



R I C B

REQUEST FOR PROPOSAL (RFP)

For

Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB -**LOT I**;

Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB- **LOT II**;

Tender Reference Number: RICB/CO/GAD-STORE (01)2025/5056 dated 12/04/2025

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 Envelope marked as **"COPY"**
2. Eligible, Technical specification and Financial Bids prepared in accordance with the RFP document
3. Envelope 'A' -Original Envelope
4. Envelope 'B' Copy Envelope
5. Copy of this RFP document duly sealed and signed by the authorized signatory on every page should be enclosed with Envelope – 'B' and original should be enclosed with envelope 'A'.
6. All the pages of Eligibility Criteria, Technical specification, and Financial Bid, and any other documents submitted duly sealed and signed by the authorized signatory.
7. All relevant certifications to be enclosed to support claims made in the Bid must be in relevant Envelopes.
8. Prices to be quoted in Bhutanese Ngultrum.



Table of Contents

Section 1 – BID Schedule and Address	6
Section 2 - Introduction	7
2.1. Background	7
2.2. Objective of this RFP	7
Section 3 - Scope of Work	7
3.1. Scope:	7
3.1.D Mandatory Bid Checklist for EPP + EDR Solution- LOT-II	10
3.2. Single Point of Contact	11
Section 4 – Eligibility Criteria	11
Section 5 – Instruction to Bidders	11
A. The Bidding Document	11
5.1. RFP	11
1.2. Cost of Bidding	11
5.3. Content of Bidding Document	12
5.4. A. Clarifications of Bidding Documents	12
5.5. Amendment of Bidding Documents	12
5.6. Due Diligence	13
B. Preparation of Bid	13
5.7. Bid Price	13
5.8. Earnest Money Deposit (EMD) / Bid Security	13
5.9. Return of EMD	13
5.10. Forfeiture of EMD	14
5.11. Period of Validity of Bids	14
5.12. Extension of Period of Validity	14
5.13. Signing of Bid	14
5.14. Envelope Bidding process	15
5.15. Contents of the Envelopes	15
5.16. Bid Submission	16
5.17. Bid Currency	16
5.18. Bid Language	16
5.19. Rejection of Bid	16
5.20. Deadline for Submission	17
5.21. Extension of Deadline for submission of Bid	17



5.22. Late Bid	17
5.23. Modifications and Withdrawal of Bids.....	17
5.24. Right to Reject, Accept/Cancel the bid	17
5.25. Bid Evaluation Process.....	17
Section 6 – Bid Opening.....	18
6.1. Opening of Bids.....	18
6.2. Stage 1 - Opening of Envelopes ‘COPY’.....	18
Section 7 – Bid Evaluation.....	18
7.1. Preliminary Examination of Bids.....	18
7.2. Evaluation of Financial Bids.....	18
Section 8 – Terms and Conditions	19
8.1. Definitions.....	19
8.2. Notification of Award or Purchase Order	19
8.3. Performance Bank Guarantee	19
8.4. Taxes and Duties.....	20
8.5. TimeLine and Schedule:	20
8.6. Payment Terms.....	21
8.7. Payment Schedule.....	21
8.8. Price	22
8.9. Extension of Purchase Order & Repeat order	22
8.10. Intellectual Property Rights:	22
8.12. No Damage to RICB Property	22
8.13. Indemnity.....	22
8.14. Bidder’s Liability.....	24
8.15. Liquidated Damages.....	24
8.16. Fraudulent and Corrupt Practice.....	24
8.17. Force Majeure	25
8.18. Work Order cancellation	25
8.19. Termination of Contract.....	25
8.20. Resolution of Disputes.....	26
8.21. Governing Law.....	26
8.22. Addresses for Notice/s.....	26
Section 9 - Documents forms to be put in Envelope ‘COPY & ORIGINAL’.....	27
1. Annexure B - Bidder’s Information	27



2. Annexure C – Declaration for Acceptance of RFP Terms and Conditions	28
3. Annexure D – Declaration for Acceptance of Scope of Work	29
4. Annexure E – Power of Attorney	30
5. Annexure F - Letter of Undertaking.....	31
6. Annexure G - Letter of Undertaking.....	32
7. Annexure H - Prequalification Bid Letter.....	33
8. Annexure I - Declaration regarding Clean Track by Bidder.....	34
9. Annexure T- Technical Requirement Specification	35
10. Annexure C1 - Financial Offer Form.....	45
11. Annexure C2 - Financial Format.....	46



Section 1 – BID Schedule and Address

Sl. No.	Description	Detailed Information
1	Name of Project	Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB-LOT I Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB-LOT II
2	Tender Reference Number	RICB/CO/GAD-STORE (01)2025/.....
3	Date of release of Bidding Document.	12/04//2025
4	Last date and time of receiving vendor Pre-bid clarifications in writing	24/04/2025 before 5PM
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	29/04/2025 at 11.30 AM
	Date and Time of Opening Envelope marked as Copy.	29/04/2025 at 2.30 PM
9	Place for opening of the tender.	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. 16,700.00 LOT II -Nu. 16,700.00

Note:

- Bid Cost: 1,000.00 shall be required to deposit (Non-Refundable). Non-deposit of fee may result in rejection of the Bids.*



Client's seal.....

Bidder's authorized seal&sign.....

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. RICB 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.

Royal Insurance Corporation of Bhutan is seeking proposals from the registered and Qualified Bhutanese IT firms to Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu.

The primary objective is to provide seamless internet connectivity across the premises, ensuring uninterrupted system access for employees, temporary staff and internet for the guests while maintaining strict security and access control protocols.

The selected vendor will be responsible for delivering a comprehensive solution that meets our technical, operational, and security requirements. The company is seeking proposals from qualified vendors to provide an integrated Endpoint Protection Platform (EPP) and Endpoint Detection & Response (EDR) solution with one year subscription license. The selected solution must enhance cybersecurity posture by offering real-time threat detection, response, and remediation while ensuring seamless endpoint protection.

2.2. Objective of this RFP

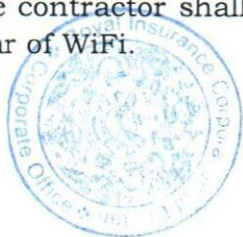
The objective of this Request for Proposal (RFP) is to solicit proposals from the qualified Bhutanese vendors to Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB, **and** provide Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB

Section 3 - Scope of Work

3.1. Scope:

3.1.a. Scope of work for Lot 1 - Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB

1. All items listed in the tender document will be evaluated under one package.
2. The contractor shall complete the Supply, Installations, Configuration, Testing, commission, Users Training and Handing Taking of Documents of WiFi.
3. The contractor shall provide the Warranty Support and Services for One Year of WiFi.



4. The contractor shall complete the integration of WiFi with the existing RICBL network.
5. The contractor shall bear all the requirement related to project which are not mentioned or overlooked in the project document like Splicing fiber, RJ45 compatible to Cat 6a cable, etc.
6. The contractor shall submit a Project Completion Report. Technical Specifications and Compliance:
7. The project will strictly follow the agreed-upon timeline as outlined in the contract. All tasks and deliverables must be completed according to the specified schedule.

3.1.b. Scope of work for Lot 2 - Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB.

The proposed solution must include Next-Generation Antivirus (NGAV) capabilities, behavioral analytics, automated remediation, and advanced EDR features. The solution should support Windows, macOS, and Linux environments with cloud-based deployment options. The solution should be listed under the Leader in the 2025 Gartner Magic Quadrant for EPP. The endpoint agent should be capable of deploying remotely from the Microsoft Active Directory.

3.1.C. Mandatory Bid checklist and eligibility for bid submission- Lot I

Sl. No.	Particulars	Requirement	The bidder is required to submit and click yes/no
1	Company profile	Yes	
1.1	Valid Trade License (UpToDate)	Yes.	
1.2	Tax clearance Certificate, latest	Yes.	
1.3	TC (Tender Cost)	Yes.	
1.4	EMD (Earnest Money Deposit)	Yes.	
1.5	Experience The bidder shall attach legal documentary evidence of similar projects implemented.	Yes	
1.6	Qualification and experience of technical experts for the project: I. One National Network Engineer Minimum Qualification- Engineer Bsc (Hons) Computer Science / BE Electronics and Communications with	Yes	

	<p>minimum of 15 years of working experience in Installations, Configuration, Testing and commission of WiFi and Network.</p> <p>II. Two National Network Administrators/Engineers</p> <p>Minimum qualification- Diploma in IT/Electrical/ Electronic with Minimum of 5 years' work experience in the implementation or operation and management of enterprise networks.</p> <p>Resumes and certification proofs of the required certified resources along with latest TDS certificate of the individual</p>	<p>Yes</p> <p>Yes</p>	
1.7	Join venture	No	
2	Hardware, Software and Service Technical Requirement Compliance and integration of services with the existing infrastructure		
2.1	Detailed technical requirements compliance of equipment and materials	Yes	
2.2	The bidders should submit OEM MAF for the quoted products failing which the bid will get cancelled. MAF will verify with respective OEM.	Yes	
2.3	The bidders shall submit product brochures/catalogues of all the proposed equipment	Yes	
2.4	The bidder shall submit the BoM of the proposed product	Yes	
3	Project proposal and implementation methodology.		
3.1	Project organization, team structure and responsibility matrix	Yes	



3.2	Project proposal, methodology and implementation. Hardware implementation methodology such as detailed tasks of installation, Network Data Cabling, mounting/placing of AP.	Yes	
3.3	Delivery schedule, scheduling of implementation of activities and clarity of time frame	Yes	
4	Knowledge transfer and experience sharing		
4.1	Onsite 2 days training. Provide the detailed training subjects and schedule.	Yes	

***Note:** Missing of any required documents may result in dis qualification of bid during evaluation.

3.1.D Mandatory Bid Checklist for EPP + EDR Solution- LOT-II

SL #	PARTICULARS	Purchasers Requirement	Bidders to fill up
		Yes/No	Yes/No
1	Signed Bid Form & Price Schedule as per the instruction	Yes	
	Supply & Delivery Requirements		
2	Vendor offers a complete bundled EPP + EDR solution	Yes	
3	Delivery must include all necessary software licenses, agents, and management console access.	Yes	
4	Vendor ensures timely provisioning of cloud-based infrastructure (if applicable)	Yes	
Vendor Eligibility Criteria			
5	The vendor should be a Company registered under the Companies Act or any relevant agency.	Yes	Registration Certificate
6	Vendor is an authorized partner/reseller with a valid certificate	Yes	Provide necessary document
7	Vendor provides at least one reference from a previous customer for EPP or EPP+EDR	Yes	Customer reference letters/PO
8	The bidder should not be currently blacklisted by any bank / institution in Bhutan or abroad.	Yes	Declaration
9	Valid tax clearance certificate and Trade license	Yes	Provide valid tax clearance

			certificate and trade license
10	Joint Venture (JV)	No	Not acceptable
11	Confirmation letter/undertaking letter	Yes	

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.

Section 4 – Eligibility Criteria

The invitation to bid is open to all the eligible Bhutanese vendors who qualify the given below criteria.

Section 5 – Instruction to Bidders

A. The Bidding Document

5.1. RFP

- a) RFP shall mean Request for Proposal.
- b) Bid, Tender and RFP are interchangeably used to mean the same.
- c) The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid without any further reference to the Bidder.
- d) RICB reserves the right to take any decision regarding RFP process for addressing any situation which is not explicitly covered in the RFP document.
- e) The Bidder must disclose any actual or potential conflict of interest with RICB.

1.2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and RICB shall, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



This RFP document is non-transferable, and the cost of the RFP document is non-refundable.

5.3. Content of Bidding Document

The Bid for Lot I and II shall be as follows:

The bid for Lot I and Lot II shall be submitted in one envelope containing two (2) separate envelopes: one marked 'ORIGINAL' and the other marked 'COPY'. Each envelope should be clearly labeled as 'ORIGINAL' and 'COPY'.

The contents of the Envelopes are given in clause 5.14.

5.4. A. Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify RICB in writing at RICB's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

The Bidders shall submit the queries only in the format given below:

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.

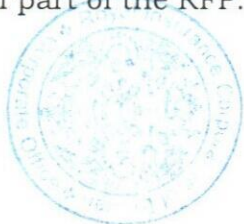
5.5. Amendment of Bidding Documents

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.

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 bidder shall furnish Earnest Money Deposit as follows:

Lot No	Description	Earnest Money Deposit (Nu.)
I	Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB	Nu.16,700.00
II	Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB	Nu.16,700.00

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 180 days issued by a scheduled bank.

*****Original EMD should be placed in the envelope marked as "COPY" and failure to comply will lead to rejection of bid during the evaluation by the evaluators.**

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

5.9. Return of EMD

- EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
- 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 the right to consider at its sole discretion the late acceptance of the order by the 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.

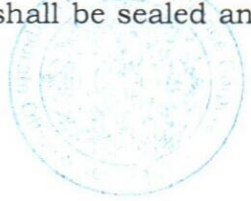
5.12. Extension of Period of Validity

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. 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

5.14. Envelope Bidding process

For Lot I and Lot II:

The Bid shall be prepared in two (2) different envelopes, one **ORIGINAL** and one **COPY**.

Each of these Envelopes shall then be sealed and put into an outer envelope marked as:

‘Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB’. **Lot I:**

And

‘Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB’. **Lot II**

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.

5.15. Contents of the Envelopes.

For Lot I and Lot II.

Envelope ‘COPY’ and ‘ORIGINAL’ should contain the following documents, the copies should be placed in the envelope marked as "**COPY**," and the originals should be placed in the envelope marked as "**ORIGINAL**," **except for the ORIGINAL EMD, which should be placed inside the "COPY" envelope.**

- a) Cost of Bid document-Nu.1,000.00. (Ngultrum: One Thousand only).
- b) Earnest Money Deposit- in the form of Bank Guarantee/Demand draft (**Original EMD should be placed inside envelope marked as COPY**)
- c) Bidder Information – Annexure B

- d) Declaration of Acceptance of Terms and Conditions – Annexure C
- e) Declaration of Acceptance of the Scope of Work – Annexure D
- f) Power of Attorney or Board Resolution for Signing of Bid – Annexure F
- g) Letter of Undertaking – Annexure F
- h) Pre-Qualification Bid Letter – Annexure G
- i) Declaration Regarding Clean Track by Bidder – Annexure H
- j) Technical specification
- k) RFP document sealed and signed by an authorized signatory.
- l) Financial Offer Form – Annexure C1
- m) Financial Proposal – Annexure C2

5.16. 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.

5.17. Bid Currency

All prices shall be expressed in Bhutanese Ngultrum.

5.18. Bid Language

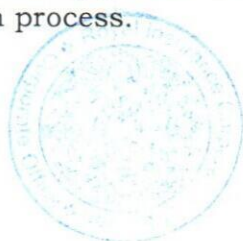
All the correspondences and bid submissions should be in English Language.

5.19. Rejection of Bid

The Bid is liable to be rejected if:

- a) The Bid documents being found not responsive as specified in RFP
- b) The Bid documents don't bear the signature of an authorized person.
- c) It is received after the expiry of the due date and time stipulated for Bid submission.
- d) 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.
- E) Any or some of the bids appearing to have been tempered with.
- e) All bid prices substantially exceeding the estimated cost.

No Bid shall be rejected at bid opening, except for late bids. However, those who fail to comply with terms and conditions will be disqualified during the evaluation process.



5.20. 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.

5.21. 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.

5.22. 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.

5.23. 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.

5.24. 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, at 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.

5.25. Bid Evaluation Process

The Bid Evaluation for Lot I and II will be carried in the following ways:

The RICB will open Envelopes '**COPY**' in the presence of the bidders. The evaluators will evaluate the bids to determine substantially responsive bids. Each requirement document submitted by the bidder shall be evaluated thoroughly by the evaluators appointed by the tender committee. If any license or clearance documents are missing, the evaluator will ask the bidders with stipulated time in writing before finalization of the evaluation. After that evaluators will compare the price quoted by the bidders who meet the required documents.



Section 6 – Bid Opening

6.1. Opening of Bids

Envelope marked as '**COPY**' will be opened for Lot I and II in the presence of bidders who choose to attend.

6.2. Stage 1 - Opening of Envelopes 'COPY'.

RICB will open Envelopes 'COPY' 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. 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 will consider whether the bidder has the required experience and expertise to meet RICB's objectives. RICB will review bids for completeness, required information as outlined in the Bid document, proper signatures, and overall order.

Eligibility, compliance with technical specifications, and submission of all required forms will be evaluated next. Only those bids will proceed to financial comparison. RICB may waive minor informalities or irregularities that don't affect the bid's substance or ranking. To aid the evaluation, RICB may request written clarifications from bidders. However, no changes in price or bid content will be allowed. Bids that are not substantially responsive will be rejected and cannot be made responsive by correcting nonconformities. RICB will assess responsiveness based solely on the bid content.

7.2. Evaluation of Financial Bids

7.2.1. The financial bids of only those bidders who have met the eligibility criteria, technical specifications, and complied with all required forms while evaluating will be considered for comparison of their financial quotes.

The RICB may, at its discretion, engage in discussions or negotiations with the H1 bidder. Its decision will be final and binding on all bidders. The RICB reserves the right to accept or reject any offer without providing reasons.

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

The Performance Bank Guarantee shall be 10% of the contract value, valid for the warranty /Contract period. The Successful Bidder must submit the

performance security deposit within 15 days of receiving the Notification of Award or Purchase Order. Upon receipt of the guarantee, RICB will release the EMD. The Performance Security deposit may be forfeited if the bidder fails to comply with contract terms, make satisfactory supply, or complete work within the agreed period, without affecting the purchaser's right to take further actions as per the contract and bidding documents

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 Procurement	60 days from the issuance of the work order.
2	Configuration, Implementation, and commissioning	22 days from the date of delivery of the equipment
3	Project closure	3 days after the successful completion of project
4	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 87 days from the issuance of the work order.*

8.5.b. Timeline and Schedule Lot II

Sl. No	Activity	Date/timeline
1	Supply, Installation & Configuration of EPP+EDR solution licenses.	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 60 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.

8.7. Payment Schedule

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

8.7.a. Payment Schedule Lot I.

Sl. No.	Payment amount (%)	Activities
	20%	After Successful delivery of equipment and after verification/inspection of items by ITD.
	40%	After Design, Installations, Configuration, Testing, commission, Users Training and Handing Taking of Documents.
	40%	After submission of Invoice by the Vendor and successful completion satisfactory letter from the ITD.

8.7.b. Payment Schedule Lot II.

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

Sl. No.	Payment amount (%)	Activities
1	20%	After supply of EPP+EDR solution licenses.
2	30%	After Installation, Configuration, Testing, Commissioning, Hands-on Training, Handing-Taking of Documents.
3	50%	After submission of Invoice by the Vendor and successful completion satisfactory letter from the ITD.

Note:

1. The TDS deduction will be done in accordance with prevailing rules.
2. A 10% performance security deposit is required to be submitted to RICB for 3 years for a warranty.



Client's seal.....

Bidder's authorized seal&sign.....

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 the right to place a repeat order with 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/using 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.

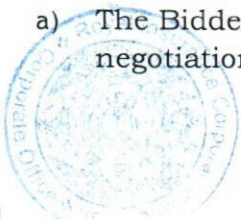
The Bidder shall indemnify RICB (including its employees, directors, or representatives) from and against claims, losses, and liabilities arising from:

- 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 the 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 the 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.

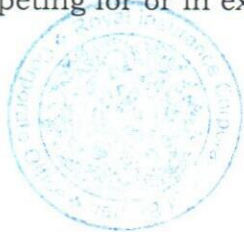
8.15. Liquidated Damages

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 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 its 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 are not restricted to wars, revolutions, epidemics, natural disasters etc.

If a **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 fulfil 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 becomes 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

The following shall be the 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 'COPY & ORIGINAL'.

1. Annexure B - 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	Mobile no. of the contact person	
11	E-Mail of the contact person:	
13	Website	

Signature: _____

Name: _____

Designation: _____

Date: _____, Place: _____



Client's seal.....

Bidder's authorized seal&sign.....

2. Annexure C – 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
“Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi
network across our four-story office building at Thimphu, RICB”

Or

“Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution
for RICB”

I have carefully gone through the Terms & Conditions contained in the 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)

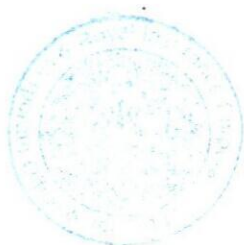
Printed Name

Designation

Seal

Date:

Business Address:



Client's seal.....

Bidder's authorized seal&sign.....

3. Annexure D – 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
“Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB”

Or

“Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB”

I have carefully gone through the Scope of Work contained in the 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:



Client's seal.....

Bidder's authorized seal&sign.....

4. Annexure E – 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.

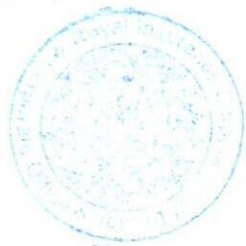
We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2025.

For _____.

(Signature of the principal)
(Name)
Designation
Address

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



5. Annexure F - 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 Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB.

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 at any stage.
- If our Bid for the above job is accepted, we undertake to enter 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 bids together with your written acceptance thereof shall constitute a binding contract between us.

Further, we confirm that our firm..... has the capacity to Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB 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 we will successfully complete the project as per the timeline and schedule set in RFP from the date of issuance of the work order. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment and completion. We also agree to offer 1 year's support services to address any issues that may arise as required by RICB.

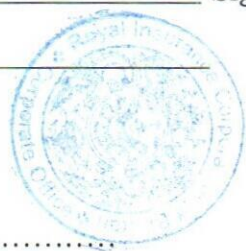
We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment

Dated _____ this _____ day of _____ 2025.

Yours faithfully

For _____ Signature: _____

Name: _____



Client's seal.....

Bidder's authorized seal&sign.....

6. Annexure G - Letter of Undertaking

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 Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB.

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 at any stage.
- If our Bid for the above job is accepted, we undertake to enter 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 bids together with your written acceptance thereof shall constitute a binding contract between us.

Further, we confirm that our firm..... has the capacity to for Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for 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 we will successfully complete the project as per the timeline and schedule set in RFP from the date of issuance of the work order. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment and completion. We also agree to offer 1 year's warranty support to address any issues that may arise as required by RICB.

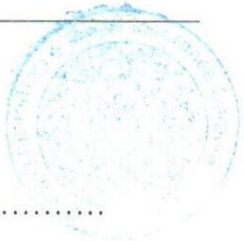
We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment

Dated at _____ this _____ day of _____ 2025.

Yours faithfully

For _____ Signature: _____

Name: _____



7. Annexure H - Prequalification 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 Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB"

Or

"Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB"

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.

Yours faithfully,

(Signature of the Bidder)

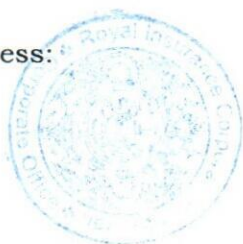
Printed Name:

Designation:

Seal:

Date:

Business Address:



Client's seal.....

Bidder's authorized seal&sign.....

8. Annexure I - 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
"Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB"

Or

"Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB"

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)

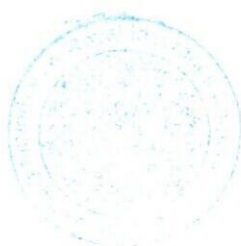
Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation.....

Seal



Client's seal.....

Bidder's authorized seal&sign.....

9. Annexure T- Technical Requirement Specification

Technical Requirement for Lot I

Lot I: Bidder should submit the Technical Specifications and Compliance as per below:
Technical Specifications should be 100% Compliance, otherwise bid will be rejected.

Technical Specification of Controller Based Wireless Access Point (AP)

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
Access Point (AP)	Brand	To be mentioned by the bidder	
	Model	To be mentioned by the bidder	
	Country of origin	To be mentioned by the bidder	
	Country of Manufacturer	To be mentioned by the bidder	
	Quality	ISO 9001/9002 for manufacturer for quality assurance	
		The Brand or OEM of the proposed AP must be present in Gartner's "Leaders Magic Quadrant" for Enterprise Wired and Wireless LAN Infrastructure in 2022, 2023 and 2024 consecutive years.	
	Hardware	The equipment has minimum 1 x 100M/1GE/2.5GE interface & 1 x USB port from day 1	
		Support Bluetooth BLE5.4 and Nearlink SLE1.0	
		Support CPU dual-core, 900 MHz, Memory DDR4 512 MB and Storage NAND Flash 256 MB	
		Support minimum 2.4GHz: 4dBi & 5GHz: 5dBi for antenna gain	
		Support built-in smart antennas that automatically adjust the coverage direction and signal strength based on the intelligent switchover algorithm.	
		Supports external IoT expansion for protocols, such as ZigBee and RFID	
		Support maximum number of SSIDs for each radio: 15	
	WLAN Features	Support minimum 04 streams and achieving up to 3.57 Gbps total throughput.	

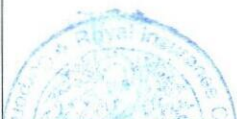
Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		Must support IEEE 802.11a/b/g/n/ac/ax/be	
		Support 802.11 dynamic frequency selection	
		Short guard interval (GI) in 20 MHz, 40 MHz, 80 MHz and 160 MHz modes	
		Support 802.11k and 802.11v smart roaming. Support 802.11r fast roaming (≤ 50 ms)	
		Support 4096-QAM, 1024-QAM, 256-QAM, 64-QAM, 16-QAM, 8-QAM	
	Network Features	Support and Compliance with IEEE 802.3ab & IEEE 802.1q	
		Support SSID-based VLAN assignment	
		Support Tunnel data forwarding and direct data forwarding	
		Support ACL, LLDP	
	QoS Features	Support WMM power saving	
		Support priority mapping for upstream packets and flow-based mapping for downstream packets	
		Support User-based bandwidth limiting	
		Support automatic bandwidth adjustment based on the user quantity and radio environment	
		Support Airtime scheduling or similar	
	Security Features	Support Open system authentication	
		Support WEP authentication/encryption using a 64-bit, 128-bit, 152-bit or 192-bit encryption key	
		Support WPA3-802.1X authentication and encryption	
		Support 802.1x authentication, MAC address authentication, and Portal authentication	
		Support DHCP snooping	
		Support 802.11w Protected Management Frames	
	Maintenance Features	Support Automatic onboarding, automatic configuration loading, and plug-and-play.	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		Support Automatic batch upgrade in Fit AP mode	
		Support STelnet using SSH v2, SFTP using SSH v2	
		Support Remote wireless O&M through the Bluetooth serial interface	
	Reference Document	Bidder should submit the required performance document and compliance reference document for the proposed device (Datasheet, Test Report etc.)	
		Bidder should submit BOM of proposed device including the detail part numbers and manufacturer's warranty part number	
	Warranty and Support	Manufacturer's warranty should be 3 (Three) years 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	
	OEM Authorization	Bidder should submit the MAL (Manufacturer Authorization Letter) with valid date form respective OEM	
	Installation, testing and commissioning	Installation, testing and commissioning with necessary accessories	

• **Technical Specification of WLAN Controller**

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
WLAN Controller	Brand	To be mentioned by the bidder	
	Model	To be mentioned by the bidder	
	Country of origin	To be mentioned by the bidder	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
	Country of Manufacturer	To be mentioned by the bidder	
	Quality	ISO 9001/9002 for manufacturer for quality assurance	
		The Brand or OEM of the proposed WLAN Controller must be present in Gartner's "Leaders Magic Quadrant" for Enterprise Wired and Wireless LAN Infrastructure in 2022, 2023 and 2024 consecutive years.	
	Hardware	The controller should support manage 512 APs.	
		The controller should support 4K users.	
		The controller should provide 6Gbps forwarding performance.	
		The controller should have at least eight 1GE Ethernet interfaces.	
		The controller should have at least two 10GE SFP+ interfaces.	
	Functions	The controller should support static routes, OSPF, BGP, IS-IS, routing policies, and policy-based routes.	
		The controller should support PPSK and assign different PSK keys to different terminals under the same SSID.	
		The controller should support the establishment of CAPWAP tunnels with APs using IPv4 and IPv6 dual stacks.	
		The controller should support IPv6 dynamic routing protocols, including OSPFv3 and BGP4+.	
		The controller should support intelligent roaming based on 802.11k and 802.11v, enabling clients with low	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		roaming sensitivity to roam to the optimal AP.	
		The controller should support application identification and set control policies based on identified applications. No additional license is required.	
		The two controllers can communicate with each other over a Layer 3 network through a CAPWAP tunnel, ensuring that AP guest traffic can be directly forwarded to the controller in the DMZ through the local controller tunnel.	
		The controller should support VIP user identification and preferential scheduling. VIP user can ignore any rate limiting policy and increase the priority of air interface packets.	
		The controller should support URL filtering and allow or prohibit users from accessing certain web pages. No additional license is required.	
		The controller should support the antivirus function.	
		The controller should support intrusion prevention, detection, and termination of intrusion behaviors. (including buffer overflow attacks, Trojan horses, and worms).	
		The controller should support the frequency band guidance function, which automatically instructs dual-band wireless terminals to work on the 5 GHz frequency band.	
		The controller should support automatically switch 2.4 GHz radios to 5 GHz radios through automatic negotiation between APs, reducing 2.4	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		GHz co-channel interference and increasing system capacity.	
		The controller should support spectrum analysis, including real-time FFT charts, channel metrics, FFT duty cycle, interference strength, and channel quality. No additional license is required.	
		The controller should support the function of enabling and disabling the SSID periodically to automatically disable the transmit signals of the specified SSID within a specified period, facilitating network control and providing device configuration screenshots.	
	Reliability	The controller should support device redundancy backup, 1+1 or N+1 backup, and configuration synchronization between the active and standby controllers in future provision.	
		The controller should support WAN authentication survival. If the CAPWAP link fails, MAC or 802.1x authentication escapes to local authentication.	
		The controller and AP should be upgraded independently. In dual-AC redundancy mode, services are not interrupted during the upgrade.	
	Management	The controller should support CLI, web management, SSH management, and SNMPv1/v2/v3.	
		The controller should monitor the overall wireless network performance and the performance of the Controller, AP, radio, and terminal.	
		Bidder should submit the required performance document and compliance	

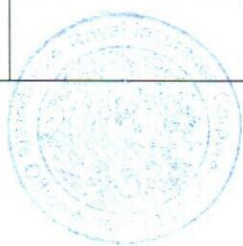
Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
	Reference Document	reference document for the proposed device (Datasheet, Test Report etc.)	
		Bidder should submit BOM of proposed device including the details' part numbers and manufacturer's warranty part number	
	Warranty and Support	Manufacturer's warranty should be 3 (Three) years 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	
	OEM Authorization	Bidder should submit the MAL (Manufacturer Authorization Letter) with valid date form respective OEM	
	Installation, testing and commissioning	Installation, testing and commissioning with necessary accessories	

• **Technical Specification of PoE+ Network Access Switch.**

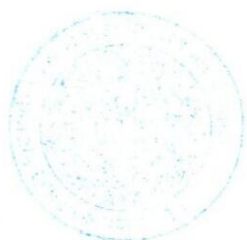
Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
PoE+ Network Access Switch	Brand	To be mentioned by the bidder	
	Model	To be mentioned by the bidder	
	Country of origin	To be mentioned by the bidder	
	Country of Manufacturer	To be mentioned by the bidder	
	Quality	ISO 9001/9002 for manufacturer for quality assurance	
		The Brand or OEM of the proposed network switch must be present in Gartner's "Leaders Magic Quadrant" for Enterprise Wired and Wireless	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		LAN Infrastructure in 2022, 2023 and 2024 consecutive years	
	Enclosure Type	Rack mountable, 1U	
	Hardware Architecture	The equipment must support up to 24 x 10/100/1000BASE-T ports, 4 x 10GE SFP+ ports, 2 x 12GE stack ports from day 1	
		The proposed equipment must support a high switching capacity of at least 176 Gbps non-blocking.	
		The proposed equipment must support high packet transfer rate of at least 132 Mpps (Million packets per second)	
		The proposed equipment must support AC power supply and PoE+ from day 1	
	Layer 2	The equipment must support Static, dynamic, and blackhole MAC address entries	
		The equipment must support up to 4K active VLAN	
		The equipment must support VLAN Stacking, Voice VLAN, MUX VLAN or equivalent	
		The equipment must support MAC address learning, aging and minimum 30K MAC entries	
		The equipment must support Packet filtering based on source MAC addresses and Interface-based MAC learning limiting	
		The equipment must support VLAN assignment based on MAC addresses, protocols, IP subnets, policies, and interfaces	
		The equipment must support ERPS (G.8032), BPDU protection, root protection, and loop protection	
		The equipment must support VRRP, LLDP and LACP.	

Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
	Layer 3	The equipment must support Static route, RIP, RIPng, OSPF, OSPFv3	
		The equipment must support 4K FIBv4 entries	
	QoS & ACL	The equipment must support Packet filtering at Layer 2 to Layer 4, filtering out invalid frames based on the source MAC address, destination MAC address, source IP address, destination IP address, TCP/UDP port number, protocol type, and VLAN ID	
		The equipment must support queuing algorithms, such as DRR, SP, and DRR+SP	
		The equipment must support Eight queues on each interface	
		The equipment must support Interface-based traffic policing, Rate limiting in each queue and traffic shaping on interfaces	
	Security	The equipment must support Binding of the IP address, MAC address, interface number, and VLAN ID, Port isolation, port security, and sticky MAC	
		The equipment must support CPU defense, DoS attack defense, ARP attack defense, and ICMP attack defense	
		The equipment must support DHCP relay, DHCP server, DHCP snooping	
		The equipment must support IEEE 802.1x authentication and limit on the number of users on an interface	
		The equipment must support AAA authentication, RADIUS authentication, TACACS or similar authentication, and NAC	
	Network O&M	The equipment must support SNMPv1/v2c/v3, Telnet, RMON, SSHv2	



Description of Item	Items	Technical Specification and Standards	Bidders Compatibility (100%) with reference
		The equipment must support Cloud management based on Netconf/Yang	
		The equipment must support stacking	
	Reference Document	Bidder should submit the required performance document and compliance reference document for the proposed device (Datasheet, Test Report etc.)	
		Bidder should submit BOM of proposed device including the detail's part numbers and manufacturer's warranty part number	
	Warranty and Support	Manufacturer's warranty should be 3 (Three) years 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	
	OEM Authorization	Bidder should submit the MAL (Manufacturer Authorization Letter) with valid date form respective OEM	
	Installation, testing and commissioning	Installation, testing and commissioning with necessary accessories	



10. Annexure C1 - Financial Offer Form

(Bidder's Letter Head)

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

“Study, Design, Supply, Install, and Configure a robust and secure campus Wi-Fi network across our four-story office building at Thimphu, RICB”

OR

“Endpoint Protection Platform (EPP) and Endpoint Detection Response (EDR) Solution for RICB”

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.....2025

(Signature)

(Name).....

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



Client's seal.....

Bidder's authorized seal&sign.....

11. 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. No.	Description of equipment	Qty	Unit Rate (BTN)	Total Rate (BTN)
1	Controller Based Wireless Access Point (AP) with mounting kit	30 Nos		
2	WLAN Controller with mounting kit	1 Nos		
3	PoE+ Network Access Switch with mounting kit	5 Nos		
4	Optical Fiber cable, central loose tube, GYFXTY, 6 core, G652D, MDPE	500 M		
5	Optical fibre cable accessories, SC/LC 1M, Simplex, 2.0mm, SM G657A1, cable colour blue	24 Nos		
6	24 port FODP with adapters SC/UPC with 19" Rack mount	1 Set		
7	6 port FODP with adapters SC/UPC with 19" Rack mount	4 SET		
8	10G SFP+ LR 10KM, TX-1310nm/RX-1270nm, LC Simplex, SM	12 Nos		
9	10G SFP+ LR 10KM, TX-1270nm/RX-1310nm, LC Simplex, SM	12 Nos		
10	1-inch DHP Pipe	500 M		
11	Bulk Cat 6a Ethernet Cable - 1000 ft.	5 Boxes		
12	Supply, Design, installation, Configuration, Testing, commission, handing Taking Documents and users training One Time Charges	LS		
13	Total BTN			
14	AMC per year after completion of Warranty Support Services One Year	%		
15	Total BTN			
16	Grand Total Nu			

*****Note:** The AMC should be negotiable, and RICB reserves the right to negotiate with the AMC until it is satisfied with the ACM price.



Client's seal.....

Bidder's authorized seal&sign.....

12. Annexure C3. Price Schedule – Lot II:

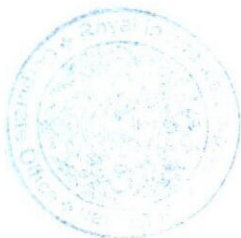
Sl #	Items	Qty	Unit Price	Total
1	EPP+EDR 1. AI-driven Next-Generation Antivirus 2. Behavioral-based malware detection 3. Ransomware protection and rollback capability 4. Zero-day exploit protect 5. Fileless attack prevention 6. Cloud-native deployment 7. Lightweight agent with auto-deployment via Microsoft Active Directory 8. Centralized management console 9. Real-time endpoint monitoring and alerting 10. Threat intelligence integration 11. Automated threat detection and response 12. Root cause analysis with attack visualization 13. 1 Year subscription license 14. 24/7 technical support	430 nos.		

Signature)

(Name)

(In the capacity of)

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



Client's seal.....

Bidder's authorized seal&sign.....

INTEGRITY PACT

1. General:

Whereas Mr/Mrs.....representing the Royal Insurance Corporation of Bhutan, hereinafter referred to as the "Employer" on one part, and
.....representing
M/s....., hereinafter referred to as the "Bidder"
on the other part hereby execute this agreement as follows:

This agreement shall be a part of the standard bidding document, which shall be signed by both the parties at the time of purchase of bidding documents and submitted along with the tender document. This IP is applicable only to "large" scale works, goods and services, the threshold of which will be announced by the government from time to time. The signing of the IP shall not apply to framework contracting such as annual office supplies etc.

2. Objectives:

Whereas the Client and the Bidder agree to enter into this agreement, hereinafter referred to as IP, to avoid all forms of corruption or deceptive practice by following a system that is fair, transparent and free from any influence/unprejudiced dealings in the bidding process and contract administration, with a view to:

- 2.1. Enabling the client to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services;
- 2.2. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope

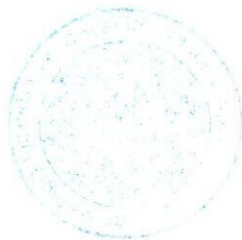
The validity of this IP shall cover the bidding process and contract administration period.

4. Commitments of the vendor:

5.

The Bidder/vendor Commits itself to the following: -

- 5.1. The client hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process and contract administration.
- 5.2. The Client further confirms that its officials shall not favor any prospective bidder in any form that could afford an undue advantage to that bidder in the bidding process and contract administration and will treat all Bidders.



5.3. Officials of the Client, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office any violation or attempted violation of clauses 4.1 and 4.2.

5.4. Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.

6. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following: -

6.1. The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.

6.2. The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner the bidding process and contract administration.

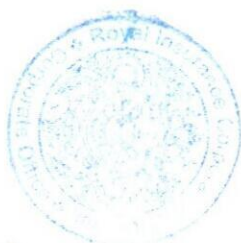
6.3. If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.

7. Sanctions for Violation:

The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.

7.1. The breach of the IP or commission of any offence (forgery, providing false information, mis-representation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws.

7.2. The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.



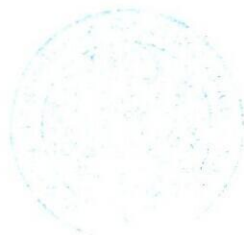
8. Monitoring and Administration:

8.1. The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.

8.2. The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

We, hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this Integrity Pact at (place)_____on (date) _____



Bidder's representative

Name:

CID No:

Phone No:.....

Client representative

Name:.....

CID No:

Phone No:.....

Witness:-

Witness: _

Signature_____

Name:.....

CID:.....

Signature_____

Name:.....

CID:.....

