



R I C B

REQUEST FOR PROPOSAL (RFP)

For

Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center -LOT I;

Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution - LOT II;

Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server - LOT III.

Tender Reference Number: RICB/CO/GAD-STORE (01)2024/12413 dated 26/08/2024

Disclaimer: The information provided in response to this Request for Proposal (RFP) will become the property of the RICB and will not be returned. The RICB reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The RICB also reserves the right to accept or reject any or all the responses to this RFP without assigning any reasons whatsoever.

CHECKLIST

The following items must be checked before the bid is submitted:

1. Demand Draft / Cash deposit of Nu.1,000.00 (One Thousand Only) inclusive of taxes, in Envelope – ‘A’ towards the cost of RFP.
2. Demand Draft / Banker’s Cheque / Bank Guarantee of BTN Nu./- (Ngultrum..... Only) towards Bid Security in Envelope – ‘A’ Earnest Money Deposit (EMD). *Refer clause 5.8. Earnest Money Deposit (EMD) / Bid Security*
3. Eligible, Technical, and Financial Bids prepared in accordance with the RFP document.
4. Envelope ‘A’ Eligibility Criteria Response and Technical Response
5. Envelope ‘B’ Financial Bid.
6. Copy of this RFP document duly sealed and signed by the authorized signatory on every page and enclosed with Envelope – ‘A’.
7. All the pages of Eligibility Criteria Response, Technical Bid, and Financial Bid, and any other documents submitted duly sealed and signed by the authorized signatory.
8. All relevant certifications to be enclosed to support claims made in the Bid must be in relevant Envelopes.
9. Prices to be quoted in Bhutanese Ngultrum.

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ABBREVIATIONS AND ACRONYMS

The following abbreviations and acronyms defined in this RFP are as under

BG – Bank Guarantee

EMD – Earnest Money Deposit

IPO – Intellectual Property Owner

IPR – Intellectual Property Rights

RICB – Royal Insurance Corporation of Bhutan Limited

OEM – Original Equipment Manufacturer

RFP – Request for Proposal in Context

PBG – Proforma Bank Guarantee

BRD- Business requirements document

SoW- Scope of Work

NDA- Non-disclosure agreement



Section 1 – BID Schedule and Address

Sl. No.	Description	Detailed Information
1	Name of Project	Request for Proposal (RFP) for 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center, Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution, Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server'.
2	Tender Reference Number	RICB/CO/GAD-STORE (01)2024/.....
3	Date of release of Bidding Document.	27/08/2024
4	Last date and time of receiving vendor Pre-bid clarifications in writing	4 PM, 10/09/2024
6	Address Bid submission	The Chairperson, Tender Committee, Royal insurance Corporation of Bhutan Limited, P.O. Box-315, Norzin Lam, Thimphu: Bhutan
7	Last date and time for Bid Submission	17/09/2024, 11.30 AM
8	a) Date and Time of Opening Envelope A i.e., Eligibility criteria & Technical Response b) Date and time of opening Envelope B i.e., Financial Bid	a).17/09/2024, 2.30 PM. b). Will be intimated later to the eligible technically qualified Bidders.
9	Place for Eligibility, Technical & Financial Bid Opening.	Board Room, RICB.
10	Name and Address for communication	Ugyen Dorji (ugyen_dorji@ricb.bt) Karma Dorji (karma_dorji@ricb.bt)
11	Bid Related Queries	Sonam Wangchuk (sonam_wangchuk1@ricb.bt)
12	Bid Cost	Nu. 1,000.00



13	Bid Security	LOT I - Nu. 125,000.00 LOT II - Nu. 75,000.00 LOT III - Nu. 35,000.00
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Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Date and Time & address for Financial Bid Opening will be intimated later to the eligible Bidders.
3. Bid Cost: DD shall be made in favor of "Royal Insurance Corporation of Bhutan Limited" of amount BTN.1,000.00 (Non-Refundable) payable at Thimphu, Bhutan.

Section 2 - Introduction

2.1. Background

The Royal Insurance Corporation of Bhutan Limited (RICB), established on 7th January 1975 under the Charter of His Majesty the Fourth Druk Gyalpo Jigme Singye Wangchuk, aims to meet the insurance needs of citizens and participate in national economic development. RIBCB has grown significantly, aligning with the nation's goals of economic growth, self-reliance, and Gross National Happiness. It offers multiple credit products, insurance services and social security services.

RICBL is seeking proposals from qualified Bhutanese vendors to revamp the Data Center network as all the network equipment's has reached its end of life (EOL), necessitating the replacement of existing devices. The selected vendor must ensure that the new network operates seamlessly without any packet loss and minimal downtime.

The project also requires implementing a new SAN Storage solution as the existing NetApp storage has reached its maximum utilization, necessitating this new additional SAN setup. The selected vendor must ensure the new solution operates seamlessly with HP Blade server and NetApp storage without any data loss and minimal downtime.

The project also requires the Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database.

2.2. Objective of this RFP

The objective of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center, Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution, Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server. The aim is to refresh and enhance our network infrastructure, expand the existing SAN storage solution for additional data storage and supply the Oracle Database 19C Standard Edition-2 for the database system.



1) Assessment and Planning

- a) Network Assessment:
 - i) Evaluate the current network infrastructure, including hardware, software, and connectivity.
 - ii) Identify issues, limitations, and areas for improvement.
 - iii) Conduct performance and security assessments.
- b) Requirement Gathering:
 - i) Collect requirements from the office regarding performance, capacity, and security.
 - ii) Define objectives for the network revamp (e.g., increased speed, better reliability, enhanced security).
- c) Design and Planning:
 - i) Develop a revised network design based on assessment findings and requirements.
 - ii) Create a detailed project plan, including timelines, resources, and milestones.
 - iii) Design network topology.

2) Procurement:

- i) Purchase hardware and software as per the specified requirement and ensure 100% compliance.
- ii) All Hardware and software to be registered in the name of Royal Insurance Corporation of Bhutan Limited (RICBL), Bhutan.

3) Implementation

- a) Pre-Installation Preparation:
 - i) Backup existing network configurations and data.
 - ii) Prepare the installation site and ensure it meets the requirements (e.g., power, cooling).
- b) Device Installation:
 - i) Install new hardware and software components as per the design specifications.
 - ii) Configure network devices (e.g., IP addressing, routing, VLANs).
- c) Migration:
 - i) Transition from the old network to the new one with minimal disruption.
 - ii) Migrate services and data while ensuring compatibility and integrity.

4) Testing and Validation

- a) Initial Testing:



- i) Perform testing of new hardware and software components to ensure they function correctly.
- ii) Validate network performance, including speed, reliability, and capacity.
- b) Integration Testing:
 - i) Test the integration of new components with existing VPN router and systems.
 - ii) Ensure all network services (e.g., email, web access, VPN) are operational and performing as expected.

5) Training and Documentation

- a) Training:
 - i) Provide training for IT staff on new network features and functionalities.
- b) Documentation:
 - i) Prepare detailed documentation including network diagrams, configuration settings, and user guides.
 - ii) Document any changes made during the revamp process.

6) Support and Maintenance

- a) Post-Implementation Support:
 - i) Offer support to resolve any issues that arise after the network revamp.
 - ii) Monitor the network to ensure stability and performance.
- b) Maintenance:
 - i) Establish a maintenance plan for regular updates and checks.
 - ii) Schedule periodic reviews and performance evaluations.

3.1.b. Scope of work for Lot 2 - Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution

1) Assessment and Planning

- a) Storage Assessment:
 - i) Evaluate the current SAN infrastructure, including hardware, software, and connectivity.
 - ii) Identify issues, limitations, and areas for improvement.
 - iii) Conduct performance and security assessments.
- b) Requirement Gathering:
 - i) Collect requirements from the office regarding performance, capacity, and security.
- c) Design and Planning:
 - i) Develop a revised design based on assessment findings and requirements.



- ii) Create a detailed project plan, including timelines, resources, and milestones.

2) Procurement

- i) Purchase hardware and software as per the specified requirement and ensure 100% compliance.
- ii) All Hardware and software to be registered in the name of Royal Insurance Corporation of Bhutan Limited (RICBL), Bhutan.

3) Implementation

- a) Pre-Installation Preparation:
 - i) Prepare the installation site and ensure it meets the requirements (e.g., power, cooling).
- b) Device Installation:
 - i) Install new hardware and software components as per the design specifications.
 - ii) Configure storage access for existing VMware infrastructure.

4) Testing and Validation

- a) Initial Testing:
 - i) Perform testing of new hardware and software components to ensure they function correctly.
 - ii) Validate the connectivity and the capacity.
- b) Integration Testing:
 - i) Test the integration of new components with existing SAN solution.
 - ii) Ensure that the new storage is operational and performing as expected.

5) Training and Documentation

- a) Training:
 - i) Provide training for IT staff on new setup.
- b) Documentation:
 - i) Prepare detailed documentation including diagrams, configuration settings, and user guides.
 - ii) Document any changes made during the process.

6) Support and Maintenance

- a) Post-Implementation Support:
 - i) Offer support to resolve any issues that arise after the completion.
 - ii) Monitor the performance.
- b) Maintenance:



- i) Establish a maintenance plan for regular updates and checks.
- ii) Schedule periodic reviews and performance evaluations.

3.1.c. Scope of work for Lot 3 – Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server.

The vendor will provide the Oracle 19c Standard Edition 2 (SE2) license for the database server.

The vendor should set up the rack server and install the database. Operating system will be provided by RICB and the server should be connected to the new SAN storage.

The vendor must ensure that the licenses are genuine, properly documented, and transferable to the organization.

Deliver all relevant Oracle licensing documentation, including License Agreement, Proof of Purchase, and Installation Guide.

Provide a summary of the Oracle 19c SE2 features included under the license.

Provide access to an online portal where the organization can manage their Oracle 19c SE2 license

The portal will allow for license monitoring, renewal, and tracking usage.

The portal will also include access to Oracle support and resources relevant to the Oracle 19c SE2 environment.

Provide the organization with a facility through the portal to upgrade their Oracle 19c SE2 environment to newer versions or editions if required.

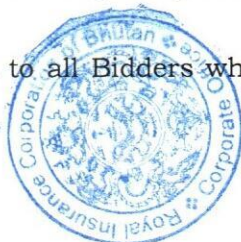
3.2. Single Point of Contact

The selected bidder shall appoint a single point of contact (SPOC) with whom RICB will deal regarding the project. Nominating a single point of contact during a project is crucial for ensuring streamlined communication and effective project management.

A SPOC simplifies communication channels, ensuring that all stakeholders receive consistent and accurate information. This role enhances accountability, as the SPOC is responsible for coordinating tasks, addressing issues promptly, and maintaining regular progress reports. Additionally, having a SPOC improves coordination between teams, fosters better stakeholder relationships, and aids in risk management by identifying and mitigating potential problems early. Overall, a SPOC contributes to smoother project execution and higher chances of successful completion.

Section 4 – Eligibility Criteria

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:



4.1. Eligibility Criteria

4.1.a. Eligibility Criteria – Lot I

Sl. No.	Eligibility Criteria	Response Document
1	The bidder should be a Company registered under the Companies Act or any relevant agency.	Registration Certificate
2	The bidder should provide satisfactory performance certificates from customers where the bidder has provided similar consultancy projects.	Customer reference letters Purchase Order; OR Satisfactory performance Report
3	The vendor must have at least 3 certified individuals in their team. <ul style="list-style-type: none"> 1. One Senior Network Engineer – CCNP/JNCIS with at least 5 years of working experience and CV 2. One Senior Firewall Engineer – Firewall Administrator with at least 5 years of working experience and CV 3. Network Support Engineer – At least 5 years of working experience and CV 	Provide suitable documentary evidence.
4	The bidder should not be currently blacklisted by any bank / institution in Bhutan or abroad. The Bidder should submit self-declaration on letter head of bidder with seal and signatory.	Declaration
5	Valid Trade License	
6	Tax Clearance Certificate	
7	Confirmation letter/undertaking letter	

Note: JV (Joint Venture) bidder – NA (Not Acceptable)

4.1.b. Eligibility Criteria – Lot II

Sl. No.	Eligibility Criteria	Response Document
1	The bidder should be a Company registered under the Companies Act or any relevant agency.	Registration Certificate
2	The bidder should provide satisfactory performance certificates from customers where the bidder has provided similar consultancy projects.	Customer reference letters Purchase Order; OR



		Satisfactory performance Report
3	<p>The vendor must have at least 3 certified individuals in their team.</p> <ol style="list-style-type: none"> 1. VMware Certified Professional: At least 1 professional with a minimum of 5 years of similar project experience. 2. OEM Certified Storage Administrator: At least 1 professional with a minimum of 5 years of similar project experience. 3. CCNA/JNCIA Certified Network Engineer: At least 1 network professional with a minimum of 5 years of experience 	Provide suitable documentary evidence.
4	The bidder should not be currently blacklisted by any bank / institution in Bhutan or abroad. The Bidder should submit self-declaration on letter head of bidder with seal and signatory.	Declaration
5	Valid Trade License	
6	Tax Clearance Certificate	
7	Confirmation letter/undertaking letter	

Note: JV (Joint Venture) bidder – NA (Not Acceptable)

4.1.c. Eligibility Criteria – Lot III

Sl. No.	Eligibility Criteria	Response Document
1	The bidder should be a Company registered under the Companies Act or any relevant agency.	Registration Certificate
2	The bidder must be an authorized partner.	Provide suitable documentary evidence.
3	The bidder should not be currently blacklisted by any bank / institution in Bhutan or abroad. The Bidder should submit self-declaration on letter head of bidder with seal and signatory.	Declaration
4	Valid Trade License	
5	Tax Clearance Certificate	
6	Confirmation letter/undertaking letter	

Note: JV (Joint Venture) bidder – NA (Not Acceptable)



Sl. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)

Replies to all the clarifications and modifications received through mail and email will be posted on RICB's website. Any modification to the Bidding Documents which may become necessary as a result of such queries shall be made by RICB by issuing an Addendum, which will be hosted on RICB's website.

5.5. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, RICB, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, may amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted on RICB's website. The Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda had been considered by the Bidder in its Bid.

In order to provide Bidders reasonable time to consider the amendment in preparing their bids, RICB may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in RICB's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

5.6. Due Diligence

The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in the rejection of the bid. Also, the grounds for rejection of a Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail.

B. Preparation of Bid

5.7. Bid Price

Prices quoted in the Bid should include all costs including all applicable taxes, duties levies, fees etc. whatsoever.

5.8. Earnest Money Deposit (EMD) / Bid Security

The Successful bidder shall furnish Earnest Money Deposit as follows:

Lot No	Description	Earnest Money Deposit (Nu.)
I	Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center	125,000.00
II	Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution	75,000.00
III	Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server	35,000.00

The Bidder shall submit Earnest Money Deposit in the form of a Demand Draft / Bank Guarantee/Pay order from a scheduled bank in Bhutan other than RICB in favor of "Royal Insurance Corporation of Bhutan Limited" valid for 60 days issued by a scheduled bank.

EMD is non-interest bearing and no interest will be paid on the EMD.

5.9. Return of EMD

- a) EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
- b) The EMD of successful Bidder shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

5.10. Forfeiture of EMD

The EMD made by the Bidder will be forfeited if:

- a) The Bidder withdraws his Bid before opening of the bids.
- b) The Bidder withdraws his Bid after opening of the bids but before Notification of Award.
- c) The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.
- d) The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.
- f) Failure to accept the order by the Selected Bidder within 15 days from the date of receipt of the Notification of Award / Purchase Order makes the EMD liable for forfeiture at the discretion of RICB. However, RICB reserves its right



to consider at its sole discretion the late acceptance of the order by selected Bidder.

- g) Failure to submit the Performance Bank Guarantee within the stipulated period makes the EMD liable for forfeiture. In such an instance, RICB at its discretion may cancel the Order placed with the selected bidder without giving any notice.

5.11. Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of Bid opening as mentioned in Section 1 or as may be extended from time to time. RICB holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.12. Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, RICB may request the Bidder's consent to an extension of the validity period. The request and response shall be made in writing. The extension of validity period by the Bidder should be unconditional and irrevocable. The EMD / Bank Guarantee provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.13. Format of Bid

The Bidders shall prepare one hard copy of the entire Bid and one 'soft copy' of the Technical Bid marking it as "Technical Bid – Soft Copy".

5.14. Signing of Bid

The Bid shall be sealed and signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be sealed and signed/initialed by the person or persons signing the bid.

The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be sealed and signed/initialed by the person or persons signing the Bid.

The Bid shall be sealed and signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure G) or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.



C. Submission of Bid

5.15. Envelope Bidding process

Lot I and Lot II:

The Bid shall be prepared in two (2) different envelopes, Envelope A and Envelope B.

Each of the two (2) Envelopes shall then be sealed and put into an outer envelope marked as

'Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center' - Lot I

And

'Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution' - Lot II

Lot III:

The Bid shall be prepared in two (2) different envelopes, one original and one copy.

Each envelope should be clearly marked as "ORIGINAL" and "COPY". Both envelopes should then be sealed and put into an outer envelope marked as **"Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server"**

The inner and outer envelopes shall

- a) be addressed to RICB at the address mentioned in Section 1
- b) The inner envelopes shall indicate the name and address of the Bidder.
- c) If the outer envelope is not sealed and marked as indicated, RICB will assume no responsibility for the Bid's misplacement or premature opening.

5.16. Contents of the two (2) Envelopes

For Lot I and Lot II.

Envelope 'A' should be super scribed as **'Eligibility cum Technical criteria'**. The following documents duly placed in a file shall be inserted inside Envelope A:

- a) Cost of Bid document in the form of Demand Draft/Pay order drawn in favor of "Royal Insurance Corporation of Bhutan Limited" for Nu.1000.00 (Ngultrum one thousand only inclusive of Taxes and levies)
- b) Bid Earnest Money in the form of Demand Draft / Pay Order – Annexure A1.

OR

Bid Earnest Money in the form of Bank Guarantee – Annexure A2.

- c) Bid Offer form (without price) – Annexure B.

RICB Confidential



- d) Bidder Information – Annexure C
- e) Declaration of Acceptance of Terms and Conditions – Annexure E
- f) Declaration of Acceptance of the Scope of Work – Annexure F
- g) Power of Attorney or Board Resolution for Signing of Bid – Annexure G
- h) Letter of Undertaking – Annexure H
- i) Pre-Qualification Bid Letter – Annexure I
- j) Declaration Regarding Clean Track by Bidder – Annexure J

‘Technical Bid’:

The following documents duly placed in a file.

- a) Technical Evaluation- Annexure T
- b) RFP document sealed and signed by authorized signatory.

The Technical Bid envelope shall not include any financial information. If the Technical Bid contains any financial information the entire Bid will be rejected.

Envelope ‘B’ should be super scribed as **‘Financial Bid’:**

- a) Financial Offer Form – Annexure C1
- b) Financial Proposal – Annexure C2
(The Financial proposal should be inclusive of all taxes and levies wherever applicable)

For Lot III:

The following documents should be duly placed in respective envelope.

- a) Cost of Bid document (Nu.1,000.00).
- b) **The Original EMD should be enclosed with the envelope marked “Copy”.**
- c) Bidder Information – Annexure C
- d) Power of Attorney or Board Resolution for Signing of Bid – Annexure G
- e) Declaration Regarding Clean Track by Bidder – Annexure J
- f) A valid Tax Clearance Certificate
- g) Authorized document to supply the Oracle license.
- h) Quoted price for the supply of specified Oracle license – Annexure K

5.17. Bid Submission

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats given in the RFP.

5.18. Bid Currency

All prices shall be expressed in Bhutanese Ngultrum.



5.19. Bid Language

All the correspondences and bid submissions should be in English Language.

5.20. Rejection of Bid

The Bid is liable to be rejected if:

- a) The document doesn't bear the signature of an authorized person.
- b) It is received after the expiry of the due date and time stipulated for Bid submission.
- c) Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFP.

No Bid shall be rejected at bid opening, except for late bids.

5.21. Deadline for Submission

The last date of submission of bids is given in Section 1, unless amended by RICB through a public announcement and through its website.

5.22. Extension of Deadline for submission of Bid

RICB may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through RICB website, in which case all rights and obligations of RICB and Bidders will thereafter be subject to the deadline as extended.

5.23. Late Bid

Bids received after the scheduled time will not be accepted by RICB under any circumstances.

RICB will not be responsible for any delay due to postal service or any other means.

5.24. Modifications and Withdrawal of Bids

Bids once submitted will be treated as final and no further correspondence will be entertained on this.

No Bid will be modified after the deadline for submission of bids.

5.25. Right to Reject, Accept/Cancel the bid

RICB reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

RICB does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. RICB also has the right to re-



issue the Tender without the Consultants' having the right to object to such re-issue.

5.26. Bid Evaluation Process

The Bid Evaluation for Lot I and II will be carried out in 2 stages:

Stage 1 – Envelopes A will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

Stage 2 – Envelope B will be evaluated for those Bidders who qualify the Eligibility Criteria and Technical Criteria in Stage 1.

The Bid Evaluation for Lot III will be evaluated where the quoted amount of the bidders will be compared. The lowest bidder shall be recommended for the award but not necessarily be the lowest. The RICB may in its absolute discretion engage in discussion or negotiation with H1 bidder. The decision of the RICB shall be final and binding on all the Bidders to this document. The RICB reserves the right to accept or reject an offer without assigning any reason whatsoever.

Section 6 – Bid Opening

6.1. Opening of Bids

Bids for Lot I and II will be opened in 2 stages:

- a. Stage 1 – In stage 1 only Envelopes A will be opened.
- b. Stage 2 – In stage 2 only Envelope B will be opened.

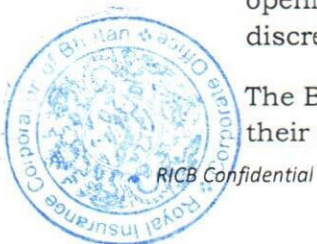
Bids for Lot III, envelope marked as “COPY” will be opened in the presence of bidders' representatives who choose to attend at the specified time or as revised by RICB.

6.2. Stage 1 - Opening of Envelopes A

RICB will open Envelopes 'A' in the presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by RICB from time to time.

The representatives of the Bidders have to produce an authorization letter / identity card from the Bidders by way of letter or email to represent them at the time of opening of bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of Bids, the Bids will still be opened at the scheduled time at the sole discretion of RICB.

The Bidders' representatives who are present shall sign the register, evidencing their attendance. In the event of the specified date of bid opening being



declared a holiday for RICB, the bids shall be opened at the appointed time and place on next working day.

Only those Bids which meet eligibility and technical criteria will qualify for financial evaluation.

6.3. Stage 2 - Opening of Envelope B

Those Bidders who meet the eligibility criteria cum technical criteria will be intimated by email, the date, time and address for opening of the Financial Bids.

The representatives of the Bidder must produce an authorization letter / Identity Card from the Bidders by way of letter or email to represent them at the time of opening of bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of Bids, the Bids will still be opened at the scheduled time at the sole discretion of RICB.

The Bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for RICB, the Bids shall be opened at the appointed time and place on next working day.

Section 7 – Bid Evaluation

7.1. Preliminary Examination of Bids

The evaluation process would consider whether the bidder has the requisite prior experience and expertise to address RICB's requirements and objectives. RICB will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the Bid document, whether the documents have been properly signed, and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the next level of evaluation. Only those Bids which comply to the Eligibility Criteria will be taken up for further technical evaluation.

RICB may waive any minor informality, non-conformity or irregularity in the Bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

To assist in the examination, evaluation, and comparison of bids RICB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.

Written replies submitted in response to the clarifications sought by RICB, if any, will be reviewed.

If a Bid is not substantially responsive, it will be rejected by RICB and may not subsequently be made responsive by the Bidder by correction of the



nonconformity. RICB's determination of bid responsiveness will be based on the content of the bid itself.

For Lot I and II: The technical evaluation and the financial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder.

Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Scope of Work (requirements) as specified in the RFP.
- b) To assist in the examination, evaluation and comparison of bids RICB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- c) Written replies submitted in response to the clarifications sought by RICB, if any, will be reviewed.
- d) The bidder should have experienced skilled professionals having relevant qualification/certifications to carry out this project at RICB. Comparison of Skilled resources will be done based on the no. of resources with desired certifications.

The technical evaluation matrix is given below.

Technical Evaluation Matrix Lot I

Sl. No.	Technical Evaluation	Max Score	Remark
1	Company profile	20	
1.1	Experience The bidder shall attach legal documentary evidence of similar projects implemented	5	
1.2	Qualification and experience of technical experts: 1.CCNP/JNCIS Certified Professional (5pts) 2. Firewall Administrator (5pts) 3.Network Professional (5pts)	15	
2	Hardware, Software and Service Technical Requirement Compliance and integration of services with the existing infrastructure	50	



3	Project proposal and implementation methodology	20	
3.1	Project organization, team structure and responsibility matrix	10	
3.2	Reporting arrangement, Change Control Procedures and risk management procedures	5	
3.3	Delivery schedule, scheduling of implementation of activities and clarity of time frame	5	
4	Knowledge transfer and experience sharing	10	
4.1	Onsite 5 days training. Provide the detailed training subjects and schedule.	10	

Bidders scoring equal to or more than 70% will qualify for Financial Bid opening

Technical Evaluation Matrix Lot II

Sl. No.	Technical Evaluation	Max Score	Remark
1	Company profile	15	
1.1	Experience The bidder shall attach legal documentary evidence of similar projects implemented	5	
1.2	Qualification and experience of technical experts: 1.VMware Certified Professional (5pts) 2.OEM Certified Storage Administrator (5pts) Resumes and certification proofs of the required certified resources along with latest TDS certificate of the individual	10	
2	Hardware, Software and Service Technical Requirement Compliance and integration of services with the existing SAN solution	55	



3	Project proposal and implementation methodology	20	
3.1	Project organization, team structure and responsibility matrix	10	
3.2	Reporting arrangement, Change Control Procedures and risk management procedures	5	
3.3	Delivery schedule, scheduling of implementation of activities and clarity of time frame	5	
4	Knowledge transfer and experience sharing	10	
4.1	Onsite 2 days training. Provide the detailed training subjects and schedule.	10	

Bidders scoring more than or equal to 70% will qualify for Financial Bid opening.

7.2. Evaluation of Financial Bids

7.2.1 Financial bids of only the Bidders who have cleared the technical evaluation will be opened and evaluated.

The calculation for Financial will be as follows:

$$\text{Financial Score} = (\text{Lowest Quoted Price (F}_L\text{)} / \text{Bidder Quoted Price (F}_B\text{)}) \times 100\%$$

The Financial score will be converted to 30% and will be added to Technical Score (70%) and the highest score or the best bid will be determined (H1) for quality and cost-based selection (QCBS).

The RICB may in its absolute discretion engage in discussion or negotiation with H1 bidder. The decision of the RICB shall be final and binding on all the Bidders to this document. The RICB reserves the right to accept or reject an offer without assigning any reason whatsoever.

7.2.2 Arithmetic errors in the Bids submitted shall be treated as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
- b) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the RICB, there is obviously a gross error such as a misplacement of a decimal point, in which case the line-item total will govern.



- c) Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the Financial Bid, the amount obtained on totaling the line items in the Financial Bid will govern.

Section 8 – Terms and Conditions

8.1. Definitions

“Contract” means the Contract Agreement entered into between RICB and the Bidder.

“Contract Period” means the period mentioned in the Contract.

“Contract Price” means the price or prices arrived at which will form the Contract Agreement.

“Intellectual Property Rights (IPR)” means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

“Bidders” means bidder selected through this RFP process.

“Project” means the entire scope of work as defined in the RFP.

8.2. Notification of Award or Purchase Order

After selection of the L1 Bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, RICB will send Notification of Award to the selected Bidder.

Upon the successful Bidder accepting the Notification of Award and signing the contract and NDA, RICB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

8.3. Performance Bank Guarantee

Performance Bank Guarantee shall be equal to 10 % of the PO value valid for the contract period or warranty period. Successful Bidder will submit Performance Bank Guarantee within 15 days of receipt of the Notification of Award or Purchase Order. Upon the receipt of Performance Bank Guarantee, RICB will discharge EMD of the Successful Bidder. The Performance Security deposit may be forfeited in case any terms and conditions of the contract are fringed or bidder fails to make complete supply satisfactory or complete work within the completion period agreed in contract without prejudice to the



purchaser's right to take further remedial actions in terms of the contract and bidding documents which formed part of the contract.

8.4. Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates while making any payment.

Financial Bid should be inclusive of all taxes, duties, charges and levies.

The benefits realized by the Bidder due to lower rates of taxes and levies shall be passed on by the selected Bidder to RICB.

8.5. TimeLine and Schedule:

This timeline provides a structured approach to ensure the project is completed efficiently, on time, and within budget.

8.5.a. Timeline and Schedule Lot I

Sl. No.	Activity	Date/timeline
1	Equipment supply and delivery	Successful Vendor shall be required to complete within 60 days from the issuance of the work order.
4	Configuration, Implementation, and commissioning	22 days from the date of delivery of the equipment
5	Project closure	3 days after the successful completion of project
6	User Training	5 days

**The RICB will do all that is feasible within foreseeable limits to ensure strict adherence to this timeline. The assignment is expected to be completed within a period of 90 days from the issuance of the work order.*

8.5.b. Timeline and Schedule Lot II

Sl. No.	Activity	Date/timeline



1	Equipment supply and delivery	Successful vendor shall be required to complete within 45 days from the issuance of the work order.
4	Configuration, Implementation, and commissioning	10 days from the date of delivery of the equipment
5	Project closure	3 days after the successful completion of project
6	User Training	2 days

**The RICB will do all that is feasible within foreseeable limits to ensure strict adherence to this timeline. The assignment is expected to be completed within a period of 60 days from the issuance of the work order.*

8.5.c. Timeline and Schedule Lot III

Sl. No.	Activity	Date/timeline
1	Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Data Server.	Successful vendor shall be required to complete within 45 days from the issuance of the work order.

The RICB will do all that is feasible within foreseeable limits to ensure strict adherence to this timeline. The assignment is expected to be completed within a period of 30 days from the issuance of the work order.

8.6. Payment Terms

Payment shall be made as given below.

- a. No advance payment will be made
- b. Payment shall be made as per the payment schedule 8.7.
- c. Consolidated amount will be quoted in BTN; No separate taxes or expenses will be paid.

Tax will be deducted at source as per the prevailing rules of revenue law (RRCO).

8.7. Payment Schedule

The payment will be made in accordance with the schedule as below:

8.7.a. Payment Schedule Lot I

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Sl. No.	Payment amount (%)	Activities
1	10%	After Submission of Performance Guarantee
2	40%	After Successful delivery of equipment
3	50%	Design, Installations, Configuration, Testing, commission, Users Training and Handing Taking of Documents.

8.7.b. Payment Schedule Lot II

Sl. No.	Payment amount (%)	Activities
1	10%	After Submission of Performance Guarantee
2	40%	After delivery of equipment and evaluation of equipment.
3	50%	Design, Installations, Configuration, Testing, commission, Users Training and Handing Taking of Documents.

8.7.c. Payment Schedule Lot III

Sl. No.	Payment amount (%)	Activities
1	10%	After Submission of Performance Guarantee
2	40%	After supply of oracle license, delivery of equipment and evaluation of equipment.
3	50%	Design, Installations, Configuration, Testing, commission, Handing Taking of Documents.

Note:

1. The TDS deduction will be done in accordance with prevailing rules.
2. 10% performance security for Lot I and II must be renewed every year and submit to RICB for Warranty and support service for 3 year.

8.8. Price

The price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the cost/price shall be entertained.

8.9. Extension of Purchase Order & Repeat order

The term of this Contract shall be for a period from the date of issuance of the work order and acceptance of the same by RICB. RICB reserves the right to extend



the contract subsequently. RICB has also right to place repeat order to the Bidder for any of the services mentioned in the RFP.

8.10. Intellectual Property Rights:

All rights, title, and interest of RICB in and to the trade names, trademark, service marks, logos, products, copyrights and other intellectual property rights shall remain the exclusive property of RICB and the bidder shall not be entitled to use the same without the express prior written consent of RICB. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this RFP.

8.12. No Damage to RICB Property

Bidder shall ensure that there is no loss or damage to the property of RICB while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/nonperformance of duty by any personnel of the Bidder, the amount of loss/damage so fixed by RICB shall be recovered from the Bidder.

8.13. Indemnity

The Bidder shall indemnify, protect, and save RICB and hold RICB harmless from and against all claims, losses, costs, damages, expenses, action suits, and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- a) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,
- b) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- c) bonafide use of the deliverables and or services provided by the Bidder,
- d) misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,
- e) claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Agreement,
- f) breach of confidentiality obligations of the Bidder,
- g) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor, or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.



The Bidder shall further indemnify RICB against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on RICB for malfunctioning of the equipment or software or deliverables at all points of time, provided however, RICB notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related settlement negotiations.

The Bidder shall be responsible for any loss of data, loss of life, etc., due to acts of the Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.

The Bidder shall indemnify RICB (including its employees, directors, or representatives) from and against claims, losses, and liabilities arising from:

- a) Non-compliance of the Bidder with Laws / Governmental Requirements.
- b) Intellectual Property infringement or misappropriation.
- c) Negligence and misconduct of the Bidder, its employees, sub-contractor, and agents.
- d) Breach of any terms of Agreement, Representation or Warranty.
- e) Act of omission or commission in performance of service.
- f) Loss of data.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by RICB arising out of claims made by its customers and/or regulatory authorities.

Bidder shall indemnify, protect and save RICB against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws in respect of all the hardware, software and network equipment or other systems supplied by them to RICB from whatsoever source, provided RICB notifies the Bidder in writing as soon as practicable when RICB becomes aware of the claim however,

- a) the Bidder has sole control of the defense and all related settlement negotiations.
- b) RICB provides the Bidder with the assistance, information, and authority reasonably necessary to perform the above and
- c) RICB does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where RICB is required by any authority/ regulator to make a comment / statement/ representation. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential, and incidental damages and compensations. However, indemnity would cover damages, loss or liabilities suffered



by RICB arising out of claims made by its customers and/or regulatory authorities.

8.14. Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential, and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by RICB arising out of claims made by its customers and/or regulatory authorities.

8.15. Liquidated Damages

In case the services are not completed within the mentioned benchmarked period or any extended period (in writing) by RICB then the penalty would be imposed at the rate of 0.1% of the total cost for every day of delay.

The total amount of liquidated damages under this engagement shall not exceed 10% of the total value of the contract/PO.

8.16. Fraudulent and Corrupt Practice

- a) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidders (prior to or after bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the RICB of the benefits of free and open competition.
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressuring to influence the action of a public official in the process of project execution.
- c) RICB will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for or in executing the project.

8.17. Force Majeure

Notwithstanding the provisions of the RFP, the successful bidder or RICB shall not be liable for penalty or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving RICB or bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.



If **force majeure** situation arises, the bidder shall promptly notify RICB in writing of such condition and cause thereof. Unless otherwise directed by RICB in writing, the Bidder shall continue to perform its obligations under contract as far as possible.

8.18. Work Order cancellation

RICB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to RICB alone.

- a. Serious discrepancy observed during the performance as per the scope of the project.
- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder/Bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of work order cancellation, any payments made by RICB to the Bidder would necessarily have to be returned to RICB with interest @15% per annum from the date of each such payment. Further, the Bidder would also be required to compensate RICB for any direct loss incurred by RICB due to the cancellation of the contract and any additional expenditure to be incurred by RICB to appoint any other Bidder. This is after repaying the original amount paid.

8.19. Termination of Contract

- a. **For Convenience:** RICB by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving one month's prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective.
- b. **For Insolvency:** RICB may at any time terminate the contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RICB.
- c. **For Non-Performance:** RICB reserves its right to terminate the contract in the event of the Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by RICB).

8.20. Resolution of Disputes

All disputes or differences between RICB and the Bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance ADR Act of Bhutan 2013 or as may be amended from time to time.

The Royal Court of Justice, Thimphu, Bhutan shall have an exclusive jurisdiction to hear, adjudicate and decide the matter in the event the dispute



cannot be resolved through arbitration or the parties are not satisfied with the arbitral award.

8.21. Governing Law

This Agreement, and any non-contractual obligations arising out of this Agreement, shall be governed by, and construed in accordance with the laws of the Kingdom of Bhutan.

8.22. Addresses for Notice/s

Following shall be address of RICB and Bidder. RICB address for notice purpose:

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315, Norzin Lam, Thimphu: Bhutan



Section 9 - Documents forms to be put in Envelope 'A'

1. Annexure A1 - Bidder's Letter for EMD / Bid Security

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan Limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Subject: RFP No. RICB: RFP:dated For

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center”

Or

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution”

Or

“Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server”

We have enclosed an EMD in the form of a Demand Draft No. _____ issued by the branch of the _____ Bank, for the sum of Nu..... (Ngultrumonly). This EMD is as required by clauses 5.8 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:



2. Annexure A2 - Bid Security (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

**Royal Insurance Corporation of Bhutan limited, P.O Box 315, Norzin Lam,
Thimphu: Bhutan**

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under _____

Subject: RFP No. RICB: dated for

"Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center"

Or

"Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution"

Or

"Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server"

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of BTN/INR _____ (Ngultrum _____) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of the terms of the Request for Proposal.

[signature(s)]



3. Annexure B - Bid Offer Form (without Price)

(Bidder's Letter Head)

OFFER LETTER

Date:

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam,
Thimphu: Bhutan

Dear Sir,

Subject: RFP No. RICB: _____ dated _____ for

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center”

Or

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution”

Or

“Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server”

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the Financial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in BTN.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.



4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for RICB.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your work order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that RICB reserves the right to cancel the work order and **work order cancellation clause as per terms and condition** would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of RICB will be final and binding on us.

We agree to abide by this offer till 60 days from the last date stipulated by RICB for submission of bid, and our offer shall remain binding upon us and may be accepted by RICB any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information / data / particulars furnished in our bid are factually correct. We also accept that in the event of any inconsistency/incorrect information / data are found, RICB will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that RICB may reject any or all of the offers without assigning any reason whatsoever.

As security for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____ dated _____ drawn in favor of "Royal Insurance Corporation of Bhutan Limited" or Bank Guarantee valid for ___days for an amount of Nu..... (Nu only) payable at Thimphu, Bhutan.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Seal of the Company:

Name of Company/Firm:

Address



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4. Annexure C - Bidder's Information

Details of the Bidder		
1	Name of the Bidder (Prime)	
2	Address of the Bidder	
3	Status of the Company (Public Ltd/ Pvt. Ltd)	
4	Details of Incorporation of the Company.	Date:
		Ref#
8	Taxpayer Number (TPN)	
9	Name & Designation of the contact person to whom all references shall be made regarding this tender	
10	Telephone No/Mobile no.	
11	E-Mail of the contact person:	
13	Website	

Signature: _____
 Name: _____
 Designation: _____
 Date: _____, Place: _____



6. Annexure E – Declaration for Acceptance of RFP Terms and Conditions

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam,
Thimphu: Bhutan

Sir,

Subject: RFP No. RICB:.....dated for
“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center”

Or

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution”

Or

“Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server”

I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:



7. Annexure F – Declaration for Acceptance of Scope of Work

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Sir,

**Re: Subject: RFP No.....dated.....for
“Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of Core Routers, Firewalls, Core Switches and Access Switches
for Data Center**

Or

**“Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of SAN storage solution”**

Or

**“Request for Proposal of Supply, Installation & Configuration of Oracle Database
19C Standard Edition-2 license and Database server”.**

I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:



8. Annexure G – Power of Attorney

(On Stamp paper of relevant value or with legal stamp)

We _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “_____” in response to the RFP No. _____ by RICB, including signing and submission of all the documents and providing information/responses to RICB in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2024.

For _____.

(Signature of the principal)
(Name)
Designation
Address

Accepted
(Signature of the attorney)
Name
Designation
Date:
Business Address:

9. Annexure H - Letter of Undertaking

**Lot I
(On Bidder's Letter Head)**

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan Limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Sir,

Reg.: Our bid for Request for Proposal (RFP) of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center.

We submit our Bid Document herewith.

We understand that:

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by you to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

Further, we confirm that our firm..... has the capacity to *Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center* as outlined in the specifications provided by the RICB in annexure T1. Our Firm has thoroughly reviewed the requirements and specifications, and we are confident in our ability to meet the standards required by the RICB within the specified time frame.

We confirm that the equipment will be delivered within and complete successfully outlined above [-----] from the date of issuance of work order. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment and completion. We also offer agree to offer 3 years warranty support to address any issues that may arise as required by RICB.

We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment

Dated at _____ this _____ day of _____ 2024.

Yours faithfully

For _____ Signature: _____

Name: _____



Lot II
(On Bidder's Letter Head)

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Sir,

Reg.: Our bid for Request for Proposal (RFP) of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution.

We submit our Bid Document herewith.

We understand that:

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by you to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

Further, we confirm that our firm..... has the capacity to *Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution* as outlined in the specifications provided by the RICB in annexure T2. Our Firm has thoroughly reviewed the requirements and specifications, and we are confident in our ability to meet the standards required by the RICB within the specified time frame.

We confirm that the equipment will be delivered within and complete successfully outlined above [-----] from the date of issuance of work order. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment and completion. We also offer agree to offer 3 years warranty support to address any issues that may arise as required by RICB.

We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment

Dated at _____ this _____ day of _____ 2024.

Yours faithfully

For _____ Signature: _____

Name: _____



Lot III

(On Bidder's Letter Head)

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Sir,

Reg.: Our bid for Request for Proposal (RFP) of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server.

We submit our Bid Document herewith.

We understand that:

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by you to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

Further, we confirm that our firm..... has the capacity to *Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server* as outlined in the specifications provided by the RICB. Our Firm has thoroughly reviewed the requirements and specifications, and we are confident in our ability to meet the standards required by the RICB within the specified time frame.

We confirm that the equipment will be delivered within and complete successfully outlined above [-----] from the date of issuance of work order. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment and completion.

We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment

Dated at _____ this _____ day of _____ 2024.

Yours faithfully

For _____ Signature: _____

Name: _____



10. Annexure I - Pre-Qualification Bid Letter

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam,
Thimphu: Bhutan

**Subject: RFP No.....dated.....for
“Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of Core Routers, Firewalls, Core Switches and Access Switches
for Data Center**

Or

**“Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of SAN storage solution”**

Or

**“Request for Proposal of Supply, Installation & Configuration of Oracle Database
19C Standard Edition-2 license and Database server”**

We, the undersigned Bidders, having read and examined in detail all the RFP documents do hereby propose to provide the services as specified in the RFP document dated along with the following:

- a. EARNEST MONEY DEPOSIT (EMD)

We have enclosed an EMD in the form of a Demand Draft / Bank Guarantee for the sum of BTN_____/ - (ngultrum_____only). This EMD is liable to be forfeited in accordance with the provisions of the *Terms and Conditions* of the Contract.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you.

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:



11. Annexure J - Declaration regarding Clean Track by Bidder

(On Bidder's Letterhead)

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam
Thimphu: Bhutan

Sir,

**Subject: RFP No. RICB:.....dated.....for
"Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of Core Routers, Firewalls, Core Switches and Access Switches
for Data Center**

Or

**"Request for Proposal of Supply, Delivery, Installation, Configuration and
Commissioning of SAN storage solution"**

Or

**"Request for Proposal of Supply, Installation & Configuration of Oracle Database
19C Standard Edition-2 license and Database server"**

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/blacklisted by any Government / Semi Government organizations/ Institutions in Bhutan or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

Sl.No.	Country in which the company is debarred /blacklisted /case is pending	Blacklisted/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation.....

Seal

Date:

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12. Annexure T – Technical Evaluation

Technical Evaluation Matrix Lot I

Sl. No.	Technical Evaluation	Max Score	Remark
1	Company profile	20	
1.1	Experience The bidder shall attach legal documentary evidence of similar projects implemented	5	
1.2	Qualification and experience of technical experts: 1.CCNP/JNCIS Certified Professional (5pts) 2. Firewall Administrator (5pts) 3.Network Professional (5pts)	15	
2	Hardware, Software and Service Technical Requirement Compliance and integration of services with the existing infrastructure	50	
2.1	Detailed technical requirements compliance of equipment and materials	10	
2.2	Hardware implementation methodology such as detailed tasks of the network installation, Network Data Cabling, Network Cabling & Standardizations, Technical capability such as availability of tools.	30	
2.3	Revised network topology with existing VPN connectivity for Branch Offices	10	
3	Project proposal and implementation methodology	20	
3.1	Project organization, team structure and responsibility matrix	10	
3.2	Reporting arrangement, Change Control Procedures and risk management procedures	5	



3.3	Delivery schedule, scheduling of implementation of activities and clarity of time frame	5	
4	Knowledge transfer and experience sharing	10	
4.1	Onsite 5 days training. Provide the detailed training subjects and schedule.	10	

Bidders scoring equal to or more than 70% will qualify for Financial Bid opening

Technical Evaluation Matrix Lot II

Sl. No.	Technical Evaluation	Max Score	Remark
1	Company profile	15	
1.1	Experience The bidder shall attach legal documentary evidence of similar projects implemented	5	
1.2	Qualification and experience of technical experts: 1.VMware Certified Professional (5pts) 2.OEM Certified Storage Administrator (5pts) Resumes and certification proofs of the required certified resources along with latest TDS certificate of the individual	10	
2	Hardware, Software and Service Technical Requirement Compliance and integration of services with the existing SAN solution	55	
2.1	Detailed technical requirements compliance of equipment and materials	10	
2.2	Hardware implementation methodology such as detailed tasks of the storage installation, network connection and cabling	35	
2.3	Revised architecture/diagram with existing NetApp Storage and VMware infrastructure	10	



3	Project proposal and implementation methodology	20	
3.1	Project organization, team structure and responsibility matrix	10	
3.2	Reporting arrangement, Change Control Procedures and risk management procedures	5	
3.3	Delivery schedule, scheduling of implementation of activities and clarity of time frame	5	
4	Knowledge transfer and experience sharing	10	
4.1	Onsite 2 days training. Provide the detailed training subjects and schedule.	10	

Bidders scoring more than or equal to 70% will qualify for Financial Bid opening.

13. Annexure T1 – Technical Requirement Specification

Technical Requirement for Lot I

Core Router Specifications		
Name of Item or Related Services	Technical Specifications and Standards	Bidders Response
Quality	ISO 9001/9002 for manufacturer, FCC Class A/B for quality assurance	
Brand	To be mentioned by bidder	
Model	To be mentioned by bidder	
Enclosure Type	Rack-mountable fixed chassis	
General Specification	Modular platform with integrated Ethernet interfaces to provide connectivity and services for varied enterprise network requirements	
	Must have minimum of 4 x 10 GE SFP+, 16 x 10/100/1000 GbE RJ45 (All ports can be configured as WAN and LAN), 4 Expansion slots	
	DRAM: Minimum 4GB or more, Storage: Minimum 100GB or more	



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Performance & Scalability	Routing Throughput (IMIX Packet) : minimum 5,000 Mbps	
	Routing Throughput (64Byte Packet) : minimum 1,600 Kpps	
	IPSec VPN Throughput (IMIX) : 1,000 Mbps	
	Maximum concurrent sessions (IPv4 or IPv6): 370,000 or more	
	Connection per Second: minimum 50,000	
	Route table size (RIB/FIB) (IPv4 or IPv6) : 1 million (1M)/600,000	
	NAT Rules: minimum 3,000	
	GRE tunnels : 2,000	
	IPSec VPN tunnels: minimum 2,000	
	Number of SSL VPN user support is 500	
	Maximum no of virtual router: 128	
	Security Policies : 4000	
Virtual Private Network (Day 1)	GRE, IPsec, DES (56-bit), 3DES (168-bit), AES (128-bit+) encryption, Message Digest 5 (MD5), SHA- 1, SHA-128, SHA-256 authentication	
	Performance based routing or Real Time Performance Monitoring or NQA or equivalent to ensure critical traffic is taking best path	
Protocols	IPv4, static routes, OSPF or EIGRP, BGP, IS-IS, IGMPv1/v2/v3, PIM SM, PIM DM, PIM SSM, MSDP, IPsec, GRE, MPLS, IEEE 802.3ad, IEEE 802.1ag, IEEE 802.3ah, STP, MACSec, Layer 2 and Layer 3 VPN	
IPv6 (Day 1)	OSPFv3, , BGP, IS-IS, MLD	
	Network Address Translation/Tunneling IPv6 to IPv4	
Multiprotocol Label Switching (Day 1)	Multicast VPN, OSPF and IS-IS traffic engineering extensions, RSVP, Standards-based fast reroute, Secondary and standby label-switched paths (LSPs), LDP, Layer 2 VPNs for Ethernet connections.	
Encapsulations (Day 1)	Ethernet, 802.1q VLAN, PPP, MLPPP, , HDLC, , PPPoE	
	Stateful firewall, ACL filters, DoS and DDoS protection	



Traffic management	QoS, Class-based queuing with prioritization, Weighted Random Early Detection (WRED), Policy-Based Routing (PBR), Guaranteed bandwidth, Diffserv marking, Ingress traffic marking	
Identity management	LDAP, RADIUS accounting, Webbased, 802.X authentication, PKI certificate	
Security	Should have statefull firewall feature from Day 1 and support IPS, Application Visibility and Control and Advanced Thread Prevention feature with license upgrade.	
	Highly scalable filtering, unicast RPF, and rate limiting protects against IP spoofing and DOS attacks	
	High-performance IPsec for an additional layer of security	
	Ubiquitous security features such as port mirroring, encrypted management session traffic, secure tunneling capabilities, secure remote logins, and configurable privilege levels and user accounts.	
	Should support secure and flexible remote access SSL VPN with end device client	
	Performance based routing or Real Time Performance Monitoring or NQA or equivalent to ensure critical traffic is taking best path"	
	Latest encryption methodology to support current and future functionalities and Operations	
High availability	VRRP, Active/active and Active/standby, Stateful failover	
	Route and Interface failover monitoring	
	Node redundancy by grouping a pair of devices into a cluster.	
	IEEE 802.3ad (LACP)	
	Should have Redundant Power Supplies	
	Mean time between failure (MTBS) : Minimum 25 Years	
Management	Web management support and CLI	
	The router should have active probes to track and monitor real time traffic across the network and to investigate network problems.	



	Should have monitoring technology like net flow/j-flow/s-flow to randomly sample network packets and send the samples to a monitoring station	
	Should support visibility and insights into CPU, control and data plane, WAN links, applications and users for proactive remediation with AI-powered automation and service level	
	Should have the capability to revert to the last known good state if the router image, configuration and the backup configuration files become damaged beyond repair	
Industry Certifications and Recognition	<ul style="list-style-type: none"> • NDPP • RoHS 2 	
	Proposed solution should be certified by ICSA Labs for Advanced Thread Defense (ATD) for 100% malware block rate with 0.5% false positive during the Q4 2022 test cycle	
	Proposed OEM should be positioned as “Leader” in Gartner’s Magic Quadrant 2022 for Wired and Wireless LAN Access Infrastructure	
	Proposed OEM should be positioned as Leader in Gartner Magic Quadrant for Data Center and Cloud Networking	
Manufacturer’s part number	Bidder should submit BOQ of proposed device including the detail’s part numbers and Manufacturer Warranty.	
	Bidder should submit the required performance document for the proposed device. If the additional accessories are essential, Bidder will provide this additional accessory according to the proposed model.	
Manufacturer authorization	Bidder must submit Manufacturer Authorization from the OEM	
	Manufacturer’s warranty part number should be mentioned, minimum 3 (Three) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of commissioning. Customer should be able to directly open TAC cases by Phone, Email, Ticket etc. with OEM and OEM direct resources access should be provided	



Core Switch Specification		
Name of Item or Related Services	Technical Specifications and Standards	Bidders Response
Quality	ISO 9001/9002 for manufacturer, FCC Class A/B for quality assurance	
Brand	To be mentioned by the bidder	
Model	To be mentioned by the bidder	
Enclosure Type	Rack-mountable fixed chassis	
Architecture	Bidder should propose a compact 1 U model that provides wire-speed packet performance, very low latency, and a rich set of Layer 2 and Layer 3 features with a high-throughput Packet Forwarding Engine.	
	Interface requirement: 24x 10G SFP+ with 4x 40G QSFP+ port from Day-1 and extendable upto 40 x 10G SFP+	
	Two I/O slots supporting 8x 1/10G SFP+ or 4x 40G QSFP+ modules	
	Should have 1.5 -GHz dual-core Intel CPU with 8GB of memory and 32 GB of solid-state drive (SSD) storage.	
	Should have 12 MB shared buffer memory with intelligent buffer management system which absorbs traffic bursts while providing deterministic performance, significantly increasing performance over static allocation	
	Support stacking up to 10 units via industry standard interfaces	
	1 X QSFP+ 40 Gigabit Ethernet Direct Attach Copper (active twinax copper cable) 1m with each switch. All transceivers should be manufactured by same switch OEM	
Performance and Scale	Switching bandwidth : 1.4 Tbps or more	
	Throughput : 1 Bpps or more	
	MAC Address entry : 280,000	
	ARP entries - 47,000	
	Number of VLAN supported 4,000	



	Number of firewall filter : 4,000	
	IPv4 unicast routes: 200,000 hosts or more IPv6 unicast routers: 60,000 or more	
	IPv4/IPv6 multicast routes : 50,000 multicast routes	
	Jumbo frames of 9,200 bytes	
	IGMP snooping limit of 2,000	
	ACL entries ingress/egress in hardware: 1,500/1,000	
	IEEE802.3ad (LACP) with 128 LAGs per system and 32 ports per LAG	
High availability features	Support IEEE 802.1s Multiple Spanning Tree Protocol	
	Support load sharing algorithm for bridged and routed traffic	
	Should monitor and detect link failure on uplink interfaces and can propagate the failure to downlink interfaces so that servers connected to those downlink interfaces can switch over to secondary interfaces.	
	Switches shall be able to be clustered together with VSS or equivalent virtualization feature by which they can be configured to act as one single Virtual switch with single configuration file, single image and one management IP address. In virtual chassion configuration, switches must support Non-stop Routing (NSR), Non-stop Bridging (NSB) and Non-stop software upgrade (NSSU) to resure seamless upgradation.	
	Switch should support In-service Software Upgarde (ISSU) in both standalone and Multi-Chassis LAG configuration.	
	OS should support individual process (eg ssh , snmp, telnet, dhcp etc) restart to prevent reboot in case of Software Process Crash by running processes on top of Kernel.	



<p>Layer 2 and Layer-3 features</p>	<p>Support for following Layer 2 functions: STP (IEEE 802.1D (802.1D-2004), Rapid Spanning Tree Protocol (RSTP) (IEEE 802.1w); MSTP (IEEE 802.1s), Bridge protocol data unit (BPDU) protect, Loop protect, Root protect, RSTP and VSTP running concurrently, VLAN—IEEE 802.1Q VLAN trunking, Routed VLAN interface (RVI), Port-based VLAN, MAC address filtering, GRE tunneling, VLAN translation, Static MAC address assignment for interface, Per VLAN MAC learning (limit), MAC learning disable, Link Aggregation and Link Aggregation Control Protocol (LACP) (IEEE 802.3ad), Link Layer Discovery Protocol (LLDP) (IEEE 802.1AB), MAC notification, MAC address aging configuration, MAC address filtering, Persistent/sticky MAC, Ethernet OAM connectivity fault management (CFM) (IEEE802.1ag)</p>	
	<p>Multiple VLAN Registration Protocol (MVRP, IEEE 802.1ak) for dynamic registration and deregistration of VLANs on ports in a VLAN bridged network</p>	
	<p>Support for FCoE packet Source ID (SID), destination ID (DID), originator exchange ID (OXID) and source port</p>	
	<p>Support Multiple Spanning Tree Protocol (MSTP) with 64 instance and VLAN Spanning Tree Protocol (VSTP) with 250 instances</p>	
	<p>Support IPv4 Static IP routing, RIPv1/v2, OSPFv2/v3, BGP, MPLS and IS-IS</p>	
	<p>Support Virtual Router Redundancy Protocol (VRRP), Bidirectional Forwarding Detection (BFD) protocol, Virtual router, Dynamic Host Configuration Protocol (DHCP) relay, Proxy Address Resolution Protocol (ARP), Pause Frames/Flow Control (IEEE 802.3x)</p>	
	<p>Support IPv6 static routing, RIPng, OSPF v3, IS-IS v6, BGP v6, VRRP v3, IPv6 CoS including BA, MF classification and rewrite, scheduling based on TC, IPv6 over MPLS LSPs (6PE), IPv6 ping and traceroute, Neighbor discovery protocol, Path MTU discovery, SNMP, NTP, DNS, RADIUS, TACACS+, AAA and Virtual router support for unicast</p>	
<p>Security</p>	<p>MAC address limiting (per port and per VLAN) and MAC address move to detect MAC movement and MAC spoofing on access interfaces</p>	



	Support Media Access Control Security (MACsec) on links connecting switches to host devices, such as phones, servers, personal computers, or other endpoint devices.	
	Support Ingress and egress filters that perform allow and deny, port filters, VLAN filters, and routed filters, including management port filters	
	Filter actions must include logging, system logging, reject, mirror to an interface, counters, assign forwarding class, permit, drop, police, mark	
	IEEE 802.1X - Port, Multiple supplicant, VoIP VLAN	
	DHCP snooping, DHCP server and relay with option 82 for Layer 2 VLANs and Layer 3 interfaces	
	Dynamic ARP inspection (DAI), IP source guard. IPv6 RA Guard	
	Broadcast, unicast and multicast (BUM) storm control	
	TACACS+ and MAC RADIUS authentication for secure switch CLI logon	
	Distributed denial of service (DDoS) protection for control path flooding	
Convergence and QoS	Support multicast Features, Internet Group Management Protocol (IGMP): v1, v2, v3, IGMP snooping: v1, v2, v3, IGMP filter, Multicast Source Discovery Protocol (MSDP)	
	Support Protocol Independent Multicast source (PIM) - Sparse Mode (SM) and Source Specific Mode (SSM). Should extend the Bidirectional Forwarding Detection (BFD) protocol to detect failures quickly in a Protocol Independent Multicast (PIM) network environment.	
	Support Multicast Source Discovery Protocol (MSDP) to connect multicast routing domains.	
	Multicast Listener Discovery (MLD) snooping enables the switch to monitor MLD messages between IPv6 multicast routers and hosts	
	LLDP-MED (Media Endpoint Discovery) with voice over IP (VoIP) integration	



	Layer 2 and Layer 3 QoS	
	Strict Priority (SP), shaped deficit weighted round-robin (SDWRR) for Scheduling methods (egress) and Tail drop and WRED for congestion avoidance	
	IEEE802.1p, DSCP /IP precedence trust and marking, Ingress policing with one-rate two-color, two-rate three-color markers	
	12 hardware queues per port	
Advanced Features	support for hardware timestamps for real-time performance monitoring (RPM) on routed VLAN interfaces (RVIs)	
	Policing/Rate-limiting of traffic to CPU	
	Port security with Sticky MAC Addresses	
	IEEE 802.1ag Ethernet OAM Connectivity fault management, and Time domain reflectometry (TDR)	
	Dynamic Host Control Protocol (DHCP) Zero Touch feature enables a device to retrieve configuration files from the remote DHCP server during initial deployment with no end-user intervention	
	Automatic software update feature that automatically updates the Operating System version on prospective member switches as they are added to the Virtual Chassis/Stack	
	Support IPv6 Class of Service (CoS) that introduces Behavior Aggregation (BA) classifiers, Multifield classification and rewrite, and scheduling based on traffic classes for IPv6 traffic	
	Detect Ethernet link failures and correcting the failures by forming a Ethernet protection ring.	
	Should support Priority-based flow control (PFC)—IEEE 802.1Qbb, Data Center Bridging Exchange Protocol (DCBX), DCBx FCoE, and iSCSI type, length, and value (TLVs), Fibre Channel over Ethernet (FCoE) and FCoE transit switch	



	DHCP snooping for security purposes on access ports that are in a PVLAN. Also protect those ports with DHCP options, dynamic ARP inspection (DAI), IP source guard, and neighbor discovery inspection.	
Manageability	Web User Interface, CLI	
	Port mirroring and mirror traffic that is traversing interfaces or a VLAN on the switch to a different location for analysis	
	IPv6 management features like neighbour discovery (RFC 4861), Telnet, SSH, SNMP, NTP, DNS	
	Monitoring technology like netflow/s-flow to randomly sample network packets and send the samples to a monitoring station	
	Store multiple configuration and image files	
	Capability to revert to the last known good state if the switch image, configuration and the backup configuration files become damaged beyond repair	
	Automatic configuration over the network from a pre-existing configuration file that is created and stored on a configuration server	
	Zero Touch Provisioning	
	Support DHCPv6 local server and relay agent username and option 37	
	Network Time Protocol (NTP)	
Industry Certifications and Evaluations	Safety Certifications: UL-UL60950-1 , C-UL to CAN/CSA 22.2 No. 60950-1	
	Environmental: Reduction of Hazardous Substances (ROHS) 6/6, 80 Plus Silver PSU Efficiency	
	Electromagnetic Compatibility Certifications: FCC 47CFR Part 15 Class A, VCCI Class A	
	Cryptographic certification FIPS 140-2: Level 1	
	Proposed OEM should be positioned as "Leader" in Gartner's Magic Quadrant Data Center and Cloud Networking for last 3 Years	



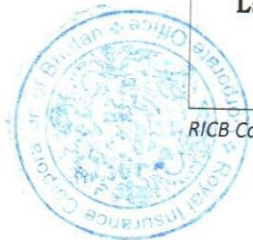
Manufacturer's part number	Bidder should submit BOQ of proposed device including the details part numbers and Manufacturer Warranty.	
	Bidder should submit the required performance document for the proposed device. If the additional accessories are essential, Bidder will provide by this additional accessory according to the proposed model.	
Manufacturer authorization	Bidder must submit Manufacturer Authorization from the OEM	
Warranty	Manufacturer's warranty part number should be mentioned, minimum 3 (Three) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of commissioning. Customer should able to directly open TAC cases by Phone, Email, Ticket etc. with OEM and OEM direct resources access should be provided	

Access Switch Specification

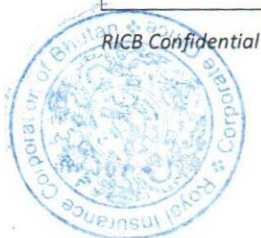
Name of Item or Related Services	Technical Specifications and Standards	Bidders Response
Quality	ISO 9001/9002 for manufacturer, FCC Class A/B for quality assurance	
Brand	To be mentioned by bidder	
Model	To be mentioned by bidder	
Enclosure Type	Rack-mountable fixed chassis	
Architecture	Bidder should propose a compact 1 U model that provides wire-rate Layer 2 switching performance, highest levels of flexibility and features class to support data, voice, and video environments and a reliable platform for unifying enterprise communications.	
	Interface requirement: 24 x 10/100/1000 BaseT and 4 x 10G SFP+ ports	
	Support stacking up to 4 units via industry standard interfaces	
	DRAM : 2GB, Flash : 2GB	
	8 hardware queues per port	



Performance & Scale	Switching bandwidth (bidirectional): 128 Gbps	
	Throughput: 95 Mpps or more	
	MAC Address entry in hardware: 15,000	
	ARP entries - 1,500	
	IEEE802.3ad (LACP) with 128 LAGs per system and 8 ports per LAG	
	Number of VLAN supported: 4,000	
	Jumbo frames of 9,200 bytes	
	IPv4 unicast routes: 4,000 host routes IPv6 unicast routes: 2,000 host routes	
	IPv4 multicast routes: 2,000 multicast routes IPv6 multicast routes: 1,000 multicast routes	
	Number of ACL entries in hardware per system:2,000	
	IGMP snooping entries: 2000	
Resiliency and High Availability	Support IEEE 802.1s Multiple Spanning Tree Protocol	
	Support load sharing algorithm for bridged traffic	
	Should monitor and detect link failure on uplink interfaces and can propagate the failure to downlink interfaces so that servers connected to those downlink interfaces can switch over to secondary interfaces.	
	The switches shall support to be clustered together with VSS or equivalent virtualization feature by which they can be configured to act as one single Virtual switch with single configuration file, single image and one management IP address	
	OS should support individual process (e.g. ssh , snmp, telnet, dhcp etc.) restart to prevent reboot in case of Software Process Crash by running processes on top of Kernel.	
Layer 2 and Layer-3 features	IEEE 802.1Q (4000 VLAN IDs)	
	Multiple VLAN Registration Protocol (MVRP, IEEE 802.1ak) for dynamic registration and deregistration of VLANs on ports in a VLAN bridged network	



	Support IPv4 Static IP routing, RIPv1/v2, OSPFv2	
	Support IPv6 static routing, RIPng, OSPF v3	
	Support VRRP for redundancy	
	IEEE 802.3x: Pause Frames/Flow Control	
	Layer 2 Protocol Tunneling (L2PT)	
	IEEE 802.1ad Q-in-Q tunneling, IEEE 802.1br: Bridge Port Extension	
Security	MAC address limiting (per port and per VLAN) and MAC address move to detect MAC movement and MAC spoofing on access interfaces	
	Port and VLAN Access control lists (Ingress and Egress)	
	IEEE 802.1X - Port, Multiple supplicant, VoIP VLAN	
	DHCP snooping, DHCP server and relay with option 82 for Layer 2 VLANs and Layer 3 interfaces	
	Dynamic ARP inspection (DAI), IP source guard. IPv6 RA Guard	
	Broadcast, unicast and multicast (BUM) storm control	
	TACACS+ and MAC RADIUS authentication for secure switch CLI logon	
	Control plane DoS protection	
	Trusted Network Connect (TNC) certified	
Convergence and QoS	Support IGMP v1, v2, v3 and IGMP snooping	
	Support Protocol Independent Multicast (PIM) mode: Sparse (SM), Dense (DM) and Source Specific (SSM)	
	Multicast VLAN Registration Protocol (MVR)	
	Multicast Listener Discovery (MLD) snooping enables the switch to monitor MLD messages between IPv6 multicast routers and hosts	
	LLDP-MED (Media Endpoint Discovery) with voice over IP (VoIP) integration	



	One-rate two-color, two-rate three-color markers	
Advanced Features	Support for hardware timestamps for real-time performance monitoring (RPM) on routed VLAN interfaces (RVIs)	
	Policing/Rate-limiting of traffic to CPU	
	Port security with Sticky MAC Addresses	
	802.1ag Ethernet OAM and Time domain reflectometry (TDR)	
	Dynamic Host Control Protocol (DHCP) Zero Touch feature enables a device to retrieve configuration files from the remote DHCP server during initial deployment with no end-user intervention	
	Automatic software update feature that automatically updates the Operating System version on prospective member switches as they are added to the Virtual Chassis/Stack	
	Support IPv6 Class of Service (CoS) that introduces Behavior Aggregation (BA) classifiers, Multifield classification and rewrite, and scheduling based on traffic classes for IPv6 traffic	
	Detect Ethernet link failures and correcting the failures by forming a Ethernet protection ring.	
	DHCP snooping for security purposes on access ports that are in a PVLAN. Also protect those ports with DHCP options, dynamic ARP inspection (DAI), IP source guard, and neighbor discovery inspection.	
	Captive Portal	
Manageability	Web User Interface, CLI	
	Port mirroring and mirror traffic that is traversing interfaces or a VLAN on the switch to a different location for analysis	
	IPv6 management features like Neighbor Discovery inspection, Telnet, SSH, SNMP, NTP, DNS	
	Monitoring technology like NetFlow/s-flow to randomly sample network packets and send the samples to a monitoring station	



	Store multiple configuration and image files	
	Capability to revert to the last known good state if the switch image, configuration and the backup configuration files become damaged beyond repair	
	Automatic configuration over the network from a pre-existing configuration file that is created and stored on a configuration server	
	Zero Touch Provisioning	
	Support DHCPv6 local server and relay agent username and option 37	
	Network Time Protocol (NTP)	
Industry Certifications and Evaluations	Safety Certifications: UL-UL60950, TUV/GS to EN 60950-1 (Second Edition), • CB-IEC60950-1 (Second Edition with all country deviations)	
	Electromagnetic Compatibility Certifications: FCC 47CFR Part 15 Class A, EN 55022 Class A, VCCI Class A, CE	
	Environmental Certification: Reduction of Hazardous Substances (ROHS) 6	
	Noise measurements compliance with ISO 7779	
	Collaborative Protection Profile for Network Devices, Version 2.1	
	Proposed OEM should be positioned as "Leader" in Gartner's latest Magic Quadrant for Data Center and Cloud Networking	
Compliance & Reference	Bidder must provide the detail compliance report with reference. The reference URL / information of RFP technical specification compliance should be publicly available and accessible document.	
Manufacturer's part number	Bidder should submit BOQ of proposed device including the details part numbers and Manufacturer Warranty.	
	Bidder should submit the required performance document for the proposed device. If the additional accessories are essential, Bidder will provide by this additional accessory according to the proposed model.	



Manufacturer authorization	Bidder must submit Manufacturer Authorization from the OEM	
Warranty	Manufacturer's warranty part number should be mentioned, minimum 3 (Three) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of commissioning. Customer should be able to directly open TAC cases by Phone, Email, Ticket etc. with OEM and OEM direct resources access should be provided	

Next Generation Firewall Specification		
Feature	Technical Specification	Bidders Response
Brand	To be mentioned by the bidder	
Model	To be mentioned by the bidder	
Environmental	Maintain International Quality Environmental Safety Standard	
Industry recommendations	The Firewall solution offered must be rated as 'Leader' in the latest Magic Quadrant for Enterprise Firewall / NSS Lab	
Hardware Architecture	The appliance should support at least 8x1G RJ45 ports, 8x1/10 (SFP and SFP+) ports from day 1. Bidder has to provide 8x 10G SFP+ module from the same OEM.	
	The appliance hardware should be a multicore CPU architecture with a hardened 64-bit operating system to support higher memory and minimum of 64 GB from day 1	
	The proposed firewall should have at least 480 GB SSD storage from day 1	
	Proposed firewall should not consume more than 1RU of rack space	
Performance & Scalability	Should support at least 30 Gbps of Firewall throughput in multiprotocol environment	
	Should support minimum 18 Gbps of NGFW throughput from day 1 or higher.	



	Should support minimum 4.5 Gbps of Threat Protection performance throughput from day 1 or higher. Threat Protection must include following parameters: Firewall, Application Control, URL Filtering, IPS, Antivirus, Anti-Bot, Sandbox, DNS Security, Zero Phishing with log enabled.	
	NGFW Firewall should support at least 2 Million concurrent sessions.	
	NGFW Firewall should support at least 190K connections per second.	
	Firewall should have integrated redundant hot-swappable power supply	
High Availability	High Availability Configurations shall support Active/ Passive or Active/Active-Clustering of up to 8 chassis	
Layer-7 Application visibility and Control	Proposed solution must have Layer-7 visibility for all known and unknown application.	
	Proposed solution must have visibility of 6000 or more Layer-7 applications.	
	Proposed solution must have granular control over all Layer-7 applications irrespective of Layer-4 service ports.	
NG Firewall Features	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc. Time-based rules in access control should also be supported	
	Firewall should support static net, dynamic net, dynamic pat	
	Firewall should support Nat66 (IPv6-to-IPv6), Nat 64 (IPv6-to-IPv4) & Nat46 (IPv4-to-IPv6) functionality	
	Should support Static, RIP, OSPF, OSPFv3 and BGP, BGPv6	
	Should support Multicast protocols like IGMP, PIM, etc.	
	Solution should support PBR based on parameter likes source port, destination address, destination port, protocol, applications, or a combination of these objects. Also, PBR policy should rely on flexible metrics, such as round-trip time, jitter, mean opinion score, and packet loss of the	



	interfaces to identify the best routing path for its traffic	
	Should support capability to integrate with other security solutions to receive contextual information like security group tags/names	
	Should have the capability of passively gathering information about virtual machine traffic, network hosts and their activities, such as operating system, services, open ports, client applications, and vulnerabilities, to assist with multiple activities, such as intrusion event data correlation, elimination of false positives, and policy compliance.	
URL Filtering Features	Should support URL threat intelligence feeds to protect against threats	
	Should support Reputation- and category-based URL filtering offering comprehensive alerting and control over suspect web traffic and enforces policies on more than 280 million of URLs in more than 80 categories.	
Anti-APT / Malware Features	Vendor will offer cloud based Anti-APT solution.	
	Solution must support minimum 100 MB or higher File size to inspect for Zero-day.	
	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP	
	Proposed solution shall have required subscription like Threat Intelligence for proper functioning	
Management, Reporting, and Logging		
	Management must be accessible via a web-based interface by any browser	
	Management interface should have Dashboard to provide real-time status such as: - CPU and memory usage, date, time, subscription and support status, bandwidth utilization, traffic overview, threats etc.	
	Should have license to manage 5 firewalls from Day one	



	Management solution must be capable of role-based administration	
	Management shall provide the functionality of Auto-Check for latest firmware/software versions & download the same manually as well as automatically if configured.	
	Management engine should block login from the IP if certain failed numbers of login attempted	
	Management engine should provide the feature to allow administrator login from certain whitelisted IPs	
	Management should also be accessible over SSH	
	Management system should provide logging, and reporting and basic event correlation functionality	
	Management interface should be customizable	
	There should be support for SNMP monitoring	
	Logging should be provided to log all the traffic	
	Logging should be provided to log all the configuration changes done by administrator and the IP address used to login.	
	Logging should provide to log the user logins including VPN logins	
	Logging feature should have separate real time logging based on all Traffic, Threats, User IDs, Data	
	filtering, Content filtering, unknown malware analysis, Authentication, Tunneled Traffic and correlated log view based on other logging activities.	
	The proposed NGFW product should provide and support the Comprehensive event logging, Historical Reporting, Report generation, Syslog, Centralized log analyzer, Email Notification	
	The proposed NGFW shall have logs populated with end user activity reports for site monitoring within the local firewall and Analyzer.	
	Proposed NGFW shall be capable of sending daily scheduled reports over email to the administrators.	
	A VM will be provided by RICBL to install Mgmt. Software	



	There must be support in NGFW and log analyzer for multiple report formats, such as html, PDF, and CSV	
	Offered reporting systems should provide hits against firewall rules to provide usability and information on utilization of rules in access Policies	
	The offered NGFW and log analyser must provide robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.	
	The NGFW and log analyser should offer reports that can be generated based on various factors such as Source / Destination IP Address, TCP/UDP Port Number, Protocol, ID, applications, URLs, Traffic flow between the Zones, Timestamp, Human readable description of event and action taken etc.	
	The offered NGFW product reporting system should be able to link Active Directory and/or LDAP usernames to IP addresses related to suspected security events.	
	The offered NGFW product must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools	
Manufacturer's part number	Bidder must submit BOQ of proposed device including detailed part number of functionality & Manufacturer warranty in the offering. All the offered license must be activated from day 1.	
Installation, Testing and Commissioning	Installation, testing, and commissioning have to be done on-site by the winning bidder. The bidder shall conduct the integration necessary to bring the LAN up to speed as well as configure the necessary administration- and security-related policies in coordination with the IT Department.	
Warranty	Manufacturer's warranty part number should be mentioned, minimum 3 (Three) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement. The manufacturing and warranty should be entitled with end-customer name.	



Technical Requirement T2. for Lot II

SI #	Items	Bidders Response
1	<p>SAN storage:</p> <ul style="list-style-type: none"> - Initial Usable Capacity: at least 30 TB SSD - Storage: 12 x 3.8 TB 2.5" SAS SSD. 3 x 3.8TB Spare drives including the disk tray caddy. Should support SSD, NVMe, SAS, HDD. - RAID Support: RAID 6 - IOPS: Storage should support upto 4 million IOPS - Cache: 386 GB global cache and complete cache should be accessible by all the controllers in the system. Should be on DRAM. Cache should be expandable up to 768 GB in future. - Should support max 32000 LUNs or volumes - Network ports: Should be supplied with total 8 x 10 GbE SFP+ ports for host connectivity with transceivers. It should also support minimum 8 x 32 Gb/s FC ports in future. - Controllers: Dual active-active symmetric - Management Software: Comprehensive management suite for configuration, monitoring, and performance tuning. - Alerts and Reporting: Automated alerting and detailed reporting capabilities for proactive management. - Snapshots: Support for instant snapshots for data protection and quick recovery. - Replication Support: Synchronous and asynchronous - Virtual/Thin provisioning: Supported - Protocols: Fiber Channel, iSCSI - Power Supplies: Dual redundant power supplies - Should be placed in the leader's quadrant of the latest Gartner's report for General Purpose or Enterprise Storages - support for multi-path configuration for redundant path to connected hosts. - Data Reduction: Deduplication and compression from Day 1 - Should support heterogeneous storage virtualization (native/external) with unlimited capacity, if external, provide from day 1 - Bidder must submit Manufacturer Authorization from the OEM 	
2	Configuration with 1-year Technical Support	



Section 11 – To be put in Envelope ‘B’
1. Annexure C1 - Financial Offer Form
(Bidder’s Letter Head)
(To be included in Financial Bid Envelope only)

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam, Thimphu: Bhutan

Date:.....

Dear Sir,

Re: RFP No. RICB: _____ dated _____ for

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center” OR

“Request for Proposal of Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution” OR

“Request for Proposal of Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server”.

Having examined the Bidding Documents placed along with the above referred RFP, we, the undersigned, offer to provide the required services in conformity with the said Bidding documents for the sum of BTN.....(Ngultrum..... inclusive of all taxes and levies) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by RICB up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is signed with the selected bidder, this Bid shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid/proposal you may receive.

Dated this..... Day of.....2024

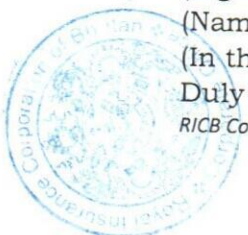
(Signature)

(Name).....

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

RICB Confidential



3. Annexure C2 - Financial Format

Note: The Breakups should include the cost for License Fee (include core software/ additional licenses needed, etc.), Implementation Cost, AMC cost and Hardware details.

Price Schedule Lot I

Sl #	Items	Qty	Unit Price	Total
1	Core Router	2 nos		
2	Core Switch	2 nos		
3	Access Switch	6 nos		
4	Next Generation Firewall	2 nos		
5	NGFW Management	1 no		
6	10G SFP+ SR	50 nos		
7	1G SFP SR	15 nos		
5	Supply, Design, Installation, Configuration, Testing and Commissioning with 1-year Technical Support	LS		
TOTAL				
6	AMC per year after completion of Warranty Support Services One Year <i>Note: AMC shall be negotiable after opening the financial Bid.</i>		%	
Grand Total with AMC Nu				

Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of Date:



Price Schedule Lot II

Sl #	Items	Qty	Unit Price	Total
1	SAN storage:	1 no		
2	Configuration with 1-year Technical Support	LS		
GRAND TOTAL				
	AMC per year after completion of Warranty Support Services One Year. <i>Note: AMC shall be negotiable after opening the financial tender</i>		%	
Grand Total with AMC Nu				

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of Date:



RICB Confidential

Price Schedule Lot III

Sl #	Items	Qty	Unit Price	Total
1	Oracle Database 19C Standard Edition 2- Oracle 1-Click Ordering Program -Processor Perpetual license for one year.	1 no.		
2	Software Update License and Support	1 no.		
3	DB Server - Type: Rack - Processor: 5th Generation Intel Xeon Scalable Processors - Number of Processor: 1 - Number of Cores: 16 - Processor speed: at least 2.0GHz - RAM: 32GB DDR5 (2 x 16GB). - Storage: minimum of 480GB SSD (2 x 240GB). - Networking: 2 x 10G SFP+ and 2 x 1GbE RJ45 - Warranty support period: 3 years	1 no		

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of Date:



Contract

For 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server'.

For 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' is made and entered into on (effective date), by and between:

The Royal Insurance Corporation of Bhutan Limited, a company incorporated under the Companies Act of the Kingdom of Bhutan, having its registered office at Norzin Lam, Post Box No. 315, Thimphu ("the Client"), represented by

.....

AND: M/s.....("the Vendor"),.....represented by.....(Authorized Representative).....(Designation) having its office.....

Hereinafter, the Client and the Vendor shall jointly be referred to as the "Parties" and individually as a "Party" or Client or Vendor.

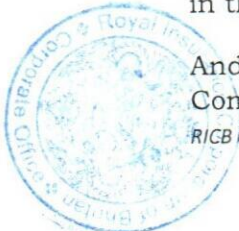
Entire Contract

This Contract, together with the following documents, shall constitute the entire, and shall supersede all previous communications or agreements, contracts, either oral or written, between the parties with respect to the subject matter hereof. A duly authorized representative of both the Parties must agree to any modification to any provision of this contract in writing. The documents include:

- a) Notification of Award;
- b) The bid response form;
- c) Request for Proposal (RFP);
- d) Any other mutually agreed terms and conditions in respect of the contract work.

Whereas, the Client would like to purchase/place work order for 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' in accordance with the specification in outline in the RPF.

And Whereas, the Vendor agrees to 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data



Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' in accordance with the specification required by RICB provided in the RFP.

Now, Therefore, in consideration of the mutual covenants and promises herein contained, the parties here to agree as follows:

1. Scope

1.1 The Vendor agrees to 'Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' in accordance with the specification outlined under specification.

2. Price and Payment Terms

2.1 The total purchase price for the equipment shall be Nu.....
(.....), inclusive of all taxes, duties, and shipping costs.

2.2 Payment shall be made as per the payment schedule.

3. Delivery/work

3.1 Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server') in accordance with the specification outlined under specification at RICB, CO, Thimphu.

3.2 The Vendor is responsible for the successful Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' in accordance with the specification outlined under specification at RICB, CO, Thimphu.

3.3 The Client shall provide access to the premises and necessary facilities for Supply, Delivery, Installation, Configuration and Commissioning of Core Routers, Firewalls, Core Switches and Access Switches for Data Center', 'Supply, Delivery, Installation, Configuration and Commissioning of SAN storage solution', 'Supply, Installation & Configuration of Oracle Database 19C Standard Edition-2 license and Database server' in accordance with the specification outlined under specification at RICB, CO, Thimphu.

4. Inspection and Acceptance

4.1 The Client shall inspect/verify the equipment upon delivery.



4.2 Any defects or non-conformities found shall be reported to the Vendor.

4.3 The Vendor shall rectify any defects or non-conformities immediately upon notification and expenses shall be borne by the Vendor during this process.

5. Warranty and security deposit

5.1 The Vendor warrant that the equipment shall be free from defects in the material and workmanship for a period of 3 years from the date of installation.

5.2 During the warranty period, the Vendor shall, at its cost repair or replace any defective equipment and performance security deposit should be for 3 years until the warranty period.

6. Confidentiality

6.1 Both parties shall not disclose or use for any other purpose other than the one contained in the terms and conditions herein, any confidential information obtained as a result of entering the Contract. This restriction shall apply during or after the Contract, and may be lifted only in accordance with the law or through mutual consent of the parties in writing.

7. Term and Termination

7.1 This Contract shall commence on the Effective Date and shall remain in force, until successful delivery of items/until warranty period or unless terminated earlier by mutual consent of the parties in writing or by operation of the provision of this Contract. The bidder should complete the project within timeline (Timeline and schedule) from the issuance of work order.

7.2 Either Party may terminate this Contract by providing a written notice, (15) days in advance, to the other party under the following circumstances:

7.2.1 If the Vendor breaches any material terms of this Contract, the Client may terminate this Contract.

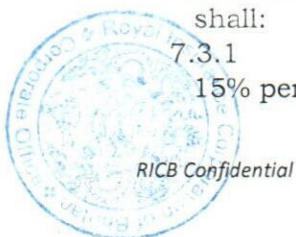
7.2.2 If a party fails to satisfy any promise or covenant made herein or in any document scope, the injured party may terminate this Contract.

7.2.3 If a party fails to abide by the terms of this Contract, and doesn't remedy the said breach within a reasonable period after being notified of such breach, the injured party may terminate the Contract.

7.2.4 If the Client is not satisfied with the competency of the Vendor or of the quality of product or services being provided, the Client may terminate the Contract.

7.3 If the Contract is terminated due to circumstances imputable to the Vendor after invoking the liquidated damages in accordance with the RFP, the Consultant shall:

7.3.1 Refund all payments made up to the point, at an interest calculated at 15% per annum



7.3.2 Provide additional compensation and damages claimable under the Contract and the Contract Act of the Kingdom of Bhutan, 2013.

7.4 If one of the parties contravenes the terms and conditions of the Contract and the remedy is unavailable within this Contract, parties may seek recourse under the Contract Act of the Kingdom of Bhutan, 2013.

8. Governing Law

8.1 This Contract shall be governed by and construed in accordance with the laws of Kingdom of Bhutan.

9. Dispute Resolution

9.1 Any disputes arising out of or in connection with this contract shall be resolved through mutual consultation/negotiation.

9.2 In the event that a dispute arising out of or in connection with this contract cannot be resolved through mutual negotiation/mediation, the Royal Court of Justice, Thimphu, Bhutan shall have exclusive jurisdiction to hear, adjudicate and decide the matter.

9.3 This contract, and any non-contractual obligations arising out of this contract, shall be governed by, and construed in accordance with the laws of the Kingdom of Bhutan

10. Miscellaneous

10.1 During the performance of the contractual obligations under this Contract, the Consultant shall comply with all laws, rules and regulations that may be in effect from time to time.

10.2 Any amendments to this Agreement must be in writing and signed by both parties.

11. Liquidity damage

11.1 The vendor shall strictly follow/comply and complete the project as the TimeLine and Schedule, and failing to complete the task will result in a penalty charge not less than 0.1% for every day delay of contract value. The total amount of liquidated damages under this engagement shall not exceed 10% of the total value of the contract/PO.

In Witness Whereof, the parties hereto have executed this Agreement as of the day and year first above written.

ON BEHALF OF THE CLIENT

ON BEHALF OF THE VENDOR

Authorized Signature

Authorized Signature

RICB Confidential



Name:.....

Name:.....

Client's Witness

Vendor's Witness

Signature.....

Signature.....

Name.....

Name.....

Address.....

Address.....

Contact No.....

ContactNo.....

