NOTICE INVITING TENDER (NIT):

NOTICE INVITING TENDER(NIT) for Supply , installation & Commissioning of Centralized Patch Management Software to be installed initially at Our H.O,24 A Waterloo Street, Kolkata– 700069 in W.B .

Name of Work:-Supply, installation ,Configurations and onsite support Service of said Centralized Patch Management Software for the use of Desktop Computer(S)/Server(S) at Head Office of the Bank to have homogeneous patch management Solutions across the Branches of the Bank. Bank intends to procure and will deploy the required patched at all the devices at HO of the Bank and after that it will deployed at Branches of the Bank in near future of the Bank , if necessary .

Equipment Sheet

Sl. No.	Particular	Approx. Quantity
1	Technical specifications as per Annexure "A" [Part "A"] **[Only those bidders who are comply in Annexure A are requested to participate**]	Approx. 100 Nos of Devices

Critical Date Sheet

Sl. No.	Particulars	Date	Time
1	Date of Online Publication of Tender	**24/07/2025**	**3.00 P.M.**
2	Tender Document Download Start Date	**24/07/2025**	**3.30 P.M..**
3	Bid Submission Start Date	**25/07/2025**	**4.00 P.M.**
4	Bid Submission Close Date through Online	**06/08/2025**	**3.00 P.M.**
5	Opening of Technical Bids	**08/08/2025**	**3.30 P.M.**
6	Opening of Financial Bid(To be notified later)		

1.1 IMPORTANT NOTES TO THE BIDDER:

1. Prospective bid applicants are advised to read carefully the minimum qualification criteria as mentioned in **'Instructions to Bidders** .

2. Tenders shall be submitted in 2 parts-Technical Bid [Part A] and Financial Bid [Part B].

3. No Advance Payment will be made in favour of any supplier under this tender. The bidders are requested not to mention any such clause for advance payments in their bid documents and if there is anything in this regard, the same will be ignored for consideration and no communication will be done in this regard.

4. The bidders must submit necessary valid documentary proof/s of their Firm's Registration/Authorization along with their GST and other Trade License and PAN details along with the quotation.

5. The Bank reserves the right to verify and confirm all necessary documents as submitted by the venders in support of their tender bids along with their credentials/documents required for the eligibility criteria. In any case, any information as furnished by the bidder/s if found fabricated or mala-fide or false or incorrect, the tender bids will be rejected and necessary legal proceedings may be taken against the bidders.

   Once the Bank authority confirms its Purchase Order (PO) to the respective winning bidder either through email or by issue of a formal Work Order, as the case may appear, according to the requirement of the Bank & also as per IT/CS policy of the Bank and as per observations made by our IT/CS Auditor .Before the items is to be delivered & installed , the successful bidder will perform POC(proof of concept)in our Branches/HO . If delivery does not happen within 10 (Ten)days, the Bank reserves the right to cancel the PO.

   The Selected Bidder will be liable to configure & commissioning the said Centralized proposed Patch Management Solutions to the installed with the existing Desktop Computer /Server/Laptop OR other devices at HO/Branches for operations of the existing Banking Applications Software.

6. This tender is floated for procurement of the Centralized patch Management Solutions including all basic Security features etc and the stated quantity for the same is indicative ones and their actual quantity for purchase may vary as per the requirement of the Bank.

7. The Proposed Solutions should carry three (03)years on-site compensatory warranty & support from the date of successful deployment i.e installation ,Configuration , Commissioning and maintenance thereof .

8. The warranty details & product brochures for Proposed Centralized Patch Management Solutions should be submitted with the bid documents . .

9. The bidder firms /Agencies should have a **Minimum Average Annual Turnover** of 01 (one) Crore for the last three(03) previous years viz., F.Y. 2021-22, F.Y. 2022-23 and F.Y. 2023-24.

10. The OEM or bidder must be satisfactorily working in 1000 end points of at least one BFSI/PSB/Govt. Organization / Co-Operative Bank / Reputed Private Organization during the last 3 years in India (satisfactorily valid working certificates must be provided along with bid) ;

11. Bidder should not have been black listed by any Bank or RBI or any other Regulatory Authroriy or Financial Intuitions in India as on date of NIT submission (the self declaration certificate should be submitted on Company Letter Head);

1.2 Scope for procurement of additional proposed Centralized Patch Management Solutions
Bank reserves the right to order for supply of additional Centralized Patch Management Solutions of the same configurations quoted above up to 50% of the total numbers of Centralized Patch Management Software at the same cost , if order is placed within the first years from the date of purchase order .The details of pre-requisite of Patch Management will be enclosed in a separate sheets of paper as per Annexure "A ".
1.3 Installation and commissioning of the Centralized Patch Management Solutions

1. Physical installation of Centralized Patch Management Solutions in the existing network of HO/Branches of the Bank ;
2. Installation , commissioning & configurations of the devices in high availability (HA) mode along with accessories & necessary documentation ;
3. Configuration of Central Management appliance and Logging & reporting Software for management and monitoring of the devices installed ;
4. Configuration & Integration of said Software with existing LAN/WAN including Devices like Router,Switch etc
5. The said Patch Management shall be configured at End point/Server of Bank & is responsibility by the bidder
6. Apply Rules & Regulations of-Patch Management Solutions as given by Bank and the latest security patches should be updated ;
7. All necessary tests to be performed by vendor prior as well post deployment & configuration of Said Solution

8. All the supplied Centralized Patch Management solution will provide 99.9% uptime during the warranty period i.e three (03) from the successful date of completion of the said Project and all the Calls related to the said Solution will be completed within the same day without hampering the normal Banking business ;
9. The bidder will ensure that proposed Solution are seamlessly Configurable with latest Network Devices Viz Firewall , Active Directory[AD] ,VLAN ,Proxy Server etc, which Bank propose to install very shortly ;
10. The successful bidder shall provide Project Completion Report after completion of Work
11. Any Software product upgrade released (whenever applicable) till the completion of the warranty period , shall be supplied & installed free of costs by the bidder irrespective of whether OEM charges for the same . The selected bidder shall Communicate any such upgrade to the Bank immediately
12. Prior to configuration and integration , the selected bidder needs to study the existing Set Up at Bank and prepare detailed implementation Plan . On approval of the same by Bank , integration of the proposed devices needs to be carried out .
13. The selected bidder should provide changes and upgrades in the proposed Solution with regard to changes in statutory requirements to the Bank at no additional cost during the warranty period . Also selected bidder should provide and implement functionality changes as and when required by the Bank during warranty period i.e three(03)years from successful date of Installation, Configuration ,Commissioning etc ;

14. Further provided that the Bank may , during the currency of the warranty , shift the supplied goods wholly or in part to other locations within the Country and in such case the supplier undertakes to continue to warrant or maintain the goods at the new locations without any other additional cost to the Bank

15. The Bidder should ensure if there is a problem in the proposed Centralized Patch Management Software /solution so that even in the absences of the originals , the Bank's regular work is not disrupted in any manner .

16. Any corruption in the Software or media (wherever applicable) provided by the selected bidder during the entire period of warranty of the Contract shall be rectified by the selected bidder at no extra cost to Bank .

17. The selected bidder will provide training of supplied product to employee's of Bank along with free of cost .

18. Presently all the Branches are connected through MPLS/ILL/V-sat/4G/RF device provide by our application vendor

19. The bidder is required in future to integrate the existing Centralized patch Management Solution to our Branches of the Bank without any interruption of the Normal Work ;

20. **The Patch Management should be able to generate system event /log for events that have taken place in the system such as login , changes to configuration and system related errors or warnings** .

21. All reports most be exportable in CSV /PDF format .

22. The devices and required Software should be supported by the OEM on 24 X 7 basis through a global Technical assistance support

23. **The proposed solution should have GUI or report generation** ;

24. The data retention period of minimum 6 months should be ensured ;

25. The setup must be IPV4 compatible ;

26. The proposed Solution should have the ability to integrate with Active Directory,Proxy solution,Firewall etc

27. Ability to integrate MPLS/ILL/4G/Brandband/RF/Fiber traffic

1.4 INSTRUCTIONS/GUIDELINES TO THE BIDDERS

1. **Collection of Tender Documents:** The bidder can search and download the Tender Documents from the website i.e Wbtenders.gov.in and also upload the required documents electronically within the stipulated dates mentioned earlier.

2. Tenders shall be submitted in 2 Parts:-Part "A"/Annexure "A"(Technical Bid)& Annexure "B"/Part "B" (Financial bid).

3. **Warranty:** As per the Original Equipment Manufacturer(OEM)/manufacturer terms and conditions. for three(03) years from the date of Installation of all the equipments & necessary proof will be submitted along bid.The warranty also includes all Security software subscriptions (Critical Hot fixes , Software Updates ,Service packs and major Upgrades etc) and comprehensive on-site support with 4 Hours from the time of call logging through Whatsapp/Email /Phone Call by Bank for day to day operations issues as and when arise. The warranty period of entire System including Security Software & software deployed for this project shall be onsite ,Comprehensive , back to back from the OEM . During the warranty period , the selected bidder will provide minimum 02(Two) preventive maintenance calls per device per year during the warranty period or as per the requirement of the Bank & should submit the report .

4. The intending bidder/s must quote their price for their different items of the work within the BOQ.

5. **Time Extension:** Generally no extension of time will be allowed. At unavoidable circumstances, any extension of time is subject to the consideration of the Tender Inviting Authority.

6. **Penalty Charges:** Penalty charges will be imposed @ 5 % (Five)per week on the tendered amount subject to Maximum @ 10% of the tendered amount, if the work will not be completed within stipulated time period of the tender or no satisfactorily support services within the warranty period as per SLA which was provided by the Bank .

7. **Document Verification:** The bidders may be called on to be present at the Bank for evaluation, verification, and clarifications, if any and may be asked to bring their original documents for satisfaction of the authority. If the bidders fail to produce the same within the stipulated time frame, their bid/s will be liable to rejection.

8. 1. Rejection Bids:

a) Incomplete bids are liable to be rejected.
b) Unsigned tenders/bids, unattested corrections and overwriting by bidders are also liable for rejection.
c) The schedule for accepting the tenders shall be strictly followed-late tenders shall not be accepted.
d) Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.
e) The bidder/s must confirm in their bid acceptance in full of the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, bibbers must note carefully that any conditional offer or any deviation from the terms and conditions of this enquiry may render the quotation liable for rejection.
f) Each page of the tender document including annexure "A" duly stamped and signed by the OEM must be submitted along with the tender bid and the tender should be page-numbered.

2. **OEM AUTHORIZATION**: BID Specific authorization (MAF) as per Annexure I is mandatory with letter head including contact person name, mail ID and Phone number and gives the certification that particular bid model which was submitted by the bidder was not obsolete in next 5 (Five) years & Without MAF , the submitted Tender Documents will be disqualified /rejected . -4-

3. **The selected bidder must deposited 10% of the quoted price in the form of DD/BG in favour of the Bank before awarding of work order and that will be returned after satisfactorily completion of the whole job ;**

4. The bidder service office must be located within Kolkata, West Bengal and if required provide the support Services during the warranty period without making any charges .

5. Bids are invited from Manufacturers or their Authorized Resellers .

6. Bidder should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service centre in city of Kolkata, West Bengal for attending the after sales service. Details of Service Centres are to be uploaded along with the bid with Service Center contact detail.

7.TECHNICAL COMPLIANCE :- Bidder should provide bid specific technical compliance declaration on OEM letter head with signature and seal by the authorized signatory of the OEM along with phone Number .

8.. Please submit all the requisite documents & no further clarification allowed

9. That the selected bidder will provide details of contract person , telephone number , email id , facsimile number for providing service support in the respective sites during the time of warranty period and the technical expertise to solve the issue related to the supplied items .

10. All the supplied hardware accessories are same make

11 . **Technical & Financial Documents**

Sl. No	Category	Sub-category	Sub category descriptions
A	Certificates	Certificates	PAN Card of the Company
			Last 3 years audited Balance Sheet along with IT return
			GST registration Certificates
			Valid Trade License
			ISO 9000 certification will be required from the Bidder
			Certificate of Sole authorized Agent (OEM Certificates) & MAF
B	Financial	Last 3 years audited Balance sheet	
Note :Failure of submission of above mentioned documents by any bidder,bidder will summarily be rejected			

1**2(A)Submission of Copy and Opening of Tender:** All tender documents should be uploaded (all relevant documents) in the website www.wbtenders.gov.in . Any bid through the Email or Telegraphic/fax offer will not be considered as valid bid and will be ignored straight way. Any submission of the tender documents after the specified date and time shall not be considered.

i. The selected bidders will deposit 10% of the work order value (Excluding GST) as a performances guarantee and should be released after the warranty period i.e after Three(03 year from the date of Installation .
ii. The Bank can cancel the said Tender Notice at any time without giving the reasons
iii. Vendors should clearly submit both the Technical ,Financial and other certifications For Supply & Installation of Centralized Patch Management Software " **a**nd "Financial / Technical Bid" on the respective bids .
iv. Bidder should quote only one OEM product and in case more than one bid is submitted by the bidder ,all the bids will be rejected ;
v. The bidder is responsible to carry out the entire end-to-end implementation of the solution as per the scope of work specified in the NIT.

12(B)Delivery & installation : During the installation , the selected bidder will provide the technical support for implementation of Firewall ,Active directory ,VLAN ,Proxy Server etc along with free of cost at the Branches/HO of the Bank. The proposed submitted solution is not delivered within the time period specified in the Work Order, the Bank Authority reserves the right, without incurring any liability, to cancel the work order, and there by, to purchase the same from another vendor. Any provision thereof for delivery by installment shall not be construed as obligatory unless agreed upon by both the parties. If the vendor is unable to complete the work performance at the time specified for delivery, by reason of strikes, labor disputes, riot, war fire or other causes beyond the Vendor's reasonable control,the vendor will be allowed to extend the period of the Work Order.All the Calls will be attended by physical support services within 04 hours from the time of call logging by the selected bidder at branches 95% of calls will be solved within the same day.

13. The selected bidder will provide first level support within Four(04) Hours on any Working day's during warranty period for three(03)years from the date of installation of items.The supplied Accessories should conform to detailed technical specification mentioned in Annexure "A"/ Part "A" ;

14. That the all proposed Solution delivered by selected bidder must be covered by a comprehensive warranty for a minimum period of three(03)years from the date of installation and supplied Accessories will provide 99.9% uptime during the warranty period and that be calculated on monthly basis   ;

15. The "Downtime" is the time between the Time of Report by the Bank and time of Restoration /Resolution within the contracted hours .The "Failure" is the condition that renders the Bank unable to perform any of the defined function on the device .The "Restoration" is the condition when the selected bidder demonstrates that the device is in working order and the Bank acknowledges the same .

16. That the selected bidder will bear all expenses for repair/replacement of the supplied accessories/system during the warranty period and this Bank will not make any separate payment for any such expenses to be incurred within the comprehensive warranty period & all the replacement materials are original & same make

17. That the selected bidder will transfer ownership of the equipments in favour of the Bank and the same shall be effected as soon as the equipments is brought to the sites of the Bank's premises, installed thereafter and accepted by the bank;

18. The Selected bidder will give a training to the Bank's s employee regarding the supplied items along with free of Costs

19. The selected bidder will comply & complete the Call within same day during warranty period for three (03) year from the date of delivery of items . The supplied Patch Management Solution will comply the managed should conform to the detailed technical specification mentioned in Annexure "A"[Technical Documents] ;

.   20. That selected bidder will be responsible to give the call logging facility with the OEM , if any kind of problem arises in the supplied accessories within the warranty period & to provide the physical support services of the installed managed Services including the Software/Hardware/Firmware/OS at the premises of Bank along with free of cost;

21 . Clause of Bank Guarantee/EMD value

That the vendor shall agree to furnish a Bank Guarantee (BG) for 03(Three) year validity for a maximum amount of 10% of all submitted Bid value excluding the GST Charges .The said BG will be forfitted by Bank and realized by Bank , in the following cases :-

i) That if at any time the vendor's performances are considered unsatisfactory by the Purchaser in regard to maintenance of service or any related matter affecting operational efficiency of the proposed Solution , the Purchaser Bank shall be at liberty to terminate the contract after issuing 15 day's notice on the vendor and the Purchaser Bank shall be at liberty to invoke the Bank guarantee furnished by the vendor for liquidated damage @ 05 % (five) per week subject to maximum of 10% of the contract value.

ii) In case of break down or glitches or snags of the proposed Solution , vendor will be under obligation to restore the services of the system within the same day after receiving intimation from the Purchaser Bank either in writing or by Fax or telephonically or email during the period of warranty period failing which the vendor firm shall pay liquidated damages @ 05 %(five)per Week of the contract value in respect of the projects subject to a maximum of 10% of the cost of work order value executed by the vendor;

iii). If any Emergency Situations , the vendor will give the physical support Services in any Holiday/beyond the Office Hours without the extra charges to the Bank;

iv). That vendor will bear all expenses for updation/ re-configuration/Updation/Customized requirements of the Said Solutions installed by you instantly within the Next Business Day[NBD]and this Bank will not make any separate payment for any such expenses to be incurred by you within the comprehensive warranty period for supplied said Solutions but the purchaser bank will not bear the cost of labour Charges for supplied Solution during warranty period

v). That this Bank may like to arrange for independent/outside and/or in-house team for testing and certification of Software supplied related to Patch management Solution of the selected bidder ;

(vi) The call related to the problem of the supplied Patch management Solution will be given by Bank personnel to the selected bidder either through email/Phone no/Whatsapp given by the said vendor and Vendor's responsibility will be restored the said problem within the same day from the time of call logging by Bank with free of costs during the warranty period ;

22. Payment Terms :-

 The Bank will release payment in the following manner:-

i)50% of the billed amount will be released by the Purchaser Bank on receiving delivery at the respective site

ii)20% of the Billed amount will be released by the Purchaser Bank after installation,Configuration ,Testing

,Commissioning ,with existing Desktop Computer/Server/Laptop/End point etc and Maintenance of the supplied items

and the Software supplied by the vendor should be strictly in conformity with the specification of the order under

Annexure "A" & being free from operational defect and commissioning of the Links ;

iii) Further 20% of the billed amount for Project cost is to be released 15(Fifteenth)day's after the date of installation

iv) Remaining 10% will be released after furnishing of bank guarantee of 10% of the work order value [excluding the

Taxes] for three(03) year validity from the date of issuance ;

v) The applicable TDS taxes would be deducted by the Bank at source , if any , as per prevailing rates .

vi)The one time implementation Cost will be given after successful completion of the whole job at Branches/HO ;

23. All the jurisdiction are within the limit of Honorable Kolkata High Court Only

24. The Bank was not bound to accept the lowest bidder(L1)& any time Bank may Cancel the said Notice inviting

Tender [NIT]

25. Regarding Financial Bid:

i) The Financial Bid submitted by the bidders should contain the price of the proposed Solution/Software required to be uploaded as given in the BOQ format by bank

ii) All costs should be given in the exact figures and words. All the Govt. levies like sales tax, Custom Duties, and educational CESS, service tax ,GST etc., if any, should be included within quoted amount for each item or component in the BOQ.

iii) Prices shall not be subject to any escalation in the future prices

iv) Prices should be exclusively for the Bank, including installation charges/ Configuration/Testing/ Commissioning and Maintenance [If any] should be specified separately.

v) Bank may increase/decrease the quantity of the items mentioned in Annexure B /Part "B"

Vi) All the amount which will be mention in the Financial bid are including of all the Taxes

26. Service Level Agreement & Non-Disclosure Agreement Form

1. The bidder shall provide on-site warranty and support for the Supplied Centralised patch management Solution supplied at HO for a period of three(03)year from the date of signing of the final installation and installation support will be on 24 X 7X365 basis ;

2 The Supplied Centralized Patch Management Solution having its own IPR ;

3 The selected bidder must execute a service level agreement & Non –Disclosure Agreement form as per the format provided by Bank on a stamp paper.

4. The project does not affecting the Core Systems or Core business of the Bank and the normal Business Banking

27.Delivery Scheduled

Expected Delivery & installation scheduled

Sl. No	Task	Expected period of delivery & Commissioning
1	Delivery & Installation of Centralized Patch Management Solution at HO of the Bank	Within 15 day's from the date of issue of work order
2	Customization ,Deployment in all Devices at HO of the Bank	Within 15 day's after delivery of said Software

28. Warranty support

Warranty support shall be covered for Three(03) years from the date the system is successfully commissioned at HO of the Bank. During the warranty period , the successful bidder will provide the onsite implementation support for both the software related to the Patch Management Solutions ;

1. The warranty support shall be provided on 24 X 7X 365 basis and the support shall be include new patches related to the said Security solutions & associated efforts to perform the parts replacements & upgraded the patches/Software etc ;
2. Te successful bidder will sign agreement with the Bidder for any services required from them and shall be responsible for any SLA in this regard , which shall be agreed between bank and the successful bidder ;
3. During the warranty period, successful bidder shall provide the upgrades &updates to be patched on system .
4. Warranty should not become void if Bank buys any other add-on Hardware /Software from a third party and installs it within production. However,the warranty by the selected bidder will not apply to such third party Hardware /Software items installed by Bank ;
5. The selected bidder will undertake to supply upgraded model of the product in case of technological obsolescence/non – availability of the contracted product/model . The supply of upgraded product , subject to the Bank's approval , will be at the same contracted price as the quoted model .

29.Support Services

Service Descriptions	Support provided by Selected Bidder
Support during Business Hours of the Bank from 8 A.M. to 8 P.M. for all Banking working day's	Support through physical at the Branches of the Bank along with free of cost
Support after business operations hours of Bank	Support through Telephonic & Email
Time when scheduled maintenance will be performed	Scope & schedule to be agreed mutually

The software support will also cover patches including Software and proactive system health checkup & reporting will cover Hardware and Firmware updates .

28. Bidders obligations

1. The bidder is responsible for managing activities of its personnel & hold itself responsible for any mishandling ;
2. The bidder will treat all data & information about the Bank , obtained in the execution of his responsibilities as confidential and will not reveal such information to any other party without the prior written approval from the Bank .
3. Escalation matrix is to be provided by the selected bidder
4. Bidders are required to mention specifically the Name , Address and telephone number of their Service centre ,Mobile No,Email ids etc for after sales Service at the delivery location .
5. The selected bidder will be executed the Service Level Agreement (SLA) with the Bank
6. Rate quoted should be valid for at least 1(one) Year from the date of submission of the Bid
7. Detailed technical specifications of proposed Centralized Patch Mangement Solution should be submitted along with the bid documents
8. No serious discrepancies noted in the implementation of the project

29. Bill of material

Detailed Bill of material indicating the make , model of the proposed Centralized Patch Management Software with all accessories including Support Services etc to be tabulated as a part of the technical bid .

30. For any type of clarification, the bidders/Service provider are requested to send the Query within 29/07/2025 to rfp_coopcbs2010@wbstcb.com

(S. Sarkar)
Managing Director

Annexure – I

[Manufacturer's Authorisation Form i.e MAF]

[To be submitted on OEM Letterhead, signed by a person competent along with official Email Id & Phone No] and without this MAF, the bid is liable to be rejected.

Tender No.: HO/MD/1018   **Date:-22/07/2025**

**To
The Managing Director,
The West Bengal State Co-operative Bank Ltd.,
24-A, Waterloo Street,
Kolkata – 700 069.**

WHEREAS _____ who are official producers of _____ of and having   production   facilities   at _____ do hereby authorise _____ located at _____ [hereinafter, the "Bidder"] to submit a bid of the following products produced by us, for the Supply, Installation and Commissioning Requirements associated the above Invitation of Bids.

[Note: Please specify the Name of OEM & Product Name here]

When resold by _____ these products are subject to applicable warranty terms of this Tender .

We assure you that in the event of _____ not being able to fulfil its obligation as our Sales & Service provider in respect of this Tender, we would continue to meet out the terms stated in the above mentioned tender through alternate arrangements.

We also confirm that _____ is our authorised service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the Centralized Patch   Management   Software   by _____ as per the Tender and assure you the availability of products for the next three(03) years after the installation of materials at site and the said product was not obsolete in next 5 (Five) years .

In the capacity of

Name: _____

Signed: _____

Official E-mail Id :-

Phone No :-

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person and must be included by the Bidder in its bid as specified in the Instructions to Bidders.

Annexure –II

1.Total no of Application & Database Serve (Total quantity required to be mentioned by Bidder ☺

2.Total number of Desktop Computer (if required):-(Total quantity required to be mentioned by Bidder

Server Configuration	Descriptions	Hardware Sizing	Remarks if any by Bidder
Application & Database Server to be implemented for Centralized Patch Management Solution	Memory		
	Processor		
	LAN& WAN		
	Local Storage		
	Database		
	OS		
Desktop Computer (if any required) for Centralized Patch Management Solution	Memory		
	Processor		
	LAN& WAN		
	Local Storage		
	Database		

ANNEXURE-"A"(Part-"A")

Technical Specifications for <u>Deployment of</u> – Server Security <u>to be filled by bidder</u>

I.   Server Security :-

		Comply (Y/N)
1	The proposed solution should be specially made for server workload protection & should not be the endpoint/desktop security solution.	
2	The proposed solution should be cloud based solution but will protect all type of server (physical, virtual, cloud) from a single console and the OEM DC should be in India.	
3	The proposed server security solution have Anti-malware, Application & device control, Web reputation, Host based firewall, Host based intrusion prevention solution (HIPS), Integrity monitoring, log inspection module along with EDR/XDR in the same single agent.	
4	The solution should be integrated with cloud based sandboxing.	
5	Must be able to provide protection/shield against known vulnerabilities using Virtual patching without rebooting the server.	
6	Must feature a high-performance deep packet inspection engine that examines all incoming and outgoing traffic for protocol deviations, content that signals an attack, or policy violations	
7	Must automatically shield newly discovered remotely exploitable vulnerabilities within hours, pushing protection to large number of servers in minutes without a system reboot.	
8	Provide virtual protection which shields remotely exploitable vulnerable systems that are awaiting a security patch. Automatically shields vulnerable systems within hours and pushes out protection to thousands of VMs/physical servers within minutes.	
9	Must be able to monitor critical operating system and application files, such as directories, registry keys, and values, to detect and report malicious and unexpected changes	
10	Must have vulnerability rules to shield known vulnerabilities from an unlimited number of exploits. Automatically shields newly discovered vulnerabilities within hours.	
11	Must include exploit rules to stop known attacks and malware and are similar to traditional antivirus signatures in that they use signatures to identify and block individual, known exploits	
12	The proposed HIPS solution should have Fail Open & Fail Close feature.	
13	The proposed solution should support wide range of Windows OS (Windows server 2008, 2012, Windows server R2 2012,2016, 2019,2022)2025, Windows Operating System (7, 10 ,11 etc) , Red Hat Enterprise,Cent OS etc (5,6,7,8,9), Solaris, AIX (6.1 to 7.3), Alma Linux, Amazon linux, Cent OS etc.	
	Extended Detection and Response (XDR)	
14	The Proposed XDR solution should be able to integrate & correlate activity log, detection log, telemetry data generate from Endpoints Security,Server Security solution but capable of integrating same OEM's email security, web security & network security with additional license procurement.	
15	The Proposed XDR solution should be hosted in cloud based in India.	
16	The Proposed XDR solution should be able to integrate with all leading SIEM/SOAR platform over API.	
17	The proposed solution should support 3rd party filewalls integration like Palo Alto, CheckPoint & Fortinet etc.	
18	The Proposed XDR solution should be able to ingest threats from 3rd-party threat intelligence platform in the form of STIX / TAXII (v1 &v2) (the threat feed need to be purcheased separately).	

S. No.	Requirement Description	
19	The Proposed XDR solution should have capability to define User-Defined Suspicious Objects list (UDSO) in the form of SHA-1, Domain, URL & IP Address	
20	The Proposed XDR solution should have Response management functionality from where administrator can take action like Terminet the process, isolate endpoint, running custom script, restoer connection of isolated endpoint, Blocking Suspicious File, Isolating Endpoint & also be able to take Remote access of the endpoint/server using remote shell, collecting memory dump etc.	
21	The Proposed XDR solution should have Search functionality which will help SOC Analyst or Threat hunter to do threat hunting or IOC sweeping from the telemetry data received from Endpoint & Server sensors.	
22	The Proposed XDR solution should have Role-based Administrator access	
23	The Proposed XDR solution OEM vendor should also have dedicated Managed XDR services (optional, separately licensed)	
24	The Proposes XDR solution should be able to showcase the over all risk score of the organization on dashboard	
25	The solution should integrate with 3rd party Breach Attack Simulation tools like Picus, Cymulate etc.	
26	The solution should integrate with 3rd party Vulnerability Management Solution like Qualys etc.	
27	The proposed solution should have SOAR like predefined & custom editable playbook option which can have automated response or incident response evidence collection or running custom script etc.	
28	The proposed platform should be able to provide the Risk score of the organization in a single page along with Attack surfce discovery where the organization can identify their attack surface and manage the threats properly.	

II : Technical Specifications for **Deployment of** - Patch Management **to be filled by bidder**

S. No.	Requirement Description	Comply (Y/N)
1	Centralized patch deployment to selected agents	
2	Ability to define deployment windows (for both Server & Client) and automated schedules	
3	Support for silent, user-interruption-free installations	
4	Automatic retry mechanism for failed patch installations	
5	Option for end-users to temporarily postpone patch installations	
6	Ability to suspend optional updates, roll-ups, and feature packs	
7	Prioritization of critical security updates over non-critical ones	
8	Capability to create Automated Patch Deployment (APD) tasks for critical updates	
9	Granular targeting of patch deployment based on OS, hardware, device groups, locations, or custom tags	
10	Support for multiple deployment cycles per week	
11	Option to test and approve patches in a pre-production environment	
12	Ability to decline specific patches or application updates	
13	Patch rollback functionality in case of failure or issues	
14	Remote reboot/shutdown from central console	
15	Custom patch deployment policies with multi-configuration schedules	
16	Scheduled auto-deployment with OS upgrade capabilities	
17	Patch evaluation results generated within minutes of policy download	
18	Detection of patch dependencies and superseded patches	
19	Patch verification through registry, file existence, and version checks	

20	Reporting of patch corruption and uninstalled patches with alerts	
21	Patch metadata validation for deployability, reboot suppression, uninstall capability, caching, checksum integrity (SHA1/MD5), fingerprint accuracy, and baseline compliance	
22	Support for patch baseline comparison against industry benchmarks	
23	Real-time visibility into patch compliance, including restart pending status	
24	Web-based reporting dashboard with real-time visibility	
25	Customizable graphical reports (bar, line, pie charts) with export options	
26	Role-based reporting compliant with RBAC policies	
27	Reports must include patch compliance status, agent version, and last update time	
28	Schedule-based report generation and alerting	
29	Alerts/notifications via email/SMS for failed or pending patches	
30	Detailed audit logs for each system/user patching activity	
31	Real-time patch monitoring with customizable views	
32	Visibility into patch coverage across all endpoints and servers	
33	Support for agent-based and agent less patching mechanisms	
34	Patch management support for Windows XP, 7, 10, 11 & Windows 2012 / 2016/2019/2022/2025 Server Standard Operating System (OS) and major Linux/Cent OS distributions	
35	Support for Windows feature upgrades (e.g., Win10 to Win11, Windows 2016 to Windows 2019/2022/2025)	
36	Patch support for third-party apps (Adobe, Chrome, Firefox, MS Office, etc.)	
37	Patch support for servers, endpoints, VMs, VDI, and cloud-hosted endpoints	
38	Integration with Active Directory, Proxy Services , Firewall ,SCCM, and third-party ITSM tools	
39	Integration with SIEM/SOAR tools for compliance and risk visibility	
40	Centralized console with distributed site/branch support	
41	Deployment throttling and bandwidth control during patch downloads	
42	Secure gateway for encrypted communication with remote endpoints	
43	Agents should be able to download patches directly from vendor sites	
44	Support for offline/air-gapped patch deployments	
45	Central patch repository/cache to save bandwidth	
46	Notification and visibility for unpatched or EOL systems	
47	Multi-tenancy support with role-based access control (RBAC)	
48	Proposed [atch management solution must offer all the patching delivery for windows and non-windows operating system. . All critical applications /software must also be patched as soon as patch/upgrades is avialble . The proposed Solution should identify , scheduled , deliver and track OS and auotomate patch delivery	
49	The proposed solution should do filtering of Software patches based on environment requirements	
50	The proposed solution should provide end point security with automated OS and application patch management	
51	The proposed solution should schedule periodic scans computers to identify missing patches	
52	The Proposed solution should identify and download missing patches from OEM's website ;	
53	The proposed solution should download required patches and create tasks to scheduled patch deployments	

54	The proposed solution should be able to provide the audit reports	
	The proposed solution should be supported for deployment of patches at end points and Servers and other endpoint	
55	The proposed solution should support centralized architecture	
56	The proposed solution should be able to deploy patch management agent as well as the patches with the help of IP ADRESSS/Host name	
57	The proposed solution should be cable of using existing client computers as distribution point at remote sites without the need of allocating dedicated servers	
58	The proposed solution should be able to install package through following mechanism :- Push Pull User Self Service	
59	The proposed solution should support virtualized environment	
60	The proposed solution should be capable of integrating with one or more active Directory structure whenever required	
61	The proposed solution should support centralized administration ,role based access control and administration without much load on the Network	
62	The proposed solution should support roll back of patches and service packs applied	
63	All the patches downloaded must b appied to the endpoints (all devices like Servers ,Desk top Computer , laptop , end points) after successful testing to avoid any disruption in the Services	
64	There should be UAT set up where every patch is to be tested before actual installations at endpoints or Servers	
65	The proposed solution should be able to detect the required patches according to individual node's configuration	
66	There should be a UAT set-up where every patch is to be tested before actual installations at Endpoint or Servers	
67	The proposed solution should be able to deploy any Software /Files through the Patch Management solutions	
68	The proposed solution should have the capability to generate report specific to one group of Servers /endpoints or should be capable of generating reports with an enterprise view	
69	Proposed solution should be able to verify if the patches on desktop are correctly installed by confirming that the vulnerability has been remediated proposed solution should allow console operations to export report in CSV , PDF & XLS format	
70	Proposed solution should come along with standard reports and should generate customized reports as per the business requirements	
71	Proposed solution support regulatory specific i.e reports required by the regulations as per the format by them during audit	
72	Proposed solution should come along with standard repots and should generate customized reports as per business requirements	
73	Proposed solution should be able to re-deploy the patch on a Computer automatically if the initial deployment is not successful and even if the deployed patch is un-installed by the User	
74	Proposed solution support the grouping of patches into a baseline which can take the form of monthly patch bundle e.g "critical patches"	
75	Proposed solution should be able to dynamically group Computers/manually group computers together for deployment of patches	
76	Proposed solution should be able tom provide real time patch deployment status monitoring	
77	Proposed solution should be able to identify the computers that have installed the patch that is to be rolled back on nedd basis and roll back updated patches on the need basis	
78	Proposed Solution should came along with all operational technical	

	manuals	
79	Proposed solution should support granular control over re-boot process after patch deployment like promoting user , allowing user to differ , rebooting immediately if no one has logged on etc	
80	The reporting modules should contain but not limited to the following (1) Progress of all patches applied (2) Patch Compliance report for selected month/System (3) Patch Compliance report for Single Patch (4) No of Vulnerabilities detected by month (5)Total no of Computers managed & the distribution of these Computers	
81	Proposed solution should allow console operator to deploy patches to all computers via a central console without intervention from the user or allow console without intervention from the User or allow console operator to target which Computers to deploy the patches to	
82	Proposed solution should be capable of generating reports on patches deployed when and whom to which endpoints etc	
83	The proposed solution should support proper business continuity plan	
84	The proposed solution should confirm to best practice to ensure minimum 99.5% service availability	
85	The service provider provide the interface to integrate to multiple monitoring and reporting tools , integration with SIEM etc should be supported	
86	The proposed solution should be capable of Software distribution and installation eg Chrome patches , Firefox etc , MS Office , 365 Patches etc	
87	Proposed Solution should have automatic patch management and deploy patches in different platform i.e windows , cent OS , Linux etc	
88	The successful bidder shall handle all the matters all matters including configuration , implementation ,operation , monitoring , management and maintenance f the proposed solutions	
89	At any point of time , the resource including the Server utilization of any server should not go beyond 60% The supplied Software by the selected bidder should be latest version	
90	All critical patches for all software supplied should be applied to end points within 15 days or as per the recommended timelines	
91	Bidder should provide updates , Patches , rollups for all Software supplied including Operating System and should update the same immediately after its release	

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