



लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान

तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH

(An Autonomous body under Ministry of Health and Family Welfare, Govt. of India)

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TEZPUR:: 784001 :: ASSAM

LGB/Estt/NKN/1702/10/P-I/4533

Date: 11th Aug, 2022

NOTICE INVITING QUOTATION

Sealed Quotations are invited for renewal of fortigate 100D firewall and AMC of the device at LGBRIMH, Tezpur as per the scope of work and on the terms and conditions mentioned in the enclosed document.

The technical and financial quotations should be submitted in the separate sealed envelopes. No quotations would be accepted by e-mail and only hard copies will be considered. Subject line and Tender Reference should be written on the Top of the envelope. Bidder can submit query at lgbetender@gmail.com latest within 7 days from the date of publication of the quotation.

The quotations may be submitted to the Office of the undersigned within 15 days from the date of issue of notification addressed to the Director, LGBRIMH, Tezpur, Sonitpur, Assam 784001. The rate should be quoted both in figure and words. Any corrections made should be authenticated. Use of whitener is strictly unacceptable. The quotation should be submitted in the sealed cover super scribed "Quotation for renewal of fortigate 100D firewall and AMC of the device at LGBRIMH, Tezpur" and addressed to: - The Director, LGBRIMH, Tezpur, Sonitpur, Assam-784001.

Sealed Quotations should reach on or before 15 days from the date of publication of the quotation.

Director
LGBRIMH, Tezpur

A. Technical Quotation:

The following documents have to be provided along with the technical quotation:

- i. Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public*. In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.
- ii. EMD of Rs. 5600.00 in the form of DD/FDR/BG in the favor of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.
- iii. Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.
- iv. Names & addresses of similar projects in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Documentary evidence to be provided for the same.
- v. Recent non-conviction/ non-blacklisting certificate *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public* (As per annexure III) should be submitted.
- vi. Updated Income Tax return documents should be submitted.
- vii. PAN Card and GST registration certificate should be submitted.
- viii. Valid Trade License or Incorporation certificate should be submitted.
- ix. Duly filled annexure IV and V should be submitted.
- x. Vendor should be OEM or Authorized Business Partner of the product quoted as per details in the Technical quotation. Attach the relevant and valid document of OEM in support of authorization.
- xi. List of Engineers of the organization to be submitted

B. General Terms & Conditions:

- i. Technical and Financial quotation should be submitted on company letter head and should be submitted duly signed by the authorized person.
- ii. The payment will be made after the successful supply, installation, testing and commissioning of the product quoted and on receipt of bill for the same.
- iii. This contract shall be valid for a period of initially one year which could be extended on mutually agreed terms after completion of satisfactory services for next period. Institute

- reserves the right to terminate the contract by giving one month notice in writing without assigning any reason whatsoever.
- iv. The quoted price shall be valid for at least 1 year. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
 - v. Financial quotation of only those firms will be opened, whose Technical Quotations are eligible after Technical evaluation.
 - vi. Sub-letting/Sub-contract of project and services is not allowed.
 - vii. LGBRIMH, Tezpur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.
 - viii. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.
 - ix. 99% uptime should have to be maintained during the contract period. If the breakdown is not attended within 12 hours of call then 0.5% of total contract value per day delay will be deducted.

C. EMD/ PERFORMANCE SECURITY

- a) Bidder should submit EMD of Rs. 5600.00 in the form of DD/FDR drawn in favor of Director, LGBRIMH, Tezpur, Assam, payable at Tezpur, Sonitpur, Assam failing which the tender shall not be considered for acceptance and will be summarily rejected. Cash, cheque or any other mode of payment will not be accepted at all. The EMD deposited against previous tender cannot be adjusted or considered for this tender. No interest will be payable on the EMD/QUOTATION security. The EMD of the approved bidder will be released only after the concerned firm deposits necessary performance security. **The DD/FDR/BG of EMD should reach LGBRIMH before the last date of opening of technical quotation.** EMD of unsuccessful bidders will be returned in due time.
- b) **PERFORMANCE SECURITY:-** Performance Security, equivalent to 3% of the total cost of the items approved shall have to be deposited by the successful bidder in the form of DD/FDR drawn in favor of Director LGBRIMH, payable at Tezpur. Performance security should remain valid for a period of 38 months from the date of Award of contract. The same amount will be released after fulfillment of contractual obligations and no interest shall be payable thereof.

D. Scope of Work:

1. LGBRIMH will register Service Calls only at the local vendor/ company office or their authorized dealer / agent / service centre by telephone or e-mail. At least three local active service numbers, one Fax number & one e-mail ID to be provided.
2. Calls to be attended within 4 hours of the Call registered.
3. Maximum downtime of device should not more than 24 hrs.
4. During the entire AMC period, defective parts of UTM to be replaced only by new equivalent (same make & model as the original) parts.
5. After completing one service call at the user location, proper Service Report to be filled & signed.
6. Penalty will be imposed if the AMC Service of the vendor is not satisfactory during the AMC period. Based on the Service report penalty will be calculated. Deductions if any will be made by invoking Quarterly Payment and rest of the part will be given.
7. The vendor have to make back to back AMC with OEM.
8. The vendor will provide first level inspection and support along with coordination with OEM till the closure
9. Any hardware failure will be responsibilities of OEM
10. It will be sole responsibility of the vendor to renew the subscription of the UTM.
11. License renewal key to be installed within 2 weeks from the date of receipt of the purchase order.
12. 24 x 7 hardware, services & all kinds of support.
13. All hardware and software comprehensive onsite maintenance including license renewal of all modules/ components of Fortigate 100D.
14. All software's updating/ up gradation should be done by the awardee firm from time to time.
15. 24 x 7 bundle support for Fortigate 100D should be provided by the awardee firm
16. The vendor has to configure the firewall and other security features of UTM.
17. The vendor has to ensure the updation of UTM in respect of all software related patches/ updates.
18. The vendor has to assist Institution with proper technical support without any cost involvement, in case there is change in Internet connectivity.
19. Any fault in the UTM will need to be resolved by the vendor within 4hours of fault booking.
20. Training to be provided by the vendors to the Institute personnel for performing day to day operation of the device.
21. In event of dispute, Director, LGBRIMH shall be the sole arbitrator and his decision shall be final and binding on both the parties.
22. LGBRIMH, Tezpur does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all offers either in full or in part without assigning any reason.

23. The vendor shall indemnify, protect and save LGBRIMH, Tezpur against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc., or such other statutory infringements in respect of all the items supplied by them.
24. AMC includes parts of UTM damaged by rats/natural calamities like fire, water etc.
25. The AMC vendor shall provide required tools and test equipments, gadgets and required items to their engineers to run diagnostics at site itself.
26. It is clarified that the equipment in operational under controlled power supply and therefore the defective equipment shall be rectified/ replaced without any additional cost to the Institute in short circuit or otherwise.
27. The successful vendor awarded with the maintenance contract shall carry out preventive maintenance of the equipment once in a month and shall maintain proper record thereof.
28. In case the service provider feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired within 24 hours, failing which replacement shall be provided, failing which an amount of Rs. 1000 per day shall be charged as penalty.
29. The successful vendor should provide 1 year Unified Threat Protection (UTP) Subscription for FortiGate FG-100D which includes IPS, Advanced Malware Protection, Application Control, Botnet IP/Domain, Web & Video Filtering, Antispam Service, and FortiCare with 24x7 Support along with AMC of the device.

Specification of Firewall

Sl. No.	Parameter	Details/Specifications
1.	Name of Firewall	Fortigate-100D
2.	Model No.	FG-100D
3.	Serial No.	FG100D3G16831828

E. Purchasers Rights :-

- a. Institute reserves the right to accept/reject any or all the Quotations in whole or in part and annul the quotation process without assigning any reason whatsoever.

- b. Institute reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- c. Institute reserves the right to black list a bidder for a suitable period in case the firm fails to honour its quotation without sufficient grounds.
- d. If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited.
- e. It shall in no way be binding on the Institute to purchase the exact number of quantities as indicated in the Tender Document. The actual quantities that may be purchased by the Institute may vary in each case.

Technical Quotation

Quotation for renewal of fortigate 100D firewall and AMC of the device at LGBRIMH,
Tezpur

Sl. No.	Description	Company Response	Remarks
1.	Profile of firm/company Year of establishment Number of employees a. Technical b. Non Technical Annual turnover for the last 3 Years. (Provide details & relevant documents.) Attached separate sheet.		
2.	Names & addresses of similar projects in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Documentary evidences to be provided.		
3.	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :		
4.	Resolution time to rectify problem in UTM.		
5.	Authorized Business partner of the above UTM, attached the valid certificate.	Yes/No	
6.	Training for Administrator (Technical)	Yes/No	
7.	Name of the product quoted		
8.	Any other Information from the Vendor		
9.	Escalation matrix for troubleshooting		
10.	Deviation of specifications (if any)		

Date :

(Signature)

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....

..... Resident of

.....
.....

..... Do solemnly pledge and affirm:

1. That I am the proprietor /partner/authorized signatory of

M/s.
.....

1. No police case is pending against the Proprietor / partner of the Company (Agency).
Indicate any convictions if any against the Company/firm/partner.
2. I/We have not quoted the price higher than previously supplied to any Government
Institute / Organisation / reputed Private Organisation in recent past.
3. (Proprietor/firm) has never blacklisted by any organization.

Name & Signature
Seal of the participating Bidder Company
Affirmation/Verification

UNDERTAKING

**The Director,
LGBRIMH, Tezpur**

Sir,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I/we have no objection for any of the content of the tender document and I/we undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/ We enclose herewith the bank DD/FDR/BG No. Dated.....For Rs. (For Rupees.....) drawn in favor of the Director LGBRIMH, Tezpur towards EMD.
3. I/We undersigned hereby bind myself/ourselves to LGB Regional Institute of Mental Health, Tezpur, Assam -784001 to supply the approved product in the approved prices to **LGBRIMH, Tezpur**. The product shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Director, **LGBRIMH, Tezpur**, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/we undertake to arrange for a demonstration of the product, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the quotation. Cost of such demonstration shall be borne by me/ us.
5. Performance security 3% of the cost of the product approved shall be deposited by me/us in the form of DD/FDR/Bank Guarantee in the name of Director, **LGBRIMH, Tezpur** on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director **LGBRIMH, Tezpur** till the validity of the Contract period plus two month (i.e. for 14 months).
6. I/We declare that no legal/financial irregularities are pending against the proprietor Partner of the tendering firm or manufacturer.
7. I/We undertake that the product supplied are as per Make/Model /Catalogue/ technical literature description.
8. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to supply the product at the prices and rates not exceeding those mentioned in the Financial Quotation.
9. I pledge and solemnly affirm that the information submitted in quotation documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the

validity of tender period, the Director, **LGBRIMH, Tezpur** (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of bidder

With seal of firm (**Name of bidder**)

Place

Date.....

Organization's contact details

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
TIN Number	
PAN Number	
GST Number	
Bank details	

Financial Quotation

Quotation for renewal of fortigate 100D firewall and AMC of the device at LGBRIMH,
Tezpur

Format of Financial Quotation

Sl. No.	Rate Description	Rate without GST in Rs.	GST in Rs.	Grand Total (inclusive of GST)
1	Renewal of fortigate 100D firewall and AMC of the UTM device			

Date :

(Signature)
Name of Vendor