



**Inviting eProcurement Tenders for
Upgradation of the existing Firewall
(SOPHOS XG 210) to SOPHOS XGS 2100
(at Zero Hardware cost) – Supply,
installation, Configuration of the
Upgraded Firewall and updating its
Subscription for 3 Years**

Tender Reference Number: MNG-12/ICT-KM-21/2017-18/24

**National Institute of Agricultural Extension
Management (MANAGE)
[An Organisation of Ministry of Agriculture &
Farmers Welfare, Government of India]
Rajendra Nagar, Hyderabad - 500030**



**National Institute of Agricultural Extension Management
Rajendra Nagar, Hyderabad – 500030.**

Tender Document

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XGS 2100 (at Zero Hardware cost) – Supply, installation,
Configuration of the Upgraded Firewall and updating its
Subscription for 3 Years**

1. Introduction:

National Institute of Agricultural Extension Management (MANAGE) is an Organisation of Ministry of Agriculture and Farmers Welfare, Govt. of India. Located at Rajendra Nagar, Hyderabad, MANAGE offers its services in the following areas: Management Training, Consultancy, Management Education, Research, Information Services etc.

The subscription to the existing Firewall (SOPHOS XG210) at MANAGE has been expired and since the OEM (SOPHOS) declared EoL (End of Life on 31-Mar-2025) for this model, MANAGE proposes to upgrade the existing firewall with SOPHOS XGS 2100 (at zero hardware cost) and to purchase its 3 Years subscription (Full guard with enhanced support), by inviting online bids through Central Public Procurement Portal (<https://www.eprocure.gov.in>).

2. General Terms and Definitions:

“APPLICABLE LAWS” shall mean any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy or other governmental restriction as may be in effect.

“GOODS” shall mean an Article / product being offered for sale. The term ‘Goods’ shall also include works and services which are incidental or consequential to the supply of such goods, such as, transportation, insurance, installation, commissioning, training and guarantee / warrantee obligations as defined in the scope of supply given in the contract.

Note: If nothing contrary is specified in the contract and in the detailed specification of products given in contract, the scope of contract shall be supply of Goods on free delivery to consignee basis with installation / configuration of the upgraded Hardware.

“BUYER” is the Contract placing authority for purchase of Goods.

“BIDDER / SELLER” shall mean any legal entity such as firm(s) of Proprietorship / Partnership Firm / Limited Liability Partnership / Private Limited / Limited company / Society registered under Society’s Act / Statutory Bodies etc., registered to sell its Good(s) to the Buyers.

The “Seller” will be either OEM (Original Equipment Manufacturer*) or Seller having authorization to sell products manufactured by the OEM in open market.

* OEM is the owner of the Brand / Trademark of the product being offered or in case of un-registered brand’s products / products with own brand, the actual manufacturer of the final product

“CONTRACT” shall mean the purchase order created / issued by the Buyer in electronic form for supply of Goods which includes scope of supply, delivery instructions and specifications etc. as ordered by Buyer against such Contract besides the subject GTC, STC/ATC as the case may be.

“BID SECURITY” (Earnest Money Deposit) by way of, Account Payee Demand Draft, from any of the Commercial Banks or payment online in an acceptable form as defined in the bid document, safeguarding the purchaser’s interest in all respects.

“PERFORMANCE SECURITY” by way of Account Payee Demand Draft, or online payment in an acceptable form as defined in the bid document safeguarding the purchaser’s interest in all respects.

The Seller should not exercise any corrupt influence on any aspect of contract and commit to take all measures necessary to prevent corruption maintaining complete transparency, integrity and fairness in all activities related to the bid

The Seller shall be solely responsible for the Goods including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and for giving the correct and accurate details of the offer their Goods and / indicating product specifications, quantity which can be supplied over the specified time period, etc. Seller would ensure that the Goods offered are latest, new and complete in all respects.

The Buyer reserves the right to accept/reject any bid including the lowest bid received through e-bid and/or annul the e- bidding process.

The participating bidders shall not disclose details of their bids or other details of their e-bids to other bidders or indulge in any anti-competitive behaviour including price manipulation in violation of Competition Act, 2002.

The Buyer will not be held responsible for consequential damages such as no internet connection, no power supply, system problems, loss of electronic information, power interruption etc. Against any bidding, if a bidder quotes Nil Charges/consideration, the bid shall be treated as non- responsive and will not be considered.

Scanned copy of the Demand Draft towards the Bid Security (EMD – Earnest Money Deposit) shall be uploaded by Seller in the online bid and hard copy of the same will have to be submitted directly to the Buyer on or before the last date / time for submission of online bids, failing which the bid may be treated as incomplete & may lead to rejection of the bid by buyer without making any reference to the seller.

EMD of ₹ 9,500/- is to be submitted by way of DD or to pay / transfer online.

DD should be in favour of MANAGE payable at Hyderabad.

For online transfer:

- Name of the Account: MANAGE
- Bank: State Bank of India
- A/c No.: 52032275803
- Branch Code: 20074
- IFSC: SBIN0020074
- Branch: APAU Admn. Building, Rajendra Nagar, Hyderabad – 500030.
- MICR Code: 500002348
- SWIFT Code: SBININBBH06

- PAN: AAALN0183B
- TAN: HYDN01701A
- GST No. 36AAALN0183B1ZH

No interest shall be payable upon the Bid Security / EMD or any other amounts payable by the Seller to the Buyer under the Contract. Following categories of Sellers shall however, be exempted from furnishing Bid Security:

- Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product
- Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate

Bid Security submitted by the bidder shall be forfeited, if the bidder:

- Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; or
- If it comes to notice that the information / documents furnished in its bid is false, misleading or forged; or
- Fails to furnish requisite performance security within stipulated time required as per bid conditions.

Earnest money of unsuccessful bidders shall be returned within 15 days after the award of contract or expiry of bid validity, whichever is earlier

Earnest money of successful bidder shall be returned within 15 days after satisfactory completion of the work – supply, installation / configuration of the upgraded Hardware (SOPHOS XGS 2100), installation and activation of its 3 years subscription.

3. Scope of Work:

- Upgradation / Exchange of the existing Firewall (SOPHOS XG 210) to SOPHOS XGS 2100 (at Zero Hardware cost)
- Supply, installation, Configuration of the Upgraded Firewall and
- Updating its Subscription (Full guard with Enhanced support) for 3 Years at an estimated cost of ₹ 1,88,000/-.

Full details of the existing Subscription are furnished below for ready reference:

Module subscription details:

Licensed subscriptions:

Xstream Protection bundle Includes essential network, web, and zero-day protection, and Sophos Central VPN orchestration (site-to-site and remote access) with advanced Central Firewall Reporting.

Xstream Protection bundle:

Base Firewall:	Firewall, VPN, Wireless
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Network Protection:	IPS, ATP, SD-RED Device Management
Web Protection:	Web Security and Control, Application Control, Web Malware Protection
Zero-Day Protection:	Machine Learning, Sandboxing File Analysis, Threat Intelligence
Central Orchestration:	SD-WAN VPN Orchestration, CFR Advanced
Enhanced Support:	Enhance Support

a-la-carte subscription modules:

E-mail Protection:	Anti-spam, Antivirus, DLP, Encryption, Email Malware Protection
Web Server Protection:	Web Application Firewall

Product	License Number	Type	License ID / Serial Number	Quantity	Start Date	Expiry Date	Term (Months)
XG 210 FullGuard with Enhanced Support - 36 MOS - RENEWAL (SKU: XF213CTEA)	L0007961738	Subscription*	C23076HQFDVKJ36	1	13/03/2021	12/03/2024	36

4. Eligibility:

Eligibility of Sellers in terms of Turn Over / Past Performance / Profitability etc.

1. Bidder should have experience in the similar work of supply, installation / configuration of Firewalls / subscription for support for two years, with supply of items worth ₹ 1,50,000/- during the last two financial years
2. Turnover of the bidder should be minimum ₹ 8,00,000/- during the last two financial years
3. Bidders have to submit all the supporting documents

5. Contract(s):

Following documents shall be construed to be part of the contract:

- i. Scope of supply including price as enumerated in the Contract Document.
- ii. General Terms and Conditions (GTC).
- iii. Product specific Special Terms and Conditions (STC):
 - Specifications / details of the offered product should exactly match with that of the OEM.
 - Product Number and other details of the Offered product should be provided along with other supporting documents, if any.
- iv. Bid specific Additional Terms and Conditions (ATC)

The Terms and Conditions stipulated in STC will supersede those in GTC and Terms and Conditions stipulated in ATC will supersede those in GTC and STC in case of any conflicting provisions.

6. Prices:

- i. The prices of the offered Goods shall be indicated in INR. No additional charges such as local levies / transportation / loading unloading charges etc., shall be payable over and above the contract price. In respect of items requiring installation and / or commissioning and other services (as indicated in technical details of the item / scope of work), the charges for the same shall also be included in the offered price.
- ii. Bidder is required to indicate offer price in the price schedule (BOQ) only.

7. Duties & Taxes:

Offer Prices shall be on all-inclusive basis i.e. including all taxes, duties, local levies / transportation / installation / Configuration etc.

8. Integrity Pact:

Bidder shall ensure not to indulge in any corrupt practices including without limitation any activity or action to influence the transaction on any aspect of contract and commit to take all measures necessary to prevent corruption maintaining complete transparency and fairness in all activities in the bid.

9. Guarantee and Warrantee (License period):

The product (subscription license) supplied under the Contract shall be in accordance with the contract specifications with support for 3 years period and the Base firewall device shall be with lifetime support.

10. Buyer / Consignee's Right of Rejection (Return Policy):

- i. The product delivered shall bear the Manufacturer's/Seller's Warranty/Guaranty. Buyer / Consignee shall have the right to inspect the supplied Goods themselves and/or through their appointed agency, after receipt and accept or reject on proper justification any consignment of the Goods received within a period of 10 days (unless otherwise specified in STC or ATC) of receipt of consignment of goods. No payment shall be made for rejected goods. After intimation of the rejection / part rejection by the Buyer/ Consignee, the Seller shall be liable to remove / lift back such rejected Goods within 10 days without any extra charge/cost to the Buyer / Consignee failing which suitable ground rent / warehousing charges would be payable by the Seller to the Buyer /Consignee. If the Seller fails to remove / lift back such rejected Goods within reasonable time period, the Buyer / Consignee shall have the right to dispose off such rejected goods at the risk and cost of the seller.

11. Payment Authority and Payment Terms:

100% payment will be released within ten (10) days of acceptance of the goods, installation / configuration of the device and subscription.

12. Terms of Delivery:

All the Goods shall be offered on Free Delivery at Site basis including installation / configuration. In respect of items requiring installation, commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), the cost of the same shall also be included in the offer price.

13. Delivery Period:

Goods are to be delivered in 10 days from the date of award of contract. Any modification thereto shall be mutually agreed and incorporated in the Contract. This Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s).

14. Critical Dates:

Last date for submission of bids:	18-April-2024 up to 15:00 Hrs
Opening of Technical Bids:	19-April-2024 at 15:00 Hrs

Check-List for Bidders

(To be submitted as part of Technical bid on Company Letter-head)

Bidder's Name _____
[Address and Contact Details]

Bidder's Reference No. _____ Date.....

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S.N.	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Self-attested copy of Registration certificates etc. of the firm	
2.	Self-attested copy of PAN	
3	Self-attested copy of GSTIN registration(s)	
4	Self-attested copy of MSME registration, if applicable	
5	Self-attested copy of Start-up registration/ status, if applicable	
6	Schedule of Requirements - Compliance	
7	Technical Specifications and Quality Assurance - Compliance	
8	Qualification Criteria – Turnover details – to attach documents	
9	Performance details – to attach documents	
10	EMD Details	
11	Other details, if any	

(Signature with date)

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(Name and designation and seal of Company)