating the figures and its value in words too.

**2.6** The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

## 2.7 Online Submission of the Technical Bid:

The bidder will be required to upload the **duly signed, stamped and notarized colour scanned copy** of below mentioned documents in the same order of sequence online on <https://smctender.nprocure.com> during e-tendering process.

1. Scan copy of Tender (Bid) Fee (in support of Eligibility Criteria No. 3.7)
2. Scan copy of EMD (in support of Eligibility Criteria No. 3.7)
3. Scan copy of Solvency certificate (in support of Eligibility Criteria 3.8)
4. Scan copy of Certificate of Incorporation/Registration (in support of Eligibility Criteria No. 3.1)
5. Scan copy of work order / Completion certificate/ Contract / performance certificate clearly indicating years in operation (in support of Eligibility Criteria No. 3.2)
6. Scan copy of work order / Completion certificate / Contract/ performance certificate clearly indicating supply, installation and Commissioning of Network Equipments e.g Firewall/UTM assignments (in support of Eligibility Criteria No. 3.3)
7. Scan copy of the Audited Balance Sheet/Certificate from statutory auditor regarding turnover (in support of Eligibility Criteria No. 3.4)
8. Scan copy of duly signed and stamped Technical Specification Sheet for Network Security Solution on OEM's letter head. (in support of Section-6)
9. Scan copy of duly signed and stamped Technical Specification Sheet for Network Security Solution on Bidder's letter head. (in support of Section-6)
10. Scan copy of Authorization Letter as per Clause-2.26 (mandatory in case tender signatory is other than Owner/Partner/MD/Director/Company Secretary)
11. Scanned copy of Bid Format given in Section – 7, Annexure to Technical Bid
  - Annexure-A: Bidder's Details
  - Annexure-B: Details of assignments supply, installation and Commissioning of Network Equipments e.g Firewall/UTM in last 5 years.
  - Annexure-C: Details of Authorised Distributor/Dealer/Channel Partner/Service partner
  - Annexure-D: Information of Authorized Signatory/Contact person

- Annexure-E: Self-Declaration (in support of Eligibility Criteria No.3.6)
  - Annexure-F: Authorization Letter from OEM (in support of Eligibility Criteria No.3.5)
12. Scan copy of PAN card.
  13. Scan copy of GST Registration Certificate.
  14. Scan copy of duly signed addendum and Corrigendum, if any.
  15. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement.

**2.8 Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-2.11 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice.**

**Penaltative action will be taken for not submitting original Demand Draft in the account department of Surat Municipal Corporation within 7 days from the last date of online submission of the bid for the first time as mentioned below.**

Sr. No.	Tender Amount	Penalty Amount in Rs.
1.	Up to Rs. 1 Crore	Rs. 10,000/-
2.	More than Rs. 1 Crore and Upto Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Upto Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Upto Rs. 100 Crore	Rs. 70,000/-
5.	More than Rs. 100 Crore	Rs. 1,00,000/-

**If bidder will not submit the penalty amount within 10 days to Surat Municipal Corporation and/or bidder will not submit the demand draft in original for the second time and after, Penaltative action shall be taken for abeyance of registration and cancellation of E-tendering code for 6 (six) months.**

**Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.**

- 2.9 All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.**
- 2.10 All documents must be notarized clearly displaying stamp, number and name and validity of the notary.**
- 2.11 Sealing, marking and submission of the Bid Fee and EMD:**

Following documents shall only be submitted in Hard Copy to Surat Municipal Corporation by the bidder:

- Earnest Money Deposit (EMD)



○ Tender Fee

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as "**Bid Fee & EMD**"

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
<b>TENDER DETAILS</b> <ul style="list-style-type: none"> <li>• Notice No.: Bid for Network Security Solution [DC-ISD-Network-02-2025]</li> <li>• Bid Fee &amp; EMD for Bid for Network Security Solution.</li> <li>• Last Date for Physical Submission: 03/07/2025 up to 18:00 hrs.</li> </ul>	<p>To,</p> <p><b>The Chief Accountant,</b></p> <p><b>Surat Municipal Corporation,</b></p> <p>Mahanagar Seva Sadan,</p> <p>Gordhandas Chokhawala Marg,</p> <p>Muglisara, Surat - 395 003,</p> <p>Gujarat, INDIA.</p>

The envelope containing EMD and Bid Fee must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **03/07/2025 up to 18:00 hrs.** **Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**

## PRICE BID & TECHNICAL BID

The technical bid & price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

- 2.12** The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 2.13 Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.
- 2.14 Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all bidders. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.
- 2.15 Withdrawal of Bids:** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.
- 2.16 Period of Validity:** The offer should be valid for acceptance for a minimum period of **180 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.
- 2.17 Language of Bids:** The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

- 2.18 Right to Accept or Reject Any Bid or All Bids:** SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.
- 2.19 Firm Prices & Bid Currency:** Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.
- 2.20 Costs to be Borne by Bidder:** All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.
- 2.21 Acceptance of Terms & Conditions:** The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.
- 2.22** All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.
- 2.23** It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
- 2.24** The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 2.25** The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.
- 2.26 Authorized Signatory**  
For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.
- 2.27 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 the supplier does



- a) Each of the envelopes does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid and Technical Bid is submitted physically along with Bid fee and EMD which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.

## Bid for Network Security Solution [DC-ISD-Network-02-2025]

## 3 Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the broad requirements, as described in the bid document.

The bidder interested in being considered for this bid must meet the following eligibility criteria:

1. Bidder should be a company registered under Companies Act, 1956 or Companies Act, 2013.
2. The bidder must have completed at least 3 years of experience/operation in the field of supply, installation and Commissioning of Network Equipments e.g Firewall/UTM from bid start date.
3. The bidder must have executed supply, installation and Commissioning of Network Equipments e.g Firewall/UTM assignments in last 5 years as on bid start date with value of order as below:

Single work order/contract worth Rs.64,00,000/- (Rupees Sixty Four Lacs only)

Or

Two work order/contracts worth Rs.40,00,000/- (Rupees Fourty Lacs only)

Or

Three work order/contracts worth Rs.32,00,000/- (Rupees Thirty Two Lacs only)

4. Bidder should have a minimum average annual turnover of Rs.24 lacs for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25. If FY 2024-25 audited balancesheet not available then provide FY 2021-22, FY 2022-23, FY 2023-24 audited balancesheet.
5. Bidder must be manufacturer or authorised distributor/ dealer/ channel partner/ service partner for national/international brands of UTM/Firewall equipments.
6. The agency should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender
7. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD).
8. Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank as per Clause 5.9.

## 4 Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on <https://smctender.nprocure.com> by the bidder so as to ascertain the claims made:

- All necessary documents mentioned in the **Annexure to Technical BID (Section 8)**
- Bid Fee and Earnest Money Deposit as mentioned in tender
- Duly Signed Addenda Corrigendum (if any).

**Technical Bid & Price Bid is not to be submitted in Physical Form and must be filled online.**

Following is the indicative list of documents that are to be submitted:

Sr. No.	Description	Compliance
1.	Bidder should be a company registered under Companies Act, 1956 or Companies Act, 2013	Certificate of incorporation/Registration and relevant certificate for change of name (if required) must be attached.
2.	The bidder must have completed at least 3 years of experience/operation in the field of supply, installation and Commissioning of Network Equipments e.g Firewall/UTM from bid start date.	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidders Name, details of Work, Time Period with Date of issue of respective document.
3.	The bidder must have executed supply, installation and Commissioning of Network Equipments e.g Firewall/UTM assignments in last 5 years as on bid start date with value of order as below:  Single work order/contract worth Rs.64,00,000/- (Rupees Sixty Four Lacs only)  Or  Two work order/contracts worth Rs.40,00,000/- (Rupees Fourty Lacs only)  Or  Three work order/contracts worth Rs.32,00,000/- (Rupees Thirty Two Lacs only)	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidder's Name, details of Work, Time Period with Date of issue of respective document.
4.	Compliance with technical specification as mentioned in Section – 6	Duly filled Section – 6 [Technical Specification] must be submitted separately on OEM's letter head as well as on Bidder's letter head. The same must be

		duly signed and stamped by authorized person.
5.	Bidder should have a minimum average annual turnover of Rs.24 lacs for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25. If FY 2024-25 audited balancesheet not available then provide FY 2021-22, FY 2022-23, FY 2023-24 audited balancesheet.	Audited Balance sheet of Last 3 Financial Years / certificate of auditor.
6.	Bidder must be manufacturer or authorised distributor/ dealer/ channel partner/ service partner for national/international brands of UTM/Firewall equipments.	Submit Latest appropriate appointment letter from the respective principals of their selection by them as an authorised distributor/ dealer/ channel partner/ service partner.
7.	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender	Forwarding letter cum Declaration by bidder as per Part - F, Section – 6
8.	EMD & Bid Fee	As per Clause 2.5.
9.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank.	Solvency Certificate as per Clause 5.9.
10.	Information of Authorized Signatory / Contact Person.	Self-Declaration in this regard by the authorized signatory of the bidder as per Part - E, Section – 6
11.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		

## 5 General Terms and Conditions

- 5.1** The offer should be valid for acceptance for a minimum period of 180 days from the date of opening of the Bids. If desired by SMC, it will have to be extended for a further period also.
- 5.2** The Municipal Commissioner, SMC reserves the right to reject, accept any/all Bid(s) without assigning any reason thereof.
- 5.3** The participation in the online tendering process implies that the bidder has thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.
- 5.4** Prices to be quoted should be exclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

### Notes

- A) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sale-tax laws.
- B) Surat Municipal Corporation is a "local self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filarial/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

### 5.5 Security Deposit

The successful bidder will be required to place Security Deposit @ 5% of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at Surat in favour of Surat Municipal Corporation of any scheduled/nationalised bank within 10 days from the date of notice of award of contract, failing which a penalty @ 0.065% of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

- 5.6** No interest shall be paid on Earnest Money Deposit (EMD) and/ or Security Deposit (SD) placed.

### 5.7 Agreement, Surety and Undertaking

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking and surety with SMC for annual maintenance contract for computer hardware and peripherals on a Rs.300/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 10 (ten) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

### 5.8 Solvency Certificate

Along with bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. The Solvency Certificate should valid and should not be older than one year from the bid start date.

- 5.9** The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.

- 5.10** The SMC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any Court of Law for any injury or death suffered by the bidder's maintenance staff during the course of Installation/maintenance under the contract period.
- 5.11** The agency will be bound by the details furnished by him/her to SMC, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 5.12 Consortium or JV or Sub-contracting**  
The Bidder is NOT allowed to form Consortium or Joint Venture for any specific service within the scope of the tender. Sub-contracting is also NOT be permitted.
- 5.13** Corrections, erasures made in the bid format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed.
- 5.14** Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 5.15** In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the agency besides forfeiting Security Deposit.
- 5.16** The bidder shall indemnify SMC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
- any negligence or wrongful act or omission by the bidder or any third party associated with bidder in connection with or incidental to this Contract; or
  - any breach of terms as stated in the bid document, the bidder's Bid and the Contract with the bidder
  - any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

**5.17 Price Offer**

**Bidder has to considering below points for providing Price Offer/Price Bid:**

Prices to be quoted should be inclusive of all Central/State applicable taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.

1. Cost of necessary power cables, signal cables, connectors, controllers and necessary device drivers.
2. Delivery at installation site in SMC's main office or at any other office to be decided by the SMC, within Municipal limit.
3. Transit Insurance, Freight and loading, unloading charges up to SMC's site.
4. Configuration & Integration with existing LAN & WAN of SMC.



## A. Hardware Warranty

**3 Years OEM** Comprehensive onsite warranty for complete hardware along with all parts/components/cable, firmware/software upgrades, all signature & service component updates.

## B. Configuration & Support

- Local onsite support through qualified engineer and Technical Support from bidder.
- Availability of Telephone & Email support.
- Secured online & remote support on requirement of SMC should be made available.

## C. License/Subscription

OEM must provide **3 years** of subscription/licence per unit which includes minimum below modules/services:

Next Generation Firewall	
• Application Control	• Anti-Spam
• Gateway Anti-Virus	• Anti-Spyware
• Botnet IP/Domain	• Cloud Sandbox
• Advanced Malware Protection	• Data Loss Prevention
• Intrusion Prevention System	• URL, DNS & Video Filtering,
• Web Filtering	• Zero Day Threat Protection
• IoT Device Detection	
Logs & Analytical Tool	
• Customized Advance Reports.	• Schedule the report generation.
• Granular logs and filtering options.	• Centralized Network Operations Center Visibility
• Centralized Security Operations Center Visibility.	

## 5.18 Delivery schedule:

The successful agency shall supply, install, configure and Integrate/Activate the goods/subscriptions/licenses as detailed in this bid document within **21 calendar days** from the date of the Work/Purchase order. A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed install, configure and integrate/Activate the goods/subscriptions for delay of each day thereafter.

**5.19** The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.

**5.20** The successful agency shall ensure maximum uptime for the product/service during Contract period. The call must be attended within 4 working hours and problem to be resolved within 8 working hours of reporting by either repairing or replacing the component/equipment with same or higher configuration in case of product replacement is required. Failing which a penalty as per below mentioned rate will be deducted from the amount payable and/or security deposit.

Delay >8 Hrs. to 2 working days	Penalty at 0.5% of the equipment/licence cost per day
Delay beyond 2 working days	Penalty at 1% of the equipment/licence cost per day

If any equipment/license gives continuous trouble, the bidder shall replace the same with the new compatible equipment/license of the same or higher configuration without any additional cost to the purchaser. Also, it is responsibility of successful bidder to coordinate with OEM for issues related call logging/Troubleshooting/configuration support/Hardware replacement and any other support required for maximum uptime.

## 5.21 Terms of Payment:

SMC will not make any advance payment. Payment will be made once the ordered products/subscriptions are delivered, installed and activated.

- 70% in 30 days of delivery of the all license/product.
- 15% in 30 days of complete installation/configuration/integration/activation or after completion of 60 days from the date of full supply whichever is earlier.
- 5 % on completion of 1<sup>st</sup> year of Contract/warranty/subscription.
- 5 % on completion of 2<sup>nd</sup> year of Contract/warranty/subscription.
- 5 % on completion of 3<sup>rd</sup> year of Contract/warranty/subscription.

Security Deposit will be released only after the successful completion of the Contract/warranty/subscription/license period of three years.

## 5.22 The total penalty could be up to 10% of the Consideration of Contract and the decision of the SMC shall be treated as final in such cases.

## 5.23 OEM / Implementation Partner Participation Criteria

Bidder must be manufacturer or authorised distributor/ dealer/ channel partner/ service partner for national/international brands of UTM/Firewall equipments.

- i. If the bidder is not the OEM, he will be required to submit **“Authorization Letter from OEM” (as per Form 'A')** in soft copy online on <https://smctender.nprocure.com> on the OEM's Letter Head. An authorized signatory of the O.E.M. should sign this undertaking.
- ii. Hardware provided must be latest released product from OEM and it must not be under the list end of sale, end of support from OEM till **3 years** from date of commissioning/activation of services and in any case if subscription/support is not available/provided from OEM after few years but before the end of contract period than bidder is required to provide equivalent or higher model released by OEM with all features/subscriptions mentioned till the contract period.
- iii. Bidders are required to specify only one specific make and model of each item and provide the details in the Technical bid. Providing more than one option shall not be allowed.
- iv. As part of Technical Compliance/validation of the features/specifications, if required, SMC may ask bidder for Demonstrations/Proof of concept (PoC) of the product quoted/proposed with full/All features enabled and as per configuration requirement of SMC. In case bidder fails to provide successful Demonstrations/Proof of concept (PoC) of the product as per requirement of SMC, product proposed/quoted will not be considered for further process of tender.

- 5.24** The bidder has to submit the “**Self-Declaration**” as per the Performa of Compliance Letter (as per Form 'B') in soft copy online on <https://smctender.nprocure.com> on its letter head duly signed by the authorized signatory.
- 5.25** SMC may buy/order full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity at the approved rate, in accordance to any instruction, which may be given to him in writing by SMC. The rates quoted by the bidder will be applicable on full / partial /additional quantity also.
- 5.26** The Bidder may participate in the bid by quoting for one, more or all the items depending on his techno-commercial capability to supply & support that range of products.
- 5.27** In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of SMC. No “End of Life” product should be quoted to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 3 years).
- 5.28** In case, the awardee i.e. the selected agency fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies is/are not found up to the mark or found of an inferior quality vis-à-vis specifications, the security deposit will be forfeited at once.
- 5.29** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the Bid Document carefully. Failure to furnish all information required as per the Bid Document may result in the rejection of the bid.
- 5.30** The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 5.31** The agency shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any such sales promotion scheme(s) is /are already launched for the product and is/are in force while the Bid process is on, mention of details of such scheme(s) must be made explicitly in the offer
- 5.32** All goods to be supplied shall be of specified or higher speed/technology/version. The SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. The SSCDL/SMC shall notify to the agency for this purpose & nature.

**5.33 Force Majeure:** The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.

**5.34 TAX LIABILITY**

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

**SURAT MUNICIPAL CORPORATION GST 24AAALS0678Q1ZE**

I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

**Place :**

**Signature of Authorized Person**

**Date :**

**Designation :**

**Company stamp :**

**Name :**

## 6 TECHNICAL SPECIFICATIONS

- The bidder can quote only one option (i.e. only one product can be quoted) against each item meeting or exceeding the below mentioned minimum specification.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped by authorized person of respective entity.
- The Technical Specification Sheet for Network Security Solution must be submitted **separately on OEM's letter head** as well as on **Bidder's letter head**. The same must be duly signed and stamped by authorized person of respective entity.

### TECHNICAL (MINIMUM) SPECIFICATIONS

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
A	B	C	D
1	Next Generation Firewall – TYPE 1 (Make: _____) [Required Quantity- 2 (1+1 in HA)] (Model: _____)		
	<b>Basic Criteria</b>		
	• OEM should have support Centre in India.		
	• ICSA Labs certified for Firewall		
	<b>Minimum Hardware Specification</b>		
	• Minimum 6 x 10GbE SFP+ Ports from day 1 with 2 x 10G SFP+ Transceivers provided/included with product from day 1		
	• Minimum 6 x 1GbE SFP Ports from day 1 with 2 x 1G SFP Transceivers provided/included with product from day 1		
	• Minimum 12 x 1GbE RJ45/Copper Ports from day 1		
	• Minimum 1 x USB Port		
	• 2 x Integrated AC input Power Supply (Internal)		
	• Minimum 1x Console Management Ports (RJ45) & should provide http, https, SSH, Telnet, SNMP based management console for managing and configuring		
	• Ports can be configurable for LAN/ WAN/DMZ		
	<b>Appliance Throughput</b>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	• Minimum Firewall throughput of 50 Gbps or higher (UDP/Appmix)		
	• Minimum 500K New Sessions/sec (L4 / L7)		
	• Minimum 5M Concurrent sessions (L4/ L7)		
	• Minimum 8 Gbps or higher Antivirus/Threat Protection Throughput		
	• Minimum 8 GBPS of SSL Throughput		
	<b>General Features</b>		
	• Should be appliance based and rack mountable.		
	• Device in built DNS prevention of phishing and pharming scams involving DNS poisoning while reducing time taken for DNS mapping. (Proxy OR Non-Proxy)		
	• Intrusion Prevention System		
	• Gateway Anti-virus		
	• Gateway Anti-spam & Network DLP functionality		
	• Web Content & Application Filtering		
	• Application Control		
	• Cloud Sandbox/Zero-day prevention		
	• Botnet Blocking/Prevention		
	• IoT discovery feature		
	• Out break alerts		
	• Bandwidth Management/Traffic Shaping capable of setting guarantee bandwidth and maximum bandwidth per firewall policy		
	• High Availability with Active-Active & Active-Passive mode support		
	• The High Availability should be supported in the Firewall from the day one and without any extra license.		
	• The Firewall should support Static, Policy Base, Identity based, Multicast routing and dynamic routing for RIP1 & 2, OSPF, OSPFv3, BGP4, RIPv6, Server Load Balancing.		
	• Device should be IPv6 Certified/IPv6 logo ready or IPv6 support should be day one for Routing , VPN, NAT (NAT46, NAT64), access control.		
	• Support for user authentication over SMS and in built two factor authentication without any additional cost.		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>The proposed solution should support integration with Windows NTLM, Active Directory, LDAP, Radius, or Local Database for user authentication.</li> </ul>		
	<ul style="list-style-type: none"> <li>Country Based Blocking, FQDN support and should support MIX mode deployment</li> </ul>		
	<ul style="list-style-type: none"> <li>Should have feature/provision for Virtual context minimum 10 from day 1</li> </ul>		
	<b>Gateway Antivirus, Anti-Spyware and Anti-Spam</b>		
	<ul style="list-style-type: none"> <li>Should be able to block, allow or monitor only using AV signatures and file blocking based on per firewall policy based or based on firewall authenticated user groups with configurable selection of the following services and their equivalent encrypted versions, wherever applicable: HTTP, SMTP, POP3, IMAP, FTP, CIFS, NNTP, SSH, MAPI</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should have AI based Sandbox service to protect organization from Advance Persistence Threats where Firewall is capable to hold client's file while it is sent to Sandbox for inspection. In case any additional license is required, bidder has to include it in proposal from day one.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW must include Anti-bot capability using IP reputation DB, terminates botnet communication to C&amp;C servers also. Vendor needs to add additional license if it is required.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should have functionality of Content Disarm and Reconstruction (CDR) to remove all active content from attachment in real-time before passing it to user.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should have cloud sandbox functionality to protect organization from Advance Persistence Threats. In case any additional license is required, bidder must include it in proposal from day one.</li> </ul>		
	<ul style="list-style-type: none"> <li>The proposed solution should utilize a state-full attack analysis to detect the entire infection lifecycle and trace the stage-by-stage analysis of an advanced attack, from system exploitation to outbound malware communication protocols leading to data exfiltration.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should be able to monitor encrypted traffic to detect APTs hidden in SSL traffic.</li> </ul>		
	<ul style="list-style-type: none"> <li>Buyer should get access of OEM's cloud portal from where he can view file-analysis status details including</li> </ul>		



#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	file submission time, source IP, destination IP, File name, URL, File size, File type, Suspicious Act etc.		
	<b>Web and Application Filtering</b>		
	• The NGFW must have in-built Web Filtering Functionality		
	• The NGFW shall allow administrators to override Web Filtering database ratings with local settings		
	• The NGFW should be capable to identify and prevent in-progress phishing attacks by controlling sites to which users can submit corporate credentials based on the site's URL category thus blocking users from submitting credentials to untrusted sites while allowing users to continue to submit credentials to corporate and sanctioned sites.		
	• NGFW should have 40000+ botnet definitions in its database and should be updated on regular basis to protect from new definitions		
	• The NGFW must have advanced URL filtering categories to block access to Newly Registered Domains, Newly Observed Domains, Dynamic DNS based websites.		
	• The NGFW must have option to rate web resource based on their DNS rating		
	• The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware		
	• The NGFW must block Botnet C&C domains request at DNS level itself.		
	• The NGFW must have DNS Sinkhole functionality from day one to block and redirect malicious request to custom defined web portal.		
	<b>Intrusion Prevention System (IPS)</b>		
	• For different attacks like Mail Attack, FTP Attack, HTTP Attack, DNS Attack, ICPM Attack, TCP/IP Attack, DOS and DDOS Attack, Telnet Attack.		
	• Signatures: Custom, IPS Policies: Multiple, Custom, User-based policy creation, Automatic real-time updates.		
	• Should have a built-in Signature and Anomaly based IPS engine on the same unit and Anomaly based detection should be based on thresholds.		



#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>• Able to prevent denial of service and Distributed Denial of Service attacks on signature.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Administrator shall be able to configure DoS policies that are used to associate DoS settings with traffic that reaches an interface based on defined services, source and destinations IP/Range.</li> </ul>		
	<ul style="list-style-type: none"> <li>• <b>Data Leakage Prevention</b></li> </ul>		
	<ul style="list-style-type: none"> <li>• NGFW should have in-built DLP functionality without requiring any additional hardware or software license</li> </ul>		
	<ul style="list-style-type: none"> <li>• NGFW should allow administrator to prevent sensitive data from leaving the network. Administrator should be able to define sensitive data patterns, and data matching these patterns that should be blocked and/or logged when passing through the unit.</li> </ul>		
	<ul style="list-style-type: none"> <li>• DLP feature must offer watermarking functionality which allows organizers to apply document marking for DLP</li> </ul>		
	<ul style="list-style-type: none"> <li>• NGFW must detect, protect and log sensitive data travelling through protocols - HTTP, FTP, SMTP, IMAP, POP3, NNTP, MAPI, CIFS, SFTP, SCP</li> </ul>		
	<b>Link Load Balancing</b>		
	<ul style="list-style-type: none"> <li>• The NGFW should support WAN links load balancing and fail-over for at least 4 links</li> </ul>		
	<ul style="list-style-type: none"> <li>• The NGFW with built-in SDWAN should support internet links load balancing and fail-over based parameters such as <ul style="list-style-type: none"> <li>• Latency,</li> <li>• Jitter,</li> <li>• Packet-Loss</li> </ul> </li> </ul>		
	<b>VPN</b>		
	<ul style="list-style-type: none"> <li>• L2TP, PPTP, IPsec and SSL must be a part offering.</li> </ul>		
	<b>Application Control Features:</b>		
	<ul style="list-style-type: none"> <li>• The appliance should have at least 4000 application signatures database</li> </ul>		
	<ul style="list-style-type: none"> <li>• Firewall must have capability to do Cloud application-based routing not by means of manually adding IPs and or FQDNs i.e. firewall should have database of O365 readily available to select as destination address in firewall policy and destination address in static route configuration to give ISP path</li> </ul>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>Shall have inbuilt audit feature to check identify configuration issues and vulnerabilities</li> </ul>		
	<ul style="list-style-type: none"> <li>Solution should offer compliance posture visibility against industry standard like PCI ,NIST</li> </ul>		
	<b>License for NGFW</b>		
	<ul style="list-style-type: none"> <li>The proposed solution must be licensed per unit for <b>3 years</b> with HA with security Features requested.</li> <li>Two devices <b>with 24x7 support</b></li> </ul>		
<b>2</b>	<b>Next Generation Firewall – TYPE 2</b> (Make: _____) <b>[Required Quantity- 2 (1+1 in HA)]</b> (Model: _____)		
	<b>Basic Criteria</b>		
	<ul style="list-style-type: none"> <li>OEM should have support Centre in India.</li> </ul>		
	<ul style="list-style-type: none"> <li>ICSA Labs certified for Firewall</li> </ul>		
	<b>Minimum Hardware Specification</b>		
	<ul style="list-style-type: none"> <li>Minimum 2 x 10GbE SFP+ Ports form day 1 with 2 x 10G SFP+ Transceivers provided/included with product from day 1</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 4 x 1GbE SFP Ports from day 1 with 2 x 1G SFP Transceivers provided/included with product from day 1</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 12 x 1GbE RJ45/Copper Ports from day 1</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 1 x USB Port</li> </ul>		
	<ul style="list-style-type: none"> <li>2 x Integrated AC input Power Supply (Internal)</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 1x Console Management Ports (RJ45) &amp; should provide http, https, SSH, Telnet, SNMP based management console for managing and configuring</li> </ul>		
	<ul style="list-style-type: none"> <li>Ports can be configurable for LAN/ WAN/DMZ</li> </ul>		
	<b>Appliance Throughput</b>		
	<ul style="list-style-type: none"> <li>Minimum Firewall throughput of 10 Gbps or higher (UDP/Appmix)</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 50K New Sessions/sec (L4 / L7)</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 1M Concurrent sessions (L4/ L7)</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 1 Gbps or higher Antivirus/Threat Protection Throughput</li> </ul>		
	<ul style="list-style-type: none"> <li>Minimum 1 GBPS of SSL Throughput</li> </ul>		
	<b>General Features</b>		
	<ul style="list-style-type: none"> <li>Should be appliance based and rack mountable.</li> </ul>		
	<ul style="list-style-type: none"> <li>Device in built DNS prevention of phishing and pharming scams involving DNS poisoning while</li> </ul>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	reducing time taken for DNS mapping. (Proxy OR Non-Proxy)		
	• Intrusion Prevention System		
	• Gateway Anti-virus		
	• Gateway Anti-spam & Network DLP functionality		
	• Web Content & Application Filtering		
	• Application Control		
	• Cloud Sandbox/Zero-day prevention		
	• Botnet Blocking/Prevention		
	• IoT discovery feature		
	• Outbreak alerts		
	• Bandwidth Management/Traffic Shaping capable of setting guarantee bandwidth and maximum bandwidth per firewall policy		
	• High Availability with Active-Active & Active-Passive mode support		
	• The High Availability should be supported in the Firewall from the day one and without any extra license.		
	• The Firewall should support Static, Policy Base, Identity based, Multicast routing and dynamic routing for RIP1 & 2, OSPF, OSPFv3, BGP4, RIPv6, Server Load Balancing.		
	• Device should be IPv6 Certified/IPv6 logo ready or IPv6 support should be day one for Routing, VPN, NAT (NAT46, NAT64), access control.		
	• Support for user authentication over SMS and in built two factor authentication without any additional cost.		
	• The proposed solution should support integration with Windows NTLM, Active Directory, LDAP, Radius, or Local Database for user authentication.		
	• Country Based Blocking, FQDN support and should support MIX mode deployment		
	• Should have feature/provision for Virtual context minimum 10 from day 1		
	<b>Gateway Antivirus, Anti-Spyware and Anti-Spam</b>		
	• Should be able to block, allow or monitor only using AV signatures and file blocking based on per firewall policy based or based on firewall authenticated user groups with configurable selection of the following services and their equivalent encrypted versions,		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	wherever applicable: HTTP, SMTP, POP3, IMAP, FTP, CIFS, NNTP, SSH, MAPI		
	<ul style="list-style-type: none"> <li>NGFW should have AI based Sandbox service to protect organization from Advance Persistence Threats where Firewall is capable to hold client's file while it is sent to Sandbox for inspection. In case any additional license is required, bidder has to include it in proposal from day one.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW must include Anti-bot capability using IP reputation DB, terminates botnet communication to C&amp;C servers also. Vendor needs to add additional license if it is required.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should have functionality of Content Disarm and Reconstruction (CDR) to remove all active content from attachment in real-time before passing it to user.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should have cloud sandbox functionality to protect organization from Advance Persistence Threats. In case any additional license is required, bidder must include it in proposal from day one.</li> </ul>		
	<ul style="list-style-type: none"> <li>The proposed solution should utilize a state-full attack analysis to detect the entire infection lifecycle and trace the stage-by-stage analysis of an advanced attack, from system exploitation to outbound malware communication protocols leading to data exfiltration.</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should be able to monitor encrypted traffic to detect APTs hidden in SSL traffic.</li> </ul>		
	<ul style="list-style-type: none"> <li>Buyer should get access of OEM's cloud portal from where he can view file-analysis status details including file submission time, source IP, destination IP, File name, URL, File size, File type, Suspicious Act etc.</li> </ul>		
<b>Web and Application Filtering</b>			
	<ul style="list-style-type: none"> <li>The NGFW must have in-built Web Filtering Functionality</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW shall allow administrators to override Web Filtering database ratings with local settings</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW should be capable to identify and prevent in-progress phishing attacks by controlling sites to which users can submit corporate credentials based on the site's URL category thus blocking users from submitting credentials to untrusted sites while allowing users to continue to submit credentials to corporate and sanctioned sites.</li> </ul>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>NGFW should have 40000+ botnet definitions in its database and should be updated on regular basis to protect from new definitions</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW must have advanced URL filtering categories to block access to Newly Registered Domains, Newly Observed Domains, Dynamic DNS based websites.</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW must have option to rate web resource based on their DNS rating</li> </ul>		
	<ul style="list-style-type: none"> <li>The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW must block Botnet C&amp;C domains request at DNS level itself.</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW must have DNS Sinkhole functionality from day one to block and redirect malicious request to custom defined web portal.</li> </ul>		
	<b>Intrusion Prevention System (IPS)</b>		
	<ul style="list-style-type: none"> <li>For different attacks like Mail Attack, FTP Attack, HTTP Attack, DNS Attack, ICPM Attack, TCP/IP Attack, DOS and DDOS Attack, Telnet Attack.</li> </ul>		
	<ul style="list-style-type: none"> <li>Signatures: Custom, IPS Policies: Multiple, Custom, User-based policy creation, Automatic real-time updates.</li> </ul>		
	<ul style="list-style-type: none"> <li>Should have a built-in Signature and Anomaly based IPS engine on the same unit and Anomaly based detection should be based on thresholds.</li> </ul>		
	<ul style="list-style-type: none"> <li>Able to prevent denial of service and Distributed Denial of Service attacks on signature.</li> </ul>		
	<ul style="list-style-type: none"> <li>Administrator shall be able to configure DoS policies that are used to associate DoS settings with traffic that reaches an interface based on defined services, source and destinations IP/Range.</li> </ul>		
	<b>Data Leakage Prevention</b>		
	<ul style="list-style-type: none"> <li>NGFW should have in-built DLP functionality without requiring any additional hardware or software license</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW should allow administrator to prevent sensitive data from leaving the network. Administrator should be able to define sensitive data patterns, and data matching these patterns that should be blocked and/or logged when passing through the unit.</li> </ul>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>DLP feature must offer watermarking functionality which allows organizers to apply document marking for DLP</li> </ul>		
	<ul style="list-style-type: none"> <li>NGFW must detect, protect and log sensitive data travelling through protocols - HTTP, FTP, SMTP, IMAP, POP3, NNTP, MAPI, CIFS, SFTP, SCP</li> </ul>		
	<b>Link Load Balancing</b>		
	<ul style="list-style-type: none"> <li>The NGFW should support WAN links load balancing and fail-over for at least 4 links</li> </ul>		
	<ul style="list-style-type: none"> <li>The NGFW with built-in SDWAN should support internet links load balancing and fail-over based parameters such as <ul style="list-style-type: none"> <li>Latency,</li> <li>Jitter,</li> <li>Packet-Loss</li> </ul> </li> </ul>		
	<b>VPN</b>		
	<ul style="list-style-type: none"> <li>L2TP, PPTP, IPsec and SSL must be a part offering.</li> </ul>		
	<b>Application Control Features:</b>		
	<ul style="list-style-type: none"> <li>The appliance should have at least 4000 application signatures database</li> </ul>		
	<ul style="list-style-type: none"> <li>Firewall must have capability to do Cloud application-based routing not by means of manually adding IPs and or FQDNs i.e. firewall should have database of O365 readily available to select as destination address in firewall policy and destination address in static route configuration to give ISP path</li> </ul>		
	<ul style="list-style-type: none"> <li>Shall have inbuilt audit feature to check identify configuration issues and vulnerabilities</li> </ul>		
	<ul style="list-style-type: none"> <li>Solution should offer compliance posture visibility against industry standard like PCI ,NIST</li> </ul>		
	<b>License for NGFW</b>		
	<ul style="list-style-type: none"> <li>The proposed solution must be licensed per unit for <b>3 years</b> with HA with security Features requested.</li> <li>Two devices <b>with 24x7 support</b></li> </ul>		
<b>3</b>	<b>Logs &amp; Analytical Tool (Make: _____ ) Model ( _____ )</b>		
	<ul style="list-style-type: none"> <li>Solution must offer separate appliance(s) either Physical or Virtual for centralized management &amp; reporting to store logs and reports.</li> <li>In case of Virtual Appliance, required hardware resources will be provided by SMC.</li> </ul>		

#	Description and Minimum Specification	Compliance /[Yes/No]	Deviation from Specification /Remarks if Any
	<ul style="list-style-type: none"> <li>Solution should support 30 GB of logs per day and should be scalable in case logs volume increase by increasing licences.</li> </ul>		
	<ul style="list-style-type: none"> <li>Should have options to generate Predefined or customized Advance reports in different formats.</li> </ul>		
	<ul style="list-style-type: none"> <li>Solution should have configurable options to schedule the report generation.</li> </ul>		
	<ul style="list-style-type: none"> <li>Should provide granular logs and filtering options</li> </ul>		
	<ul style="list-style-type: none"> <li>Should Deliver single-pane visibility, also have reporting facility to generate reports on virus detected over different protocols, top sources for viruses, destination for viruses, top viruses etc.</li> </ul>		
	<ul style="list-style-type: none"> <li>Should have options to generate Predefined or customized Advance reports in different formats</li> </ul>		
	<ul style="list-style-type: none"> <li>The solution should have configurable options to schedule the report generation.</li> </ul>		
	<ul style="list-style-type: none"> <li>Solution should offer Centralized NOC (Wired and Wireless Network) /SOC Visibility for the Attack Surface.</li> </ul>		
	<ul style="list-style-type: none"> <li>Log &amp; Analytical Tool must be same OEM/Make as for both Next Generation Firewall – TYPE 1 &amp; 2 listed above.</li> </ul>		
	<b>License for Logs &amp; Analytical Tool</b>		
	<ul style="list-style-type: none"> <li>The proposed solution must be licensed for <b>3 years</b> with <b>30 GB of logs per day</b> and <b>24x7 support</b></li> </ul>		

Place

Signature of Authorised Person

Date

Designation

Seal/ Stamp

Name



# **Surat Municipal Corporation(SMC)**

## **Annexure to Technical BID**

**Bid for Network Security Solution [DC-ISD-Network-02-2025]**

**Online Bid Start Date  
June 18, 2025**

**Online Bid End Date  
(Last Date of Online Submission of Bids)  
June 26, 2025**

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy  
July 3, 2025**

**Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003**



## 7 ANNEXURES TO TECHNICAL BID

All the documents listed below shall be submitted online in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

### A. Bidder's Details

<b>1</b>	<b>Details of responding firm/company</b>		
a.	Name of the Bidder/Supplier		
b.	Address		
c.	Telephone		Fax:
d.	Website		
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other		
f.	Income Tax Number [PAN]		
g.	Goods & Service Tax (GST) No.		
<b>2</b>	<b>Information about responding firm / Company</b>		
a.	Address of Head Quarter/Head Office		
b.	Address of Registered Office		
c.	Main Office in Gujarat		
d.	Office in Surat		
e.	No. of years of operation in India		
f.	Turnover (figures as per last three audited balance sheets are to be provided)	Yr.-1 (20__-__)	
		Yr.-2 (20__-__)	
		Yr.-3 (20__-__)	
<b>3</b>	<b>Details of Contact Person</b>		
a.	Name		
b.	Designation		
c.	Address		
d.	Telephone No.		



e.	Mobile No.	
f.	Fax No.	
g.	E-mail	
<b>4</b>	<b>Details of Authorized Signatory</b>	
a.	Name	
b.	Designation	
c.	Address	
d.	Telephone No.	
e.	Mobile No.	
f.	Fax No.	
g.	E-mail	
<b>5</b>	<b>Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)</b>	
<b>#</b>	<b>Forum of Business</b>	<b>Yes/ No</b>
		<b>Registration Details (submit attested copies of certificates)</b>
	<b>Validity Date</b>	
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)	
i.	Hindu Undivided Family?	
j.	Partnership Firm?	
k.	Public Limited Company under The Companies Act?	
l.	Private Limited Company under The Companies Act?	
m.	State Govt. owned Undertaking/ Corporation / Enterprise?	
n.	Central Govt. owned Undertaking/ Corporation / Enterprise?	
o.	Co-operative Society?	
p.	Association of Persons?	

## B. Details of assignments for supply, installation and Commissioning of Network Equipments e.g Firewall/UTM in last 5 years.

#	Name of Organisation	Contract Period		Contract Value (amt. in Rs.)	Documentary proof attached (Yes/No)
		From	To		




\* In case no. of contracts are more than 10, please indicate the details of only top ten contracts on the basis of annual contract value.

## C. Details of Authorised Distributor/ Dealer/ Channel Partner/ Service Partner

#	Name of the brand for which currently authorized	Current Authorisation		No. years for which previously authorised
		Start Date	End Date	



## D. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		



## E. Self-Declaration

**(To be submitted on Bidder's letterhead duly signed by Authorized signatory)**

### FORM – B

Date:

To  
Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

**Sub:** Compliance with the bid terms and conditions, specifications and Eligibility Criteria

**Ref:** Bid for Network Security Solution [DC-ISD-Network-02-2025]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.

We hereby confirm that all the components/parts/assembly/software/Subscription/License which we shall supply on award of contract shall be original new components/parts/assembly/software/Subscription/License from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

I/We also state that our company is **not black-listed / debarred by any of the Government or Public Sector Units in India** as on the date of the submission of the tender.

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.



In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>



## F. Authorization Letter from OEM

(To be submitted on OEM's letterhead duly signed by its Authorized signatory)

FORM – A

Date:

To  
Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

**Sub.: Authorization to an authorised distributor/ dealer/ channel partner/ service partner  
for bid for Bid for Network Security Solution [DC-ISD-Network-02-2025].**

Dear Sir,

Please refer to your Notice Inviting Bid for Bid for Network Security Solution [DC-ISD-Network-02-2025].

<<**Name of the bidder**>>, who is our reliable <<**Specify Status like authorized distributor/ dealer/ channel partner / service partner**>> is hereby authorized to quote on our behalf for Network Security Solution for this bid.

We hereby extend our full-service support as per terms and conditions of the tender and the contract for the services offered against this invitation for tender offer by the above firm.

Yours faithfully,

<<Authorized Signatory>>

For and on behalf of

<<Name of OEM>>



## **Surat Municipal Corporation (SMC)**

**Bid for Network Security Solution [DC-ISD-Network-02-2025]**

**Through online e-tendering process only**

### **PRICE BID**

**Online Bid Start Date**

**June 18, 2025**

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

**June 26, 2025**

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy**

**July 3, 2025**

**Information Systems Department (ISD)**

**Surat Municipal Corporation**

**Muglisara, Surat-395003**



## 8 PRICE BID

[Note: Must be submitted online, not to be sent physically]

A : Network Security Solution						
#	Description	Make, Model	Qty. (Nos.)	Unit Rate without GST (INR)	GST (%)	Amount with GST (INR)
a	b	c	d	e	f	$g=d*(e+(e*(f/100)))$
1	Next Generation Firewall – TYPE 1(1+1 in HA)]		2			
2	Next Generation Firewall – TYPE 2 (1+1 in HA)]		2			
3	Logs & Analytical Tool with 30 GB/day of logs license		1			
Total Amount with GST (INR)(A)						
B : BuyBack of Existing Network Security Equipments						
#	Make, Model and Serial Number	Qty. (Nos.)	Unit Rate without GST (INR)	GST (%)	Amount with GST (INR)	
a	b	c	d	e	$f=c*(d+(d*(e/100)))$	
1	Fortigate 100E (S/N: FG100E4Q17008554)	1				
2	Fortigate 100E (S/N: FG100E4Q16003565)	1				
3	Fortigate 500E (S/N: FG5H0E5818905336)	1				
4	Fortigate 500E (S/N: FG5H0E5818906414)	1				
5	FortiAnalyzer FAZ200F(S/N: FL-2HFTB18000703)	1				
Total Amount with GST (INR)(B)						
Actual Total Amount with GST for Network Security Solution (INR) (C=A-B)						

### Note:

1. The rates (Quoted in Unit Rate Column) should be exclusive of GST. The applicable GST in % should be quoted separately in GST column in Price Bid.
2. The taxes/GST at prevailing rate will be considered for payment purpose.