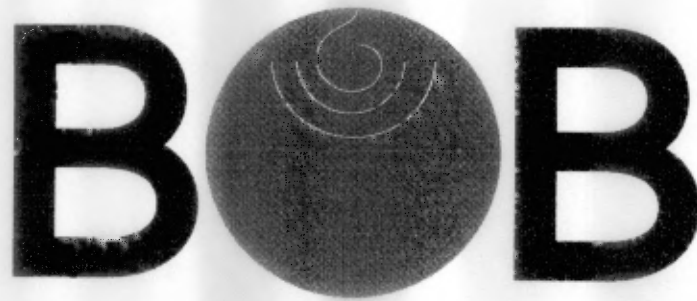


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BANK OF BHUTAN

A **dhi** Company

Banker to the Nation since 1968

Bidding Document

for

Supply, Delivery & Commissioning of Comprehensive Antivirus Solution with High End Servers

Tender No: 000/BoB/TENDER/2018/006

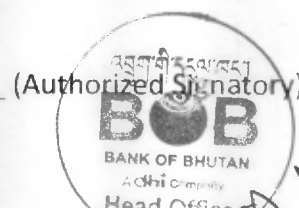


SALIENT FEATURES OF THE BID

1. Tender No. 000/BOB/TENDER/2018/006		Date : 03/03/2018
2. Description of item	Comprehensive Antivirus Solution with two numbers high end servers	
3. Bids details:		
a. Sale of bid documents:	From 03/03/2018 to 30/03/2018	
c. Place of sale:	BoB, Head Office, Thimphu, Babesa (during office hours)	
d. Last date of submission:	30/03/2018 hours at 1300 hours	
e. Place of submission:	BoBL, Head Office, Thimphu, Babesa	
f. Opening date:	30/03/2018 at 1500 hours	
g. Venue for opening of bid	BoB, Head Office, Thimphu, Babesa	
4. EMD (Earnest Money Deposit)	2% of the total value	
5. Bid Validity Period	75 Days from the date of bid opening.	
6. Quantity Variation (Order)	(+ - 20%) on the total quantity	

I have read and hereby correctly state data/ accept all terms/ conditions/ criteria / other aspects, mentioned above on this page, unconditionally,

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CHECK LIST FOR BID SUBMISSION

SL. NO.	PARTICULARS	Requirement	Submitted Yes / No
1	Signed & Stamped Bid Form with mentioned details	a. Marked "Confidential".	Yes
		b. Mentioned Bid Name, number and date.	Yes
		c. Addressed to: Procurement Officer Bank of Bhutan, Head Office Thimphu, Babesa	Yes
		d. Written warning not to open before the specified time and date	Yes
2	Copies	"Original" & "Copy" with the name of bidder on the envelope	Yes
3	Earnest Money Deposit (EMD)- 2% of the total Value	Yes	
3	Valid Trade License	Yes	
4	Tax Clearance Certificate	Yes	

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REQUEST FOR PROPOSAL (RFP)

1. SCOPE OF WORK:

Bank of Bhutan Limited would like to invite your firm for supply, delivery and commissioning of comprehensive Antivirus Solution with 2 numbers high end servers. The following are the required features:

A. ADVANCED DEVICE CONTROL

- ✓ Ability to control and configure various device types for windows and Mac Platforms.
- ✓ Ability to configure separate access policies for storage devices, mobile phones, IP cameras, card readers and other wireless devices and thus prevent unverified devices from connecting to network
- ✓ Ability to manage various devices that may be used by employees and ability to create exception lists for specific devices with different access rights.

B. WEB FILTERING

- ✓ Ability to restrict web access to one or more categories of websites (e.g. Social Networking, Games, etc.) as well as individual user-specified websites.

C. APPLICATION CONTROL

- ✓ Ability to create and maintain black list/ white list applications by categories as well as individual user selected applications.
- ✓ Ability to list blacklisted and whitelisted applications installed in the network

D. ASSET MANAGEMENT

- ✓ Ability to create and maintain a centralized database of configuration of all installed endpoint devices with details of their system software, application software, patches and other updates.
- ✓ Ability to automatically detect new endpoint devices as well as changes in the endpoint configurations and send alerts to predefined email addresses.

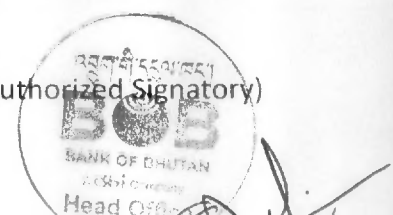
E. VULNERABILITY SCAN

- ✓ Ability to scan, detect and report known vulnerabilities of installed applications and operating systems in the network in real-time.
- ✓ Ability to send alerts to predefined email addresses/ Mobile numbers regarding unpatched operating systems and applications working on computers within the network.
- ✓ Ability to scan data-at-rest on endpoints and removable devices.

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F. DATA LOSS PREVENTION

- ✓ Ability to restrict use of data transfer channels like removable devices, network sharing, web apps, online services, print screen and system clipboard.
- ✓ Ability to selectively restrict transfer of one or more categories of files as well as files containing confidential data like credit/debit card details and user-defined dictionary words and phrases.
- ✓ Ability to send instant alerts to predefined email addresses and Mobile numbers and also generate cumulative reports of above data mentioned leakages.

G. FILE ACTIVITY MONITOR

- ✓ Ability to monitor confidential files for suspicious actions such as file copy, file rename or file delete.
- ✓ IDS / IPS
- ✓ Ability to detect attacks from various sources such as port scanning and Distributed Denial of Service (DDoS).
- ✓ Ability to detect and block network activities that attempt to exploit vulnerabilities in system software and application software.

H. GROUP POLICY MANAGEMENT

- ✓ Ability to create and maintain user groups within the network and also define need-based policies for each group.

I. SPAM PROTECTION

- ✓ Different user groups within the network can be defined and flexible policies can be set accordingly for each group.

J. PHISHING PROTECTION

- ✓ Phishing attacks that originate from malicious codes over the Internet are thwarted before they can enter the network and spread.

K. THIRD-PARTY ANTIVIRUS REMOVAL

- ✓ Ability to automatically detect and uninstall other installed antivirus solutions in endpoints.

L. BROWSING PROTECTION

- ✓ Ability to protect endpoint clients from attacks originating from malicious websites accessed from within the network.

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M. ENDPOINT FIREWALL PROTECTION

- ✓ Provide a firewall for the endpoint with ability to set up customized rules (with user definable exceptions) to restrict incoming and outgoing network traffic.
- ✓ Ability to block unauthorized access to the business network.

N. TUNEUP

- ✓ Ability to clean up junk files and also clean up invalid registry/disk entries.
- ✓ Ability to schedule as well as manually carry out such clean ups.
- ✓ Ability to carry out clean ups of some or all endpoints from a central server.

O. MULTIPLE UPDATE MANAGERS

- ✓ Ability to deploy multiple update managers across the network.
- ✓ Ability to define a primary and at least one alternate update managers for each endpoint.

P. ROAMING PLATFORM

- ✓ Ability to manage and protect endpoints (like laptops) even when they are out of the local enterprise network.
- ✓ Ability to carry out from the central management console the following activities on such mobile endpoints also:
 - i. Check the compliance status
 - ii. View reports and notifications
 - iii. Apply security policies
 - iv. Apply service packs
 - v. Scan for security threats
 - vi. Perform tune-ups to improve performance
 - vii. Redirection of roaming clients

Q. EMAIL AND SMS NOTIFICATIONS

Ability to generate and send alerts and notifications to predefined email addresses and mobile numbers for the following events:

- critical network events such as detection of viruses, virus out breaks,
- attempts to access an unauthorized device,
- license expiry date
- data leakage events
- changes in configurations of endpoints

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- presence of a new endpoint device
- detection of device with out of date updates
- port scanning and DDOS attempts.

R. OTHERS

- i. Ability to detect unknown viruses and malware and other threats in real- time.
- ii. Ability to prevent unauthorized access to computers when they are in safe mode.

S. SYSTEM REQUIREMENTS

BOB is looking forward with the AV infrastructure to be like the following:

- i. Two high end servers would exist. The Primary Server will be placed at the Data Center and the Secondary Server would be placed at the DR site. However, the 2 servers must work on synchronized basis at all times so that immediate switchover, in case of failure of the primary server, can be configured;
- ii. Rest of the PCs from across all the branches would take the update from one server at Data Center.

T. Support for the following operating systems is required:

- Microsoft Windows 2000 SP 4 Professional / Server / Advanced Server
- Microsoft Windows XP Professional (32-bit/64-bit)
- Microsoft Windows Server 2003 Web / Standard / Enterprise (32-bit/64-bit)
- Microsoft Windows 2008 Server R2 Web / Standard / Enterprise / Datacenter (64-bit)
- Microsoft Windows 8 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows 8.1 Professional / Enterprise (32-bit/64-bit)
- Microsoft Windows SBS 2011 Standard / Essentials
- Microsoft Windows 10 Pro (32-bit/64-bit)
- Microsoft Windows Server 2012 r2 Standard Edition (64-bit)
- Microsoft Windows Server 2016 Standard Edition (64-bit)
- CentOS
- Ubuntu
- Oracle linux/ RHEL linux
- Solaris 10 & 11
- VMware
- Oracle VM
- Citrix

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2. BIDDING INSTRUCTION:

The bidder(s) shall submit the bid in accordance with the following clauses, if fails to comply the following clauses, the Bank will not open the bid and will consider as non-responsive bid.

- a) Bids shall be delivered by hand, courier or registered post to the following addressed during office hours; Quotation by fax or by electronic means is not acceptable;

**Procurement Officer
Bank of Bhutan Limited, Head Office,
Babesa, Thimphu**

- b) The outer envelope shall be without any other information's of bidder and contains the following details;

- i. The word "**Confidential**".
- ii. Address as mentioned in clause 2(a).
- iii. Tender number with date and scope of work.
- iv. Mention Warning as "**not to open before the specified time and date of the Bid**"

- c) Two copies clearly marked "**ORIGINAL**" and "**COPY**" with signed and sealed by the person authorized to sign the Bid on behalf of the Bidder. The inner envelopes (**Original & Copy**) shall indicate the name/address of the Bidder and other details as per clause 2(b) of the bidding document.

3. LAST DEADLINE FOR SUBMISSION:

- a) Date: 30/03/2018 at 1300 hours at Procurement Unit, BOBL Head Office, Thimphu
- b) Bid received after the deadline shall not entertain and will declared as late and return unopened to bidder.

4. DEADLINE FOR OPENING OF BIDS:

- a) Bids shall open on 30/03/2018 at 1500 hours at Meeting Room, BOBL Head Office, Thimphu in presence of bidders or their representatives who choose to attend.
- b) In case the due date of submission and opening of the bid becomes non-working day, submission and opening of bid shall on next working day at the same time.

5. SUBMISSION OF QUOTATION:

The quotation rate should be quoted or submitted in accordance with the following Terms and Conditions of Supply, delivery & Installation and shall be for an integral part of the Contract.

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RFP for supply, Delivery & Installation of Comprehensive Antivirus Solution with High End Servers

a) PRICE QUOTATION:

- i. The price quoted shall be in Ngultrum (BTN) with inclusive taxes, duties and other related associated cost and also it's inclusive of supply, delivery and commissioning with two numbers high end servers. The Primary Server will be placed at the Data Center, Phuentsholing and the Secondary Server would be placed at the DR site, Thimphu.
- ii. The following are the Price, quantity and delivery schedule. The bidders need to fill up completely without omitted. Incomplete of the schedule is considered as none responsive and Bank shall be not evaluated further.

Sl. No	Description	Total Amount (Nu.)	Completion Period(Days)	AMC (%)
1	Comprehensive Antivirus Solution with two numbers high end servers			
Total				
Delivery period	<i>Maximum period for delivery is 45 calendar days from the date of issue of the Purchase Order by the Purchaser.</i>			
Name of Supplier:			Suppliers Official Stamp & Signature	
Contact No.:				
Email id:				
Date :				

- b) EVALUATION OF QUOTATION:** Evaluation shall carry out based on the following evaluation criteria. None compliance to clause 1 of the bidding document shall be not carry out the evaluation;

Evaluation Criteria as below;

SL/NO.	PARTICULARS	%	TOTAL(%)
1	Delivery Schedule		5.00%
1.1	15 Days or Less	5.00%	
1.2	16 Days to 30 Days	3.00%	
1.3	31 Days to 45 Days	1.00%	
2	Dealership / OEM Certificate		5.00%

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RFP for supply, Delivery & Installation of Comprehensive Antivirus Solution with High End Servers

2.1	OEM Channel Partner	5.00%	
2.2	Authorize Dealer/Distributors	3.00%	
2.3	Authorized Re-seller and others	1.00%	
3	Warranty		
3.1	Three years or More	5.00%	5.00%
3.2	Two Years	3.00%	
3.3	One year	1.00%	
4	Price Schedule	80.00%	80.00%
5	Experience and Technical Capacity		
5.1	Record of similar task carried out by the firm.	2.00%	5.00%
5.2	OEM Training Certification	2.00%	
5.3	CV's of Technical Employees	1.00%	
	Total		100.0%

- c) In evaluating the quotations, the Bank will determine for each quotation and evaluated price by adjusting the price quotation by making any correction for any arithmetical errors as follows;
- i. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
 - ii. Where there is discrepancy between the Unit Rate and the line item, total resulting from multiplying the Unit Rate by the quantity, the Unit Rate as quoted shall govern unless in the opinion of the Bank there is an obviously gross misplacement of the decimal point in the Unit Rate, in case the line item total as quoted shall govern, and the Unit Rate shall be corrected.
 - iii. If the bidder refuses to accept the correction, Bank will be rejected the bid and will forfeited the EMD and blacklisting of firm for minimum of three years.

6. BID SECURITY:

- i. The bidders need to submit 2% Earnest Money Deposit (EMD) of the total value along with the bid in favor of Bank of Bhutan Limited. No EMD along with the bid shall be treated as non responsive and shall be rejected directly.
- ii. EMD shall be in form of Demand Draft, Cash Warrant, Banker's Cheque and any other form of Bank Guarantees issued by the other Financial Institutions. Bank Guarantee issued by its own Bank (Bank of Bhutan) shall be not accepted.

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7. AWARD OF CONTRACT:

- a) The award will be made to the bidder as per clause 5(b) of the evaluation of quotation.
- b) The bidder whose bid is accepted will be notified of the award of contract by the Bank prior to expiration of the bid validity period.
- c) Until a formal Contract is prepared and executed, the notification of award and the bidding document shall constitute a binding Contract.
- d) If the successful bidder fails to accept the contract or sign the contract, Bank shall forfeit the EMD and will notify to next successful bidder for executing the contract.

8. PERFORMANCE SECURITY AND CONTRACT SIGNING

- a) The successful bidder should report to Bank within 10 days for after issuance of the award notification for contract signing with 10% performance security of the total value.
- b) Performance Security shall be in any form of demand draft, cash warrant, Banker's Cheque and any other forms of Bank Guarantee issued by the Financial Institutions. Bank Guarantee issued by its own Bank (Bank of Bhutan) shall be not accepted.
- c) Failure to submit the 10 % performance security of the total value shall lead to blacklisting of your firm for minimum three years and forfeiture of EMD.
- d) Performance Security shall be forfeited, if the supplier;
 - i. If the Supplier fails to perform any other obligation(s) under the Purchase Order/contract agreement, or
 - ii. If the Supplier does not take any remedial action within a period of (14) fourteen calendar days after notification by Bank and shall blacklist for minimum of three years.
 - iii. If the maximum liquidity damage exceed 15 % of the total value.

9. VALIDITY OF THE OFFERS.

- a) Quotation(s) shall be valid for a period of 75 calendar days from the deadline for receipt of quotation(s) or opening of quotation(s).
- b) A Bid validity for a shorter period shall be rejected and consider as non-responsive.
- c) Bank shall request extension of bid validity if necessary. If fails to accept, then Bank shall treated as non-responsive bid.

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10. DELIVERY/INSTALLATION PLACE & PERIOD;

- a) Supply, delivery and Commissioning of Servers; The Primary Server will be placed at the Data Center, Phuentsholing and the Secondary Server would be placed at the DR site, Thimphu.
- b) The maximum time period for the supply, delivery and commissioning is [45] calendar days after the date of purchase order (exclusive purchase order date). More than maximum delivery and commissioning shall be treated as non responsive and will not evaluate.
- c) The bidder shall take the remedial action within 14 calendar days after notified by Bank, if the goods supplied were defective or not as per the purchase specifications. If fails, Bank shall forfeit the performance security with further reasons.
- d) If fails to delivery with the time frame shall levy a liquidity damage 11 of the document.

11. LIQUIDITY DAMAGE:

Bank shall levy Liquidity Damage of 0.15 % per day for late delivery, if fails to complete the task within the time frame and shall not be exceeding 15 % of the total cost value.

12. TERMINATION OF CONTRACT/BLACKLISTING OF FIRM:

The Bank may terminate the Contract in whole or in part, if the Supplier fails to perform any terms and conditions of the bidding document/purchase order/agreement;

- a) If the Supplier fails to perform any other obligation(s) under the Purchase Order/contract agreement, or
- b) If the Supplier does not take any remedial action within a period of (14) fourteen calendar days after notification by Bank and shall blacklist for minimum of three years.
- c) If the maximum liquidity damage exceed 15 % of the total value.
- d) If the Supplier, in the judgment of the Bank, has engaged in any corrupt or fraudulent practices in competing for or in executing the tasks under this Purchase Order/contract agreement, or
- e) The Bank may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent without compensation to the Supplier.

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13. PAYMENT TERMS:

- a) Payment shall be made within 30 days after presenting invoices.
- b) No advance payment shall be made prior to delivery of goods.
- c) Bank shall deduct 2 % TDS at source of the total value.

14. OTHER TERMS AND CONDITIONS:

- a) Further information/clarification can be obtained from the Procurement Unit, Head Office, Thimphu, Babesa in writing. Other form of clarification will not entertain.
- b) If the bidder deliberately gives wrong information in the tender, BoBL reserves the right to reject this contract at any stage.
- c) The successful bidder shall not sub-contract the assignment.
- d) The Bank is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.
- e) The Bank may procure any of the items from the open market in case the supplier fails to supply and deliver the goods within the stipulated time and realize the difference amount between the quoted price & market price from the security deposit.
- f) The Terms and Conditions hereinafter may only be varied with the written agreement of the Bank and no terms and conditions put forward at any time by the Supplier shall form
- g) Any interlineations, erasures or overwriting shall be valid only if they are signed and sealed by the person signing the Bid.
- h) AMC shall be apply if deems necessary for Bank.
- i) All other clarification with regards to the procurement procedures and governing laws; it shall be governed and referred to the BoB Procurement Rules and Regulations 2013.

I have read and hereby correctly state data/ accept all terms/ conditions/ criteria / other aspects, mentioned above on this page, unconditionally,

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(Sample Contract Agreement)

THIS CONTRACT AGREEMENT made the [insert number] day of [insert month], [insert year],
BETWEEN

- (1) *Bank of Bhutan Ltd, incorporated under the Companies Act of Bhutan and having its principal place of business at Babesa, P.O Box 102, Thimphu Bhutan (hereinafter called "the Bank"), and*
- (2) *[insert name of Supplier], a corporation incorporate under the laws of [insert: country of Supplier] and having its principal place of business at [insert: address of Supplier] (hereinafter called "the Supplier").*

WHEREAS the Bank invited Bids for certain Goods and ancillary services, viz., [insert brief description of Goods and Services] and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency/ies] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Bank and the Supplier, and each shall be read and construed as an integral part of the Contract, viz.:
 - (a) This Contract Agreement;
 - (b) The Special Conditions of Contract;
 - (c) The General Conditions of Contract;
 - (d) Technical Requirements (including Schedule of Supply and Technical Specifications);
 - (e) The Supplier's Bid and original Price Schedules;
 - (f) The Bank's Notification of Award of Contract;
 - (g) The form of Performance Security;
 - (h) The form of Bank Guarantee for Advance Payment;
 - (i) [insert here any other document(s) forming part of the Contract]
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

I have read and hereby correctly state data/ accept all terms/ conditions/ criteria / other aspects, mentioned above on this page, unconditionally,

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RFP for supply, Delivery & Installation of Comprehensive Antivirus Solution with High End Servers

4. In consideration of the payments to be made by the Bank to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Bank to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. The Bank hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

For and on behalf of the Bank

For and on behalf of the Supplier

Signed: *[insert signature]*
representative(s) of the Supplier

Signed: *[insert signature of authorized*

in the capacity of *[insert title or other appropriate designation]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert signature]*
[insert identification of official witness]

in the presence of *[insert signature]*
[insert identification of official witness]

"Thank You"

I have read and hereby correctly state data/ accept all terms/ conditions/ criteria / other aspects, mentioned above on this page, unconditionally,

Signature & Seal _____

(Authorized Signatory)

