

NOTICE INVITING TENDER (NIT):

NOTICE INVITING TENDER for Supply , installation & commissioning of Software Defined Wide Area Network (SD-WAN) of approx. 23(Twenty Three) nos to be deployed in 23 (Twenty Three) nos of Rural Branches (mentioned Annexure II) of the Bank in W.B .

Name of work:-Supply, installation ,Configurations and onsite support Service of said SD-WAN Technology for the use of said Branches.Therefore to have homogeneous network of SD-WAN technology across the Branches of the Bank.Bank intends to procure and will deploy the required SD-WAN to be place at 23 Rural Branches of the Bank

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. 23 Nos as per Annexure II

Critical Date Sheet

Sl. No.	Particulars	Date	Time
1	Date of Online Publication of Tender	20/01/2025	5.00 P.M.
2	Tender Document Download Start Date	20/01/2025	5.30 P.M..
3	Bid Submission Start Date	20/01/2025	6.00 P.M.
4	Bid Submission Close Date through Online	05/02/2025	3.00 P.M.
5	Opening of Technical Bids	07/02/2025	3.30 P.M.
6	Opening of Financial Bid(To be notified later)		

1.1 IMPORTANT NOTES TO THE BIDDER:

- Prospective bid applicants are advised to read carefully the minimum qualification criteria as mentioned in '**Instructions to Bidders** .
- Tenders shall be submitted in 2 parts-Technical Bid [Part A] and Financial Bid [Part B].
- Loss or damage in transit will be solely borne by the supplier. The suppliers may, if he/she so desires, get the goods insured and include such charges in the tendered rate.
- 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.
- 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.
- 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 . If delivery does not happen within 07 (Seven)days, the Bank reserves the right to cancel the PO.

The Selected Bidder will be liable to configure & commissioning the said Proposed SD-WAN to the installed with the existing Router and Switches at Branches along with free of costs for operations of the existing Banking Applications Software.

7. If the last date of tender submission falls on holiday/strike/Bandh etc., the last date for submission of tender will be extended up to the next working day .
8. This tender is floated for procurement of the SD-WAN including basic Security features like IPS and IDS ,URL Filtering ,Malware detection ,DDOS protection 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.
9. The SD-WAN should carry one (01)year on-site compensatory warranty & support from the date of successful deployment i.e installation ,Configuration , Commissioning and maintenance thereof .
10. The warranty details & product brochures for SD-WAN should be submitted with the bid documents . .
11. The bidder firms /Agencies should have a **Minimum Average Annual Turnover** of 70 (Seventy Lakhs) Lakhs for the last three(03) previous years viz., F.Y. 2021-22, F.Y. 2022-23 and F.Y. 2023-24.

1.2 Scope for procurement of additional SD-WAN

Bank reserves the right to order for supply of additional SD-WAN of the same configurations quoted above up to 50% of the total numbers of SD-WAN at the same cost , if order is placed within the first years from the date of purchase order

1.3 Installation and commissioning of the SD-WAN

1. Physical installation of SD-WAN in the network Racks at 23 nos of Rural 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 Devices with existing LAN/WAN including Devices like Router,Switch etc
5. Mounting of existing Switches & Router to the proposed SD-WAN and tracing /realignment of cables ;
6. The SD-WAN shall be configured & the necessary cables /patch cord etc shall be responsibility of the bidder
7. Apply Rules & Regulations of-SD-WAN as given by Bank and the latest security patches should be updated ;
8. All necessary tests to be performed by the vendor prior as well post mounting & configuration of SD-WAN ;
9. Any cabling related works during the replacement of existing Router/switches. if necessary,at one or many locations shall be provided by the bidder .
10. All the supplied SD-WAN will provide 99.9% uptime during the warranty period and if the installed SD-WAN was out of order at the Branches , the same will be changed by a new one within the next Business day [NBD]without hampering the normal Banking business at Branches ;
11. The bidder will ensure that proposed SD-WAN are seamlessly Configurable with latest Network Devices Viz Firewall , Active Directory[AD] ,VLAN ,Proxy Server etc, which Bank propose to install very shortly ;
- 12.The successful bidder shall provide Project Completion Report after completion of Work
13. 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
14. 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 .
15. The selected bidder should provide changes and upgrades in the proposed SD-WAN 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 One(01)year from successful date of Installation,Configuration Commissioning ;
16. 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
17. In case Hardware equipment or it's part is taken away for repairs , the vendor shall provide similar standby equipment or equal or higher performances capacity so that even in the absences of the originals , the Bank's regular work is not disrupted in any manner .
18. 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 .
19. The selected bidder will provide training of supplied product to employee's of Bank along with free of cost .
20. Presently all the Branches are connected through MPLS/ILL/V-sat/4G/RF device provide by our application vendor
21. The bidder is required to integrate the existing MPLS and ILL/4G/Fiber/V-sat/RF Links at all the 23 Nos of rural Branches into the SD-WAN solutions in conformity with installed technical specifications at Branches.

22. The SD-WAN 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 .
23. All reports must be exportable in CSV /PDF format .
24. The devices and required Software should be supported by the OEM on 24 X 7 basis through a global Technical assistance support
25. The SD-WAN should have GUI or report generation and deployed in the High Availability (HA) mode ;
26. The data retention period of minimum 6 months should be ensured ;
27. The setup must be IPV6 compatible ;
28. SDWAN should have the ability to integrate with Active Directory , Proxy solutions etc
29. Ability to integrate MPLS/ILL/4G/Brandband/RF traffic

1.4 INSTRUCTIONS/GUIDELINES TO THE BIDDERS

- a. **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.
 - b. Tenders shall be submitted in 2 Parts:-Part "A"/Annexure "A"(Technical Bid)& Annexure "B"/Part "B" (Financial bid).
 - c. **Warranty:** As per the Original Equipment Manufacturer(OEM)/manufacturer terms and conditions. for one(01) 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. During the warranty period , if any device failure, the device has to be replaced within 24 Hours from the time of intimation of the failure .The warranty period of entire equipment /Hardware including Security Software & software deployed for this project shall be onsite ,Comprehensive , back to back from the OEM . with replacement of Hardware , if such need arises , for a period of One(01) years from the successful date of installation . 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 .
 - d. The intending bidder/s must quote their price for their different items of the work within the BOQ.
 - e. **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.
 - f. **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 .
 - g. **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.
 - h. **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, bidders 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 duly stamped and signed by the bidder 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 .

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
			Security certificates will be required from the OEM
			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			

12(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 01(One) 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 SD-WAN at Bank “ and “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, Managed Switches etc along with free of cost at the Branches/HO of the Bank. If any material 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 01 year 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 Hardware delivered by selected bidder must be covered by a comprehensive warranty for a minimum period of one(01)year 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 Next Business Day[NBD]during warranty period for 01 year from the date of delivery of items . The supplied SD-WAN comply the managed Next generation Firewall 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 01(One) year validity for a maximum amount of 10% of all Hardware cost excluding the GST Charges .The said BG will be forfeited 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 supply of spares or any related matter affecting operational efficiency of the supplied SD-WAN operation, 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 SD-WAN , 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 repair/replacement of the SD-WAN 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 SD-WAN but the purchaser bank will not bear the cost of labour Charges for supplied SD-WAN during warranty period ;
- v). That this Bank may like to arrange for independent/outside and/or in-house team for testing and certification of hardware supplied related to SD-WAN by the selected bidder ;
- (vi) The call related to the problem of the supplied SD-WAN 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 ,Connected with existing Router,Switches etc and Maintenance of the supplied items and the hardware supplied by the vendor should be strictly in conformity with the specification of the order under Annexure “A” duly certified by Concern Officer & being free from operational defect and commissioning of the Links ;
- iii) Further 20% of the billed amount for Hardware is to be released 05(Five)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 one(01) 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 ;

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 material 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 SD-WAN supplied at 23 locations for a period of One(01)year from the date of signing of the SDWAN installation and installation support will be on 24 X 7X365 basis ;
- 2 The SD-WAN shall be configured with all required cables for cross connecting the SD-WAN by the bidder ;
- 3 For any single device failure,faulty device has to replaced within Next Business Dayfrom the time of intimation of the failure ;
- 4. The selected bidder must execute a service level agreement & Non –Disclosure Agreement form as per the format provided by Bank on a stamp paper.
- 5. 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 of SD-WAN at Branches of the Bank	Within 07 day’s from the date of issue of work order
2	Installation, Configuration & Commissioning of the SD-WAN at Branches of the Bank	Within 08 day’s after delivery of SD-WAN /Hardware

28. Warranty support

Warranty support shall be covered for one(01) year from the date the system is successfully commissioned at 23 locations of the Bank. During the warranty period , the successful bidder will provide the onsite implementation support for both the Hardware & software related to the SD-WAN ;

1. The warranty support shall be provided on 24 X 7X 365 basis and the support shall be include parts replacement & associated efforts to perform the parts replacements & upgraded the patches/Firmware etc ;
2. Te successful bidder will sign agreement with the OEM 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 .

30. 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 SD-WAN should be submitted along with the bid documents
8. No serious discrepancies noted in the implementation of the project
9. Separate VLAN will internally route for CBS Connection , Internet Connections and for both two connections
10. One user VLAN will allowed for both CBS server and for internet access.
11. Internet user never directly reach to CBS server. MPLS user will reach to CBS server.
12. Performance specifications highlight the throughput for different security functionalities such as VPN, and maximum concurrent sessions, among others. These models also support Security Intelligence, Malware Defense for Networks, and URL filtering, among other features.
13. The installed SD-WAN will support of a maximum of 20 users at Branches .
14. They can support a maximum of 50 devices.
15. The appliances can support different VLANs and Inter VLANs routing is to implemented through these SD-WAN .

31. Bill of material

Detailed Bill of material indicating the make , model of the proposed SD-WAN with all accessories including Support Services , Power supply ,power Cords etc to be tabulated as a part of the technical bid .

32. For any type of clarification, the bidders/Service provider are requested to send the Query within 24/01/2025 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/2390

Date:-17/01/2025

**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 Product Name & Model No. 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 materials by
_____ as per the Tender and
assure you the availability of products for the next two 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. Details of branch :-

Sl no.	District	Block	Name of Branch
1	Coochbehar	Coochbehar I	Coochbehar Main branch
2	Coochbehar	Dinhata I	Dinhata
3	Coochbehar	Mathabhanga I	Mathabhanga
4	Coochbehar	Toofanganj I	Toofanganj
5	Jaipalguri	Falakata I	Falakata
6	Alipurduar	Alipurduar I	Alipurduar
7	North 24 Pgs	Amdanga	Amdanga
8	North 24 Pgs	Barasat I	Barasat
9	North 24 Pgs	Basirhat I	Basirhat
10	North 24 Pgs	Baduria	Baduria
11	North 24 Pgs	Bongaon	Bongaon
12	North 24 Pgs	Gaighata	Chandpara
13	North 24 Pgs	Habra I	Habra
14	North 24 Pgs	Bagdha	Helancha
15	South 24 pgs	Baruipur	Baruipur
16	South 24 pgs	Bhangore II	Bhangore
17	South 24 pgs	Mandirbazar	Bijayganj
18	South 24 pgs	Canning I	Canning
19	South 24 pgs	Diamondharbour I	Diamond Harbor
20	South 24 pgs	Kakdwip	Kakdwip
21	South 24 pgs	Mathurapur II	Kashinagore
22	South 24 pgs	Patharpratima	Patharpratima
23	South 24 pgs	Sagore	Sagore

Contd..10

ANNEXURE-“A”(Part-“A”)

**Technical specifications to be filled by bidder
I :Deployment SD-WAN for the use of 23 Rural Branches of the Bank**

Deployment of SDWAN Technology (Customer Premise Equipment) Appliance		
Sl. No.	Minimum Required Specification	Compliance(Y/N)
Physical Requirement :		
1	The proposed CPE devices should be hardware based purpose build appliance with security license & SDWAN capability enabled	
ISP Connectivity :		
2	CPE device should be capable of terminating minimum 4 nos. of ISP links, Load balance between ISPs based on users defined rule like user/group wise, application based, max band width etc. automatic ISP failover should be there for uninterrupted user experience for internet usage.	
Ports:		
3	5x 1G RJ45 for data communications from day one. 1 RJ45 Console port for direct connectivity and 1x USB port from day one	
Performance:		
4	The proposed solution must support TLS 1.3 encryption	
5	The proposed appliance should have at least 250 Mbps of SSL inspection throughput	
6	550 Mbps of Threat protection Throughput with all security modules enabled	
7	1000 Mbps of IPS throughput	
8	900 Mbps of Application Inspection Throughput	
9	Solution should be capable to handle minimum 30K new sessions per second and 600K concurrent sessions from day one	
10	Proposed CPE appliance should not introduce more than 5 microsecond latency. Vendor's claim must be available in publicly available documents like datasheet, admin guide etc. Claim on company's letterhead will not be acceptable.	
11	CPE appliance should have minimum 3.5 Gbps of VPN throughput	
12	150 IPSEC VPN license for Client-Site connectivity from day one.	
Features:		
13	Web filtering feature: Category based, URL based, custom category creation	
14	Category based application filter, custom application & category creation	
15	IPS, Anti DDoS, Anti BOT	
16	Perimeter level Anti virus, Anti Malware	
17	CPE device should be capable of being logically separated in to multiple virtual systems for more granular secured environment from day one so that the single CPE appliance can be divided in to multiple logical devices within the same hardware appliance and each partition should be capable of performing all security features	
18	Integrated IPS must have 10,000+ up-to-date signatures, capable of detecting protocol anomaly, creation of custom signatures, manual, automatic pull or push signature update, threat encyclopaedia integration.	
19	CPE should have functionality of Content Disarm and Reconstruction (CDR) to remove all active content from attachment in real-time before passing it to user.	

20	The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware & option to rate web resource based on their DNS rating	
21	The solution must block Botnet C&C domains request at DNS level itself.	
22	The CPE shall be able to support various form of user Authentication methods simultaneously, including: Local Database, LDAP, RADIUS, TACACS+, Windows AD, Citrix & Terminal Server Agent support for Single Sign On	
SDWAN Readiness (from day one) & Criteria:		
23	Proposed vendor should be present in Leaders quadrant of Gartner Magic Quadrant for SD-WAN for last three consecutive reports	
24	Proposed solution should be capable of terminating multiple ISPs like ILL, broad band, MPLS ,RF etc, different mix and match configuration should be possible for automatic ISP failover for uninterrupted user experience for internet usage and DC connectivity for business application .	
25	SD-WAN functionality should support configuration of per application-level transaction SLAs based on packet loss, jitter and latency	
26	Licensing of SD-WAN functionality must be based on device capacity, but not on bandwidth capacity / restriction	
27	SD-WAN functionality should support dynamic WAN link selection and load balancing using measured performance SLAs	
28	SD-WAN functionality must have capability to do application based routing not by means of manually adding IPs and or FQDNs, but it is like CPE should have database of multiple applications (e.g. O365 etc.) readily available to select as destination address in policy and destination address in static route configuration.	
29	The SDWAN functionality should support features like Forward Error Correction	
30	The proposed solution should have SDWAN capabilities from day one without requiring any additional license, along with security features enabled like IPS, Anti Malware, Anti Bot, Web/URL filtering for local internet breakout in single box solutions	
High Availability:		
31	The proposed CPE device should support active HA if required in future , by adding the similar licensed secondary device in cluster , without requiring any additional license In the primary device .	
32	The proposed CPE device shall support stateful session maintenance in the event of a fail-over to a standby unit if required in future .	
Security Modules & Criteria :		
33	Web Security Essentials / URL & Web Filtering, IPS License, Application Visibility License, APT (Advance Persistant Threat) License (Anti Malware Protection , C&C attacks, Geo IP Protection, Zero Day Threat Protection), Gateway Anti virus, Gateway Anti spam. All the mentioned licenses should be quoted for one year.	
34	Proposed vendor should be present in Leaders quadrant of Gartner Magic Quadrant for Enterprise/Network firewall for last three consecutive reports	
Management :		
35	The solution should have simple web based management GUI and also support for CLI, SSH to manage the appliance. Solution should have inbuilt capability from day one of being centrally managed in future just by procuring the central management solution from same OEM without requiring any additional license within the currently proposed CPE devices	

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