



EMRI Green Health Services

Tender for Supply and Installation of Hardware Firewall and Enterprise Endpoint Security Solution for the Control and Dispatch Centre at Bhubaneswar, Odisha of IPTHHS Phase - II

EMRI Green Health Services

7th Floor, IDCO Towers

Rupali Square,

Bhubaneswar

Odisha – 751022

www.emri.in

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Disclaimer

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This RFP document is not an agreement and is not an offer or invitation by the EMRI GHS or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for EMRI GHS, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. EMRI GHS, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

EMRI GHS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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SECTION 1 - NOTICE INVITING TENDER

Sealed Tenders are invited by EMRI Green Health Services (EMRI GHS) on behalf of Department of Health and Family Welfare , Government of Odisha from the registered bodies for procurement of the following items as per details given below:-

Requirement of Hardware Firewall along with 5 year subscriptions and Enterprise Endpoint Security Solution with 5 year subscription.

Tender No and Date	Tender Document-EMRI/Odisha/2025/002- Dated 22 nd October 2025
Items to be procured	Items for Setting up of Hardware Firewall for Emergency Response Centre as detailed in the RFP document
Date and time of Pre-bid meeting	29 th October 2025 at 12:30 PM
Last date of sale of tender paper	5 th November 2025 at 5:00 PM
Date and Time for Submission of Tender Documents	6 th November 2025 at 5:00 PM
Date and Time of Opening of Technical Proposal along with Technical Presentation.	7 th November 2025 at 12:30 PM
Date of opening of Financial Bid	10 th November 2025 at 12:00 PM
Venue for Submission of Tender Documents	EMRI Green Health Services, 7 th Floor, IDCO Towers Rupali Square, Bhubaneswar, Odisha- 751022

The RFP document can be downloaded from www.emri.in. The bidders can send pre-bid queries in mail id info@emri.in

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SECTION 2 - ELIGIBILITY CRITERIA

1. The Bidder should be registered body under the Companies Act or any other Act of State Government or Government of India for at least three years as on the date of submission of the Proposal/Bid.
2. The bidder should have an average annual turnover of Rs. Two crores for last three financial years. The bidder must attach audited accounts or certificate duly certified by Chartered Accountant for last three years as supporting documents.
3. The bidder must have experience of setting up of Hardware firewall and Enterprise Endpoint Security Solution and required software in any of the organization in India in any one of the last 3 financial years. The work-orders and/or any other supporting documents/experience certificates issued by the client pertaining to such works done satisfactorily in the past should be provided. Bidders cannot participate for part of the items required and need to participate for all the items mentioned in the schedule of requirements.
4. The Bidder should have a registered office and Service Centre in Odisha.
5. The Bidder should have ISO 9001:2015, ISO 20000, ISO 14001 & ISO 27001:2013 certification.
6. An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder/proposer has not been blacklisted in the past by any of the State Governments across the country or Government of India and that it will not form any coalition or cartel with the other bidder/proposer. The Bidder should not have been black listed by any State or Central Govt. Institutions or disqualified by any of its clients on account of non-fulfillment of contract for supply/maintenance, Malpractices, cheating or any related issues.
7. Copy of Registration of firm/establishment of company, PAN Card, GST and Udyam registration (Micro, Small and Medium Enterprises)

SPECIAL CONDITION:

- 1. The bidder is required to quote each item separately wherever applicable. The total price of Hardware Firewall includes subscription / warranty for 05 years. Additional 02 years subscription / warranty shall be quoted by the bidder separately which may be opted by service provider in charge of IPTHHS project after completion of subscription / warranty of 5 years. The combined prices of 5 years subscription / warranty and additional 2 years subscription/warranty will be considered for evaluation of L1 bidder (Please refer price bid format in Annexure-6).The Prospective bidder may visit the existing setup at 7th Floor, Idco towers, Unit-9, Sahid Nagar, Bhubaneswar-751007, for inspection of the items proposed for replacement.***
- 2. The quantity of Hardware Firewall and subscription and Enterprise Endpoint Security Solution mentioned in the tender document may be revised at the time of placement of Purchase Order.***

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SECTION 3 - INSTRUCTIONS TO BIDDERS

1. Definitions

“Service Provider” means EMRI Green Health Services having its registered office at Devar Yamzal, Medchal Road, Secunderabad – 500078, Telangana.

“Purchaser” means Department of Health and Family Welfare, Government of Odisha

“Supplier” means Successful Bidder(s), to whom the contract is awarded “Bidder” means those who submit the bid.

2. General Instructions to Bidders

a. An affidavit to the effect is to be submitted by the bidder that it has not been blacklisted in the past by any of the State Governments across the country and Government of India and that it will not form any coalition or cartel with other bidder.

b. . The bidder shall be deemed to have been satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementation of the Project. In case of any discrepancy in the RFP document including terms of reference, they should submit their issue/question in writing within 3 days after the pre-bid meeting is held.

c. Cost of the RFP Document

The Cost of the RFP Document – Rs 25,000+ GST (Rs 29,500) should be remitted by way of a Demand Draft/Bankers’ cheque payable in favour of EMRI Green Health Services, Odisha along with the bid documents. If remitted earlier at the time of pre-bid meeting, they need not submit again.

d. Clarification of Bidding Documents

Issues relating to the project received in writing post 3 days after pre-bid meeting date will be scrutinized and clarified by e-mail or at the pre-bid meeting if received before the date of the pre-bid meeting. Queries to be sent to scm_corporate@emri.in . Queries received after this due date will not be entertained. However, at any time prior to the date for submission of Proposal EMRI GHS may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda / corrigendum and convey to the persons who have purchased the RFP document. The addenda would also be placed on the website- ‘www.emri.in’. Such addenda / corrigendum will become an integral part of the RFP become an integral part of the RFP document. Queries received after this deadline will not be entertained.

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- e. Incomplete Proposals in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- f. Strict adherence to formats is required, wherever specified.
- g. All communication and information should be provided in writing and in English language.
- h. All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also.
- i. No change in/or supplementary information shall be accepted once the Proposal is submitted. However, EMRI GHS reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the Proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by EMRI GHS may be a ground for rejecting the Proposal.
- j. The Proposal shall be evaluated as per the selection criteria specified in this RFP Document.

The Shortlisted bidders will have to make a presentation covering the following topics: Brief Company profile, local presence, associates, major clients & projects etc.

The bidder shall furnish a certificate from the OEM as per Annexure, in respect of all the equipment.

- k. Technical evaluation of the items tendered will be done by a Technical Committee constituted by the Service Provider and the Purchaser. The Technical evaluation criteria is as given below:

Sl.No	Criterion	Maximum Marks	Marks obtained
1.	Experience of the Firm – a) Three year experience – 10 marks b) More than Three years– 20 marks	20	
2.	No of similar projects handled by the bidder in the last three years a. One project: 10 marks b. 2 projects and more: 20 marks	20	
4.	Technical presentation including Solution Offered	40	

Financial bid opening shall be done for only those applicants who score at least 48 marks in technical evaluation. The selection of Supplier shall be on L1 basis.

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- l.** The bidder should designate one person ("Contact Person" who shall also be the "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with EMRI GHS. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the authorized Signatory and shall bear the stamp of the bidder
- m.** EMRI GHS reserves the right to reject any or all of the Proposals without assigning any reason whatsoever
- n.** Mere submission of information does not entitle the Bidder to meet an eligibility criterion. EMRI GHS reserves the right to vet and verify any or all information submitted by the Bidder.
- o.** If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by EMRI GHS, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion and satisfaction of EMRI GHS.
- p.** The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process. EMRI GHS shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
- q.** The Bidder shall seal the Technical Proposal and the Financial Offer separately in two envelopes, duly marking the envelopes as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL". These envelopes shall then be sealed in single outer envelope.
- r.** The Bidder shall prepare (1) one original and (1) one copy of the Proposal, clearly marked "ORIGINAL" and "COPY" respectively. In the event of any discrepancy between the original and the copy, the original shall prevail.
- s.** The Proposal, both the original and the copy shall be typed or written in indelible ink and an authorized signatory of the Bidder or Individual, as applicable. Shall initial each page. Each page should be duly page numbered and an index of the contents should also be made on the first page. The person(s) signing the Proposal shall also initial all the alterations, omissions, additions, or any other amendments made to the proposal.
- t.** Sealing and Marking of Envelopes

 - i.** The Bidder shall seal the original and the copy of the Bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY". The envelopes shall then be sealed in a single outer envelope.
 - ii.** Each envelopes, both outer and inner, must be super-scribed with the following information:
Name and Address of Bidder
Contact person's name and phone numbers

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Proposal for the Project “*Integrated Patient Transport and Health Help line Service*”:

If the envelope is not sealed and marked as instructed above, EMRI GHS assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of EMRI GHS, be rejected

u. Earnest Money Deposit & Security Deposit:

The Bidder shall deposit Earnest Money Deposit (EMD) amounting to Rupees One Lakh Fifty Thousand Only (Rs.1.50 lacs) in the form of a Demand Draft/Bankers Cheque in favour of “EMRI Green Health Services ” payable at Bhubaneshwar, along with the bid. In the absence of the EMD, technical proposal of the bidder shall be rejected. The earnest money shall be forfeited in case the bidder withdraws or modifies the offer after opening of the bid but before acceptance of the bid or he does not execute the agreement and deposit security deposit within specified time. Earnest money of unsuccessful bidders shall be refunded within 30 days after final acceptance of the bid.

If any bidder is a Local Micro & Small Enterprise (SSI Unit) registered with respective DICs or having Local Udyog Aadhar, will be eligible for exemption from payment of Earnest Money Deposit. Also any bidder qualifying as Micro & Small Enterprise (SSI Unit) at national level will be eligible for the advantages under the respective policy

The successful bidder, within 7 days of receipt of Purchase order shall be required to submit Performance Security Deposit of 5 % of the order value in the form of Bank Guarantee in favour of the Service provider payable at Bhubaneshwar. The performance security should be valid for a period of 3 months beyond the comprehensive warranty period. Earnest Money Deposit of the successful bidder shall be returned after furnishing the Performance Security. The Performance Security shall be returned to the suppliers on successful completion of contract after the expiry of the OEM onsite warranty period covered under comprehensive onsite warranty unless service provider opts for subscription of additional two years beyond 5 years. In that case performance security will be retained for another two years.

v. Earnest Money /Security deposit is for due performance of the contract. It can be forfeited by the EMRI GHS in the following circumstances:

- i. When any terms or conditions of the agreement are infringed.
- ii. When the supplier fails in providing the services satisfactorily.
- iii. Notice will be given to the bidder with reasonable time before the earnest money / security deposit is forfeited.

w. A copy of the RFP Document sealed and signed in all pages by the applicant.

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SECTION 4 – SCHEDULE OF REQUIREMENTS

Sr. No.	Required Items	Quantity to be supplied
1	Next Generation Hardware Firewall along with 5 Year subscription (as per technical specification at Section 5)	2
2	Enterprise Endpoint Security Solution for 200 licensed users along with 5 years subscription	1

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SECTION 5 – TECHNICAL SPECIFICATIONS

Specification of IT Hardware and softwares:

Firewall for Odisha IPTHHS Ph-II

Required Devices: 2 Nos. with HA Configuration

Sl. No	Specifications
	Hardware
1	The Firewall must be hardware appliance based on ASIC processors
2	Should support 12 or more gigabit RJ45 interfaces and 4 or more 1G SFP slots
3	Should have 4 no of 10G SFP+ slots, populated with 10G transceivers from day one
4	Should have 1 console port (RJ45) and 1 or more Number of USB ports
5	Should have internal dual power supply from day one
	There should be availability of redundant power supply for the entire warranty period of five years
	Firewall Performance
6	Should have Firewall throughputs of minimum 40 Gbps or more
7	IPSec VPN throughput should be 15 Gbps or more
8	NGFW throughput should be 8 Gbps with enterprise mix traffic \ real world traffic
9	Threat protection throughput should be 7 Gbps with enterprise mix traffic \ real world traffic
10	Must support at least 6,000,000 or more concurrent connections
11	Must support at least 400,000 or more new sessions per second processing.
12	Should Support Virtualization (ie Virtual Systems / Virtual Domains). Should be having 10 or more virtual system license from day one
	Firewall Features
13	Should support both “bridge mode” or "transparent mode” apart from the standard NAT mode
14	Should provide NAT functionality, including PAT. Should support NAT 66, NAT 64, Static NAT IPv4 to IPv6 and vice versa and IPv6-IPv4 tunneling or dual stack.
15	Should support IPv4 & IPv6 policies
16	Should have provision to create secure zones / DMZ (ie Multi- Zone support)
17	Should support the standards based Multi-Link aggregation technology (IEEE 802.3ad) to achieve higher bandwidth.
18	Should support VLAN tagging (IEEE 802.1q) in NAT/Route mode
19	Should support Static routing and Dynamic Routing (RIP, OSPF & BGP)
20	Should support Active-Active/ Clustering as well as Active- Passive redundancy.
21	Should support ISP Load balancing/ Link Sharing and Failover
22	Should have SD-WAN feature to choose better link for continuing to achieve a high level of application availability and predictable performance. Vendors not having SD-WAN fetures integrated in their firewall should provide additional device to provide this feature support from day 1.
23	Proposed Appliance should support native SD WAN features or through external hardware and Necessary licenses, if required, need to be provisioned from day 1.
24	Should support multi-path intelligence based on link quality criteria
25	Should support link performance check based on packet loss, latency & jitter
26	Should support configuring multiple SLA rules
27	Should support application specific rules based on SLA strategy

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28	Should support high performance deep packet inspection for application identification and control
	Authentication
29	Should support User-Group based Authentication (Identity based Firewalling) & Scheduling
30	Should support authentication servers – RADIUS, LDAP & Active Directory
31	Support for RSA Secure ID or other Token based Products
	VPN
32	Should support protocols such as DES & 3DES, MD5, SHA-1, SHA-256 authentication, Diffie- Hellman Group 1, Group 2, Group 5, Group 14, Internet Key Exchange (IKE) v1 as well as IKE v2 algorithm, The new encryption standard AES 128, 192 & 256
33	Should support minimum 200 IPSec Site-to-Site and 500 no of IPSec Site-to- Client VPN tunnels.
34	Should have integrated SSL VPN with license for 1000 concurrent SSL VPN users from day one
35	Support for Client based VPN is mandatory and support for SSL Web VPN is preferable.
36	Should support Windows, Linux and MAC OS for SSL-VPN
37	Should support NAT within IPSec/SSL VPN tunnels
38	Should support Stateful failover for both Firewall and VPN sessions.
	IPS
39	Should have a built-in Signature and Anomaly based IPS engine on the same unit
40	Should have protection for 10000+ signatures
41	Able to prevent denial of service and distributed Denial of Service attacks.
42	Supports user-defined signatures (i.e., Custom Signatures) with Regular Expressions.
	Application Control
43	Should have Application control feature with 3000 or more application signatures
44	Should perform Traffic Shaping based on applications
45	Should control popular IM/P2P, proxy applications regardless of port/protocol

	Gateway Antivirus
46	The appliance should facilitate embedded anti-virus/ anti-malware support
47	Gateway AV/ Anti-malware should be supported for real-time detection of viruses and malicious code for HTTP, HTTPS, FTP, SMTP, SMTPS, POP3 and IMAP protocols
48	should also include Botnet filtering and detecting and preventing Botnet command and control traffic
49	Should have configurable policy options. Possible to select traffic to scan for viruses
	Web Filtering
50	The appliance should facilitate embedded Web Content and URL Filtering feature
51	Web content and URL filtering solution should work independently without the need to integrate with External proxy server.
52	URL database should have 200 million or more URLs under more than 70 categories
53	Should be able to block different categories/sites based on User Authentication.
	Management, Log & Reporting
54	Firewall should support management either through GUI or CLI
55	Firewall should support logging to multiple syslog servers.
56	Log & Reporting should be a dedicated solution out of the Firewall
57	The log & reporting platform must have a storage of 4 TB after RAID enabled
58	The solution should provide comprehensive security event logging, reporting

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Other Important terms and Conditions:	
	Support
1	OEM should be present in India from at least 5 years and should be proposed with 24x7x365 days TAC support, RMA, software updates and subscription update support. The NGFW should be proposed with 5 years subscription licenses for NGFW, NGIPS, Anti Virus , Anti Spyware, Threat Protection, URL Filtering, as mentioned above from day 1. Hardware Assets replacement should be done within 48 Hours
	Warranty Period
2	5 years
	Device Longevity
3	The device must support operations for at least 7 years, The OEM should provide a formal letter confirming the availability of support and replacement parts.
4	Bidders should submit MAF authorized by OEM with tender reference no.

Specification for Enterprise Endpoint Security Solution

#	Specification
1	Enterprise Class Endpoint Security which can support centralized management (on premises) to simplify deployment, streamline IT operations and meet both internal and external compliance requirements
2	Performance and memory optimization using low Hardware Resources, Should be Compatible for Virtual Environment
3	Regular Updates for maximum protection and minimising the risk and protect from malwares, threats and outbreaks
4	Protection against anti-malware, Trojans, viruses, spyware, adware, ransomware, phishing attacks and other malware threats
5	Block access to unknown and unauthorized USB storage devices
6	Unauthorised Application Restriction
7	Should support Windows all versions including Server Editions, Linux, Android and Mac
8	Realtime Monitoring Alerts with Reports
9	24X7 Support through online and offline
10	Subscription Period - 05 Years
11	Licensed User - 200
12	The antivirus must include integrated Endpoint Detection and Response (EDR) capabilities for advanced threat detection, real-time monitoring, behavioral analysis, incident response and centralized management

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SECTION 6 – GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. Standards

The Goods supplied under this contract shall conform to the standards/specifications prescribed in Section – 5 of this document.

2. Patents rights

The Supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof.

3. Inspection and Test

On delivery, the Service Provider and the Purchaser shall jointly inspect the material supplied for conformance of specification, quality and issue an inspection certificate.

4. Delivery

- a. Delivery of the goods and services shall be made in accordance with the terms of this RFP and the actual delivery schedule given in the Purchase Order.
- b. All technical assistance for installation, commissioning and monitoring of the equipment shall be provided by the suppliers at no extra cost.

5. Training (Where required)

The supplier should provide hardware documentation, protocol documentation (Wherever applicable) and provide 3 tier training for the user, administration and trouble shooting.

6. The supplier may be required to provide all or any of the following services:

- a. Performance or supervision of on-site assembly and/or start-up of the supplied goods;
- b. Furnishing of tools required for assembly and/or maintenance of supplied goods;
- c. Design Document:-
The supplier should provide site planning, site design, document along with the tender which should include high availability architecture, no single point of failure (Redundancy).

7. Warranty

The supplier warrants that:

- a. The supplier should provide onsite comprehensive warranty for a period of 5 years, by OEM with 24 x 7 support, NBD onsite support. Thereafter subscription/warranty will be extended for another 2 years for which bidders will have to quote separately in financial bid.

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- b. End of Life (EOL)The quoted Firewall product should not reach end of life before the 5 – Year warranty period.
- c. End of Support (EOS) The quoted firewall product should have support available for not less than 7 years from the date of purchase.
- d. The goods supplied shall be new and free of all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials ordered
- e. The Supplier shall be responsible for any defects that may develop under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of materials to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by the Service Provider who shall state the defect in writing. This warranty shall survive inspection or payment for/and acceptance of the goods, but shall expire (except in respect of complaints notified prior to such date) 36 months after the delivery of the material.
- f. If any defect is not remedied by the Supplier within a reasonable time, the Service Provider may proceed to get the defects remedied from other Supplier etc at the Suppliers risk and expense, but without prejudice to any other defects which the Service Provider may have against the Supplier in respect of such defects.
- g. Uptime of material supplied should be maintained at 99.95%. The supplier to provide one L1/L2/L3 (whichever is applicable) supports personnel on 24x7 basis for the entire warranty period for firewall's only. Remote support by way of e-mail, telephone etc to be made available at all times.
- h. During warranty period, the supplier is required to visit at the consignee's site at least once in three months commencing from the date of the delivery for preventive maintenance of the goods irrespective of the breakdown calls which includes latest update / patches of software / firmware.
- i. The supplier shall ensure continued supply of the spare parts for the equipment supplied by them to the purchaser for seven years from the date of installation and handing over.
- j. Successful bidder will have to ensure that adequate number of dedicated technical service personnels / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring timely Servicing / rectification of defects during warranty period.
- k. Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The bidder should Warranty the rectification of goods in case of any break down during the Warranty period. Bidder should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in Odisha for attending the after sales service. Details of Service Centers near consignee destinations are to be submitted along with the bid.
- l. Supplier to ensure 24/7 support, feature updates, advanced replacement hardware warranty or upgrade of Hardware box till EoL)

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8. Documentation (Scope of bidder)

- a. The supplier should document the scope of work and delivery
 - i. Prepare the project documents based on shared requirements and submit the projects documents along with necessary layouts & diagrams for server room/ Data Centre/ Network Architecture etc.
 - ii. EMRI GHS team will review and validate the scope of work and confirm the final document to bidder.
 - iii. The bidder start the work based on finalized document.
- b. The supplier should be ready with all equipment’s for UAT testing & commissioning of equipment’s configured based on the project planning in the specified time intervals with equipment’s wise checklist for UAT signoff.
- c. The supplier shall be responsible for safety check and installation of all equipment along with safety checklist & test documents to be signed and share with EMRI GHS.

9. Required Delivery & Implementation Parameters

- a. Delivery schedule: The delivery should be completed within 30 days from the date of issue of Purchase Order.
- b. Supervision, Installation: The installation should be completed within 37 days from the date of issue of Purchase Order.
- c. UAT: The UAT should be completed / done within 45 days from the date of issue of Purchase Order.
- d. Training and Commissioning: The Training and Commissioning should be completed within 45 days from the date of issue of Purchase Order.
- e. Installation and commissioning of items to be done within 37 days of the PO issue date: Comprehensive User Manual/s written in simple English with detailed parts description, operating instructions, service contact numbers, Architecture layouts & diagrams along with Equipment’s Inventory etc. Shall be provided. These should be printed on high quality papered housed in water-resistant pouches. All system super admin passwords to be shared in password protected excel.

Description	*Delivery Schedule
i) Delivery Period	PO + 30 days
ii) Installation and commissioning Period including configuration and migration of policies from existing firewall.	PO + 37 days
iii) UAT (User Acceptance Testing) , Training	PO + 45 days

*The exact dates would be put on the PO when it is issued based on the above timelines:

10. Penalty Parameter:

Centre Up Timing: There will be 99.95% uptime warranty during warranty period as

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Specified in document. Time for scheduled maintenance shall be excluded for computation of uptime warranty. Failure to meet uptime shall render supplier liable for penalty @ 25,000 per day.

11 Payment Terms

- a. 100% Payment shall be made by the Service Provider to the vendor on delivery, inspection, installation and commissioning wherever applicable of the stores. The following documents have to be submitted to the Service Provider for claiming the payment.
 - i. Invoice clearly indicating the break up details of composite price i.e. Basic price, GST or any other duties and taxes, Freight/Packing Charges, Insurance etc
 - ii. Delivery Challan
 - iii. Proof of E-way bill, if any
 - iv. Inspection Certificate. Proportionate deductions will be made in case of part deficiencies / shortages

12 Prices

- a. The Supplier shall not charge higher than the prices quoted in the bid for the goods delivered and services performed.
- b. In case of variation in taxes and duties during the scheduled delivery period, the Service Provider shall revise the prices as per new duties and taxes for the supplies to be made during the remaining delivery period as per terms and conditions of purchase order.
- c. The price offered in the proposal should be inclusive of all costs and taxes, including transit insurance, freight for delivery at Bhubaneswar, Odisha.
- d. The name of the Purchaser and the name of the consignee along with the exact quantity to be delivered and the schedule of delivery will be given on the Purchase Order for the purpose of invoicing of the consignment. There may be slight variations in the actual quantity ordered and the quantities mentioned in the RFP Document for which the bid prices will hold good.
- e. No dealer/ wholesaler/ purchaser can sell any items for a price more than the MRP.

13 Liquidated Damages/Late Delivery Charges

If the Supplier fails to install the store or any consignment thereof within the period prescribed for installation (as per clause 9 e (ii)) , the Service Provider, without prejudice to other remedies available to the Service Provider shall be entitled to recover Rs 1,000 (One Thousand) for every day of default in installation and commissioning.

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14 Force Majeure

Notwithstanding the provisions of Termination for Default and Penalty clauses, the Supplier shall not be liable for forfeiture of its Security Deposit, penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of force majeure.

Force majeure shall mean and be limited to the following:

- a. War/Hostilities
- b. Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the supplier.

15 Termination

The Service Provider may at any time terminate the contract by giving written notice of 7 days to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent.

The Service Provider may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part,

If the Supplier fails to deliver any or all of the goods within the time period specified in the contract, or any extension thereof granted by the Service Provider;

If the Supplier fails to perform any other obligation(s) under the Contract; and

If the Supplier does not remedy his failure within a period of 15 days after receipt of the default notice from the Service Provider.

In the event the supplier fails to supply the store in whole or in part, the contract is to be terminated and the Performance Security of the supplier to be forfeited. However, the Supplier shall continue the performance of the contract for the stores supplied to the extent as if the contract is not terminated.

16 Pre- bid Meeting

- a. A Pre-bid meeting with all the interested parties/firms, for the work will be held on the date and time fixed in this document. Only two representatives per firm / interested parties will be allowed to attend the meeting. The person(s) attending the meeting shall be capable of discussing the technical aspects of the work to be carried out and will carry the authorization letter from their company for this purpose
- b. All queries on the scope of work, terms and conditions and any other points pertaining to the work order will be clarified by the Purchase Committee of EMRI GHS
- c. The queries shall be restricted to the scope of tender document, its terms and conditions. Discussions/arguments with co-vendors are strictly prohibited

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- d. All the queries shall be brought forth only during this pre-bid meeting since no queries will be entertained thereafter
- e. The minutes of the meeting will be recorded and become part of the Tender Evaluation process. Decisions taken at the meeting will supersede the relevant terms and conditions of the tender document subject to concurrence/approval by State Procurement Committee of Govt. of Odisha¹.

17 Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

a. Amicable Settlement

Performance of the contract is governed by the terms and conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments etc.

In such a situation, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt.

b. Resolution of Disputes

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in Hyderabad, Telangana and the language of the arbitration proceeding shall be in English and that of all documents and communications between the parties shall be as per directions of Arbitration Tribunal.

The decision of the majority of arbitrators shall be final and binding upon both the parties. The expenses of the arbitration as determined by the arbitrators shall be borne by party/parties as per directions of Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

18 Court Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Hyderabad only.

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SECTION 7- ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL PROPOSAL.

Annexure 1- Bid Form

To,

State Head operations

EMRI Green Health Services

Hyderabad

Re: Tender No dated

Dear Sir,

1. Having examined the conditions of contract as in the Bid Document and specifications including Addenda Nos (if any), we the undersigned, offer to supply and deliver the tendered items of store in conformity with specifications and other terms and conditions for the sum quoted in the Financial Bid/financial offer.
2. We undertake, if our Bid is accepted, to commence supplies within 7 days from the date of issue of the Purchase Order and to complete delivery of all the ordered items specified in the contract within 30 days of the date of issue of the Purchase Order.
3. If our bid is accepted, we shall furnish the Security Deposit for a sum equal to 5% of the contract value for due performance of the contract.

Signature and Seal of the

Bidder Date

Place

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Annexure 2- Bidder’s Information

SNO	PARTICULARS	DETAILS
1	Name of the Project	“Integrated Patient Transport and Health Help line Service” PH-II
2	Name of the Bidder	
3	Office Address	
4	Date of incorporation of the business, Registration no and date. Status of the Agency (Whether A Partnership Firm registered under Indian Partnership Act, 1932 or A Company formed under the Companies Act or A Limited Liability Partnership formed and registered under the Limited Liability Partnership Act, 2008)	
5	Name of the Authorized Person who will be responsible for bid submission and will be a single point of Contact. (Power of Attorney, Resolution of the organization etc.)	
6	E Mail Address and website address, if any:	
7	Landline Number/Mobile Number if any:	
8	Reference of Notice inviting for RFP	
9	GSTIN Registration Number	
10	PAN No. of the Agency	
11	No. of year(s) of experience in the field	
12	Udyam Registration No.	
13	Detail of similar assignments handled	
14	Annual Average turnover for past 03 Financial years	
15	Documents enclosed in support of the Request As per index attached Total no of pages	

Signature and Seal of the Bidder

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Annexure 3- Annual Turnover Statement

The Annual Turnover of M/s..... for the past three financial years is as given below:

Sl.No	Year	Amount(Rs)
1	2021-2022	
2	2022-2023	
3	2023-2024	
Total		
Average turnover		

(Signature and seal of Chartered Accountant)

Name in Capital:

Membership No.-

UDIN-

Place

Date

Note:

To be issued in the **letter head** of the Chartered Accountant with membership No. & UDIN

Also attach **Audited Financial Statement** to **each year highlighting** the **turnover** in support of the above information.

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Annexure 4- Format for Performance Statement

Name of the Firm:

SR.No	*Name and address of the Client	Items Supplied	Period of Supply	Quantity Supplied	Value of Supplied	** Certificate from client enclosed (Y/N)

* Please Enclose P.O. Copies of the client.

** Please enclose performance certificates from clients which will help prove qualification under the eligibility criterion.

Signature and Seal of the Bidder

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Annexure – 5 Technical Details of Proposed Items

Sl.No	Name of Item	Qty.	Brand	Make	Model Number	Country of Origin

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Annexure 6- Financials

Sl. No	Name of Item	Unit	Qty (a)	Cost per Unit (Excl. GST) (b)	Total Cost (Excl. GST) (c=aXb)	GST on C (Product GST Code to be mentioned) (d)	Total Amount (Including GST) (e= c + d)
1.	Next Gen Hardware Firewall with subscription for 5 years as per Technical Specification at Section-5	(No.)	2				
2.	Subscription for two years		2				
3	Enterprise Endpoint Security Solution for 200 licensed users along with 5 years subscription		1				
4	Total (1+2+3)						
5	Buyback of existing Sophos Firewall appliance						
6	Total Quoted price (4-5)						

Total Quoted price mentioned in serial no 6 (In figures and words)

In case of any discrepancy in words and figures, the price mentioned in words will be taken for evaluation.

Signature and seal of the Bidder

Notes:

The Bidders are advised to study the Scope of Work carefully and quote the price accordingly. The bidder shall inspect the existing Sophos Firewall appliance under buyback.

For the Firewall the Supplier shall be required to maintain the items for a period of seven years (5+2) from the date of completion of the delivery. The landed price per unit (excluding GST) and including OEM warranty for 5 years and additional subscription/warranty charges for 2 years shall be the criteria for determining the L1 rate. However, the order will be placed only for the cost of the equipment including subscription/warranty for 5 years. For subscription/warranty of 2 years the rates will be frozen and the supplier will be paid after the expiry of warranty if desired by the service provider

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Annexure 7- After Sales Service Network in Odisha

Name of the Item	Name and Agency of the After Sales Service Provider in Odisha	Phone/Fax/Email

Signature and Seal of the Bidder