

*Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23*

RFP No. IFCI/CPD-IT/GEM/2022-23/06

Dated: 20/06/2022



Request for Proposal (RFP)

For

**Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23**

Mode of Tender - e-Tendering on GEM Portal

**To be submitted before
12:00 Noon on 30/06/2022**

**Addressed
To
General Manager (CPD)
IFCI Limited
IFCI Tower, 61 Nehru Place
New Delhi - 110019**

***Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23***

Disclaimer

This RFP is neither an agreement nor an offer and is only an invitation by IFCI to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder with information to assist the formulation of their proposals.

This RFP does not claim to contain all the information each bidder may require. Bidder(s) should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary, may obtain independent advice. IFCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IFCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This document is meant to provide information only and with an express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the requirement or form basis of any contract. No representation or warranty, expressed or implied, is made regarding reliability, accuracy or the completeness of any of the information contained herein. There may be deviation or change in any of the herein mentioned information.

While this document has been prepared in good faith, neither IFCI, nor any of their officers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by IFCI and any of their officers or subscribers, even if any loss or damage is caused by any act or omission on the part of IFCI or any of their officers or subscribers, whether negligent or otherwise.

By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of IFCI. IFCI and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

This document has not been filed, registered or approved in any Court of Competent jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Index of Tender Document

Chapter	Description	Pages	
1	Introduction, Key Events & Dates	4-6	
2	Instructions to Bidder(s)	7-9	
3	Eligibility & Technical Scoring Criteria	10-12	
4	Scope of Work	13-22	
5	Bid Submission and Evaluation Guidelines	23-27	
6	Standard Terms & Conditions	28-38	
7	Tender Forms (Annexures 1 to 13)	39-63	
	Annexure 1		Offer Forwarding Letter /Tender Submission Letter
	Annexure 2		Tender Acceptance Letter
	Annexure 3		Bidder's General Information & Eligibility Criteria
	Annexure 4		Financial Bid Format
	Annexure 5		Declaration by Authorized Signatory of Bidder
	Annexure 6		Escalation Matrix
	Annexure 7		Format of sending Pre-bid queries
	Annexure 8		Declaration for relation in IFCI
	Annexure 9		Performa for Performance Bank Guarantee
	Annexure 10		Declaration that the Bidder has not been blacklisted
	Annexure 11		No Deviation Certificate
	Annexure 12		Integrity Pact
	Annexure 13		Bid Security/ EMD

*Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23*

CHAPTER - 1

Introduction, Key Events and Dates

For

**Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23**

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

1. Introduction

- a. The Industrial Finance Corporation of India was established on July 1, 1948, as the first Development Financial Institution in the country to cater to the long-term finance needs of the industrial sector. The name of the company was subsequently changed to IFCI Ltd (IFCI). IFCI is now a Government of India Undertaking under the aegis of the Department of Financial Services, Ministry of Finance, GOI, primarily a non-Deposit taking Systematically Important NBFC.
- b. IFCI offers a wide range of products to the target customer segments to satisfy their specific financial needs. The product mix offering varies from one business / industry segment to another. IFCI Ltd customizes the product-mix to maximize customer satisfaction. Its domain knowledge and innovativeness make the product-mix a key differentiator for building, enduring and sustaining relationship with the borrowers.
- c. IFCI is engaged in the business of providing financial assistance in the form of loans & equity participation or in any other form or scheme as may be deemed expedient. Besides above, IFCI is also investing, financing, deploying funds into quoted/unquoted Shares, Bonds, Mutual Funds and other securities and undertakes the sale & purchase of securities on regular basis. The investment/ financing through securities and trading thereof constitutes a major part of the business operations of IFCI. It is also engaged in consultancy and advisory services. IFCI has six subsidiaries and seven step-down subsidiaries.

2. Invitation for Tender Offers

- a. IFCI invites Limited e-Tender through GeM Portal, in two bid system (Technical and Financial bid), from **Partnership Firm/ Company/ Organisation** having sufficient experience in the same field, for **Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23**.
- b. IFCI reserves the right to cancel this RFP at any stage of tendering process.
- c. IFCI reserves the right to alter the scope of work at any stage with suitable adjustment in charges payable.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

3. Key Events & Dates

Sl. No.	Particulars	Details
01	Tender Notice No	IFCI/CPD-IT/GEM/2022-23/06
02	Bid Security/ EMD	Rs.20,000/- (Rupees Two Thousand Only)
03	Tender Name	Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23
04	Date of Issue	20/06/2022
05	Last date for seeking clarifications, if any	24/06/2022, 02:30 PM
06	Last date & time of submission of Bid (Technical & Commercial)	30/06/2022, 12:00 Noon
07	Date & time of opening of Technical Bids	30/06/2022, 12:30 PM
08	Date & time of opening of Commercial Bids	Shall be communicated to technically qualified bidder(s)
09	Name of the contact person for any clarification	Shri Saurabh Kumar, Mob - 9810094438 Shri Bhagwan Sigh, Mob - 9990725640
10	e-mail Address	rfpquery@ifcilttd.com (Please quote the RFP No. in the Subject Line of the e-mail)
11	Validity of Proposal	The rates in tender document shall be kept open from acceptance for a minimum period of 90 (ninety) days from last due date of offer submission (incl. extension, if any)

Note: IFCI reserves the right to cancel the Tender process at any stage during the Tender Process.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

CHAPTER -2

INSTRUCTIONS TO BIDDER(S)

For

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Instructions to Bidder(S)

1. Bidder(s) shall submit their bid (comprising of "Technical" and "Financial" bid), online at GEM Portal.
2. **On Line submission of bids:** Online bids will have to be submitted within the time specified on website <https://gem.gov.in/> the following manner:-
 - a) **Technical Bid: Scanned Copies to be uploaded (.pdf):**
 - i. The technical information should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification of bidder(s). Only relevant and to the point information/document should be uploaded. Failure to provide any required information, may lead to the rejection of the offer. Bidder(s) must read the tender document very carefully before signing on it.
 - b) **Financial Bid: (.xls):** Bidder(s) must read the terms and condition as mentioned in this tender document and submit the form accordingly. Bidder(s) are required to check the prices / amount carefully before uploading financial bid.
3. Submission of more than one bid is not allowed and shall result in disqualification of the bidder.
4. **Validity of bids:** Bid submitted by the Bidder(s) shall remain valid for acceptance for a minimum period of Ninety (90) days from the last date of submission of bid (Technical and Financial), including extensions, if any.
5. IFCI reserves the right to reject any or all the bids without assigning any reasons thereof.
6. **Authorization and Attestation:** Bidder(s) must submit an Authorization Letter or valid Power of Attorney on behalf of firm for signing the document.
7. The Standard Terms and Conditions of this RFP also form part of the Limited e-Tender specifications. The information furnished shall be complete by itself. Bidder(s) are required to furnish all the details and other documents as required.
8. Bidder(s) are advised to study all the tender documents carefully.
9. Any conditional bid received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder(s).
10. Any submission of bid shall be deemed to have been done after careful study and examination of this RFP document and with the full understanding of the implications thereof.
11. In case of any doubt about the meaning of any portion of this RFP or any discrepancies or omission(s) in the scope of work or any other portion of this RFP or any incomplete portion or requires clarification on any aspect, scope of work etc. Bidder(s) shall contact the authority inviting the tender as per date and time mentioned in Chapter 1, Section 3: Key Events and Dates.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

12. Bidder(s) request for clarification shall be with reference to Sections and Clause numbers given in this RFP document.
13. The specifications and terms and conditions shall be deemed to have been accepted by the Bidder(s) in their offer.
14. Non-compliance with any of the requirements and instructions of this RFP document may result in the rejection of the tender.
15. This document has not been filed, registered, or approved in any Court of Competent jurisdiction. Recipient of this document should inform themselves of and observe any applicable legal requirements.
16. This document constitutes no form of commitment on the part of the IFCI. Furthermore, this document confers neither the right nor an expectation on any party to participate in the tendering process.
17. Merely participation in this Tender Document by any party does not confer or constitute any right of association with IFCI.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

CHAPTER - 3

Eligibility Criteria

For

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

ELIGIBILITY CRITERIA FOR TECHNICAL QUALIFICATION OF THE BIDDER(S)

Bids fulfill following Technical Eligibility Criteria shall be eligible for Financial Evaluation:

Sl. No.	Eligibility Criteria	Documents
1	Minimum average turnover of Rupees 4 Lakh for the last three financial years i.e., 2019-20, 2020-21 & 2021-22 (the bidder may provide provisional financial statement for FY 2021-22 in case final is not available). Turnover must be individual company turnover and not of any group of companies.	Copy of the Audited Balance Sheet and/or Certificate of the Chartered Accountant specifying turnover for the last three financial years
2	The Bidder(s) should have positive net worth for past three financial years i.e. 2019-20, 2020-21 & 2021-22 (the bidder may provide provisional financial statement for FY 2021-22 in case final is not available)	Copy of the Audited Balance Sheet and/or Certificate of the Chartered Accountant specifying positive net worth
3	Bidder should have completed Four (4) Next Gen Antivirus Solution with EDR Implementations in Government Organizations/ PSUs/ FI/ Banks (BFSI) in last 2 financial years (2020-21 & 2021-22)	self-certified copy of work order along with completion certificate
4	The bidder should have Quality Certificates: ISO 9001:2015 ISO 27001:2013	Self-certified copy of at least one Certificate
5	The AV Solution with EDR proposed by Bidder should have been deployment in India (DC-DR)	Self-certified proof of DC-DR installed in India (geographic location)
6	Approach, Methodology and specification of AV Solution with EDR as proposed by Bidder with reference to Solution Specification mentioned in Scope of Work	Detailed Solution Specification document must be enclosed
7	No of qualified Technical Staff on-roll, in handling AV/Security Solution deployment	Self-attested list of at least 10 qualified Technical Staff on-roll handling said solution
8	The bidder(s) should not be blacklisted or banned for business by any Public Sector undertaking / Govt. Department/ MNC/ Private Limited Companies in India or abroad.	Undertaking/ Declaration signed by authorised signatory of the Bidder(s) on their letterhead
9	Acceptability of all conditions contained in the Tender Document by the Bidder(s). No further deviations to any mentioned clause shall be sought for.	Undertaking/ Declaration signed by authorised signatory of the Bidder(s) on their letterhead
10	Integrity Pact – To be executed on plain paper.	Integrity Pact to be signed by authorised signatory - Annexure 12.
11	Bid Security / EMD	EMD of Rs.20,000/- (As per details provided in Annexure 13)

IMPORTANT NOTE: IFCI reserves the right to examine the details furnished by the Bidder(s). The Financial Bids of only those Bidder(s), who qualify minimum eligibility criteria and fulfilling terms and conditions specified in technical bid will be opened. IFCI reserves the right to reject the Tender without assigning any reason thereof.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

TECHNICAL SCORING OF THE BIDDER(S) - CLOUD BASED ANTIVIRUS SOLUTION WITH EDR FUNCTIONALITY

Sl. No.	Evaluation Parameter	Minimum Requirement	Max. Marks	Details	Attachments
1	Minimum average turnover of Rs.4 Lakh for the last three financial years i.e., 2019-20, 2020-21 & 2021-22 (the bidder may provide provisional financial statement for FY 2021-22 in case final is not available). Turnover must be individual company turnover and not of any group of companies. The Bidder(s) should have positive net worth for past three financial years	Rs.4 Lakh	20	Rs.4 Lakh = 15 Marks More than Rs.4 Lakh and up-to Rs.10 Lakh = 18 Marks More than Rs.10 Lakh = 20 Marks	Copy of the Audited Balance Sheets for the last 3 FYs and/or Certificate of the CA specifying turnover & net worth
2	Bidder should have completed Four (4) Next Gen Antivirus Solution with EDR Implementations in Government Organizations / PSUs / FI / Banks (BFSI) in last 2 financial years (2020-21 & 2021-22)	4 Projects	20	4 Projects = 10 Marks More than 4 project = 20 Marks	Self-Attested copy of Purchase Order along with completion certificate
3	The bidder should have Quality Certificates: ISO 9001:2015 ISO 27001:2013	One Certificate	20	10 Marks for one valid certificate and 20 Marks for both the certificates.	Self-Attested copy of certificate be attached
4*	Approach, Methodology and specification of AV Solution with EDR as proposed by Bidder with reference to Solution Specification mentioned in Scope of Work	All Specification / Feature required	20	Marks to be allotted based on approach methodology and specifications provided	Detailed Solution Specification document to be attached
5	No of qualified Technical Staff on-roll, in handling AV/Security Solution deployment	10 qualified Engineers	20	10 = 10 Marks 11-15 = 15 marks 16 or more = 20 Marks	Self-attested List of on-roll technical engineers along with qualification details and experience

Note *If required, POC/Demo of the product/AV Solution with EDR may be provided for technical evaluation

Bidders who score marks greater than or equal to 60 will qualify for participation in the Commercial Bid. Further, L1 (Lowest Price) will be selected based on commercial evaluation.

*Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23*

CHAPTER - 4

Scope of Work

For

**Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23**

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Scope of Work

Bids are invited from the **Partnership Firm/ Company/ Organisation** having sufficient experience in the same field, for **Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23**.

I. Endpoint Protection - Consolidated Requirement

Management	Operational	The solution must support up to 300 endpoints/clients
		Policy must be able to define whitelists to implement exceptions to the base policy
		Solution must support high availability and disaster recovery functions
		Solution must support on-prim and remote clients regardless of connectivity to management
		Solution must have a deeply functional and documented API to support integration and automation across the platform and with other platforms
		Solution must have a central console for defining policy, creating groups of systems/users, logging, deploying updates, reporting
		The solution must have support 24x7x365 (on-call/Remote)
		Must provide role based access to the console to allow specific admins to carry out read/write/read & write as per permission
		Ability to exclude files and folders from scans. (Example: Exemptions for specific database folders)
		Ability to completely stop the antivirus/EPP during application installs.
		Granular control of policy based on group/device/user
		The solution should enable managing endpoints from different active directory domains
		The solution should be able to perform push operations to endpoint clients.
		The solution should be able to provide remote collection of troubleshooting logs.
		The solution should allow running a remote PowerShell script on the client.
		The solution should be "Network Aware" and have the ability to change the client's policy based on its network location.
		The solution must have support of importing and preventing custom IOCs.
		Console access should support using 3rd party systems authentication
	Deployment	Solution must use provide modern and easy remote deployment/installation/uninstallation methods (including script support)

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		The solution must have the ability for native Remote Installation and client deployment without usage of 3rd party tools.
		The solution must use an "Authentication Token" for securely registering a new client installation to the management server.
		The solution must allow to manage the agent version and components from the management interface.
	On Premises	Ability to run on hypervisor - VMware etc.
	Cloud	The solution should provide management as a service
		The solution must allow the selection of the cloud region
		Solution must have backups provided as part of the service
		Solution must be GDPR compliant
		The solution must have full separation of data between customers
		The management solution should support either a full client or thin web-based client
		The solution must have Two-Factor Authentication for administrator login.
		Web authentication should support SAML authentication.
	Logs and reporting	The solution should be able to provide real time email alerts
		The solution should be able to provide pre-defined and customized Reports as per requirement for Audit and internal reporting purpose
Client	OS and VDI support	Supported OS like Windows, Mac, Linux, Ubuntu
		The solution supports VDI environments, both persistent (floating) and non-persistent (dedicated). Microsoft Terminal servers, VMware Horizon and Citrix PVS/MCS vendors are fully supported.
		Solution should be aligned and supported to the latest OS releases.
		This solution will allow deploying the client and protecting machines running on terminal servers.
		This solution allows running under device guard features enabled: HVCI, Credentials Guard and Windows Defender App Control
	Client features	Agent must be lightweight. Present evidence of average CPU, memory and disk use during different activities with the capabilities below enabled
		Solution is configurable for minimal system resource utilization
		Solution does not impact or conflict with native built-in OS security controls or other enterprise security tools currently integrated with the Gold Load or standard Server builds

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		Solution must use provide modern and easy remote deployment/installation/uninstallation methods (including script support)	
		The solution allows upgrade to newer versions without performing a reboot.	
		The solution package size will include only the relevant components for deploying in a single installer	
		The solution should provide proxy capabilities for clients that are offline and for limiting bandwidth usage.	
		The solution should be able to retrieve signature updates for the Internet by an authenticated NTLM proxy with a logged-in user's credentials.	
		When performing upgrades, the solution will download only the accumulated changes from the installed version	
	Detection		
		Solution must continuously collect system events necessary for detection and analysis. Vendor must list specific items that are collected in real-time. (Data collected through post-event scripts or live interaction with host is covered in a separate requirement.) Examples must include, but not limited to, process events, file & registry modifications, network connections, cross-process activity, command line arguments, windows events, DNS queries and responses	
		Solution must continuously monitor and report findings as quickly as possible. If an endpoint cannot immediately report findings, results must be stored locally until they can be uploaded to the solution's central management system	
		Solution must allow for real-time alerting or logging of notable events based on custom content (behaviours) or atomic indicators of compromise based on data types identified in 3.01	
		Solution must capture detailed metadata around binaries and processes that are executed on endpoints. Details must include, but not limited to, the binary's hash (MD5, SHA-256), publisher information, code signing details, frequency observed in our environment, version information, and filesystem owner	
		The solution should have the ability to re-brand user notifications	
		The solution should have the ability to control the level of messages to show to users	
	Response		
		Solution must provide a way to isolate a system that ensures preventative controls are preserved through reboots. Isolation settings must be pre-set to allow endpoint to be isolated from threats but able to connect to investigation/remediation systems	
Solution must be able to immediately apply preventive controls (block specific activity or known malicious, etc.)			
		Solution must have a strong partner sharing community	

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		<p>Solution must allow analysts the ability to quickly pivot between different activities observed on an endpoint and provide contextual information if available</p> <p>Solution must have the ability to search across all endpoints for IOCs or other system attributes that aren't captured in real time telemetry data.</p>	
	Reporting	The solution should not expose activity of a user to another user that is using the same machine	
Data and Device Protection	Access Management	The solution will Automatically learn and authorize logged in users.	
	Lock Screen Secured Authentication	<p>Users will log on one time (SSO) for authentication to the operating system, Full Disk Encryption, and other Endpoint Security blades.</p> <p>The solution will require that only an authorized Pre-boot user is allowed to log into Windows.</p>	
	Port Protection	<p>The solution should provide management of all endpoint ports, with centralized logging of port activity for auditing and compliance.</p> <p>The solution will allow custom user message notifications when connecting a device based on the scenario.</p>	
	Compliance	<p>The solution will enforce endpoint computers to comply with security rules that are defined for the organization. Computers that do not comply will be shown as non-compliant and can apply restrictive policies to them.</p> <p>The solution will enforce required Applications and Files based on the compliance settings by monitoring for the presence of specified files, registry values, and processes that must be running or present on endpoint computers.</p> <p>The solution will enforce prohibited Applications and Files based on the compliance settings by monitoring for the presence of specified files, registry values, and processes that are prohibited to be running or present on endpoint computers.</p> <p>The solution will enforce an Anti-Malware check to verify that computers have an anti-malware program installed and updated.</p>	
	Firewall	<p>The solution will enforce Firewall rules to allow or block network traffic to endpoint computers based on connection information, such as IP addresses, ports, and protocols.</p> <p>The solution will be used to determine if users can connect to wireless networks while on your organization's LAN to protect the network from threats associated with wireless networks.</p> <p>The solution will define if users can connect to the organization network from hotspots in public places, such as hotels or airports.</p>	

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		The solution will be used to restrict or allow IPV6 network traffic.	
		The solution's client Firewall should remain active during a client upgrade.	
		The solution must include an option for Host Isolation to isolate or allow a specific host (access to network) that is under malware attack and poses a risk of propagation.	
	Application Control	The solution will be used to restrict network access for specified applications. The Endpoint Security administrator defines policies and rules that allow, block or terminate applications and processes	
		The solution will be able to Whitelist\Blacklist applications	
		The solution will be used to restrict network access for specified applications. The Endpoint Security administrator defines policies and rules that allow, block or terminate applications and processes	
		The solution will be able to Whitelist\Blacklist applications	
Threat Prevention	Anti-Malware	The solution will protect the computer from all kinds of malware threats, ranging from worms and Trojans to adware and keystroke loggers. The solution will centrally manage the detection and treatment of malware on the endpoint computers.	
		The solution will allow scheduled scanning of local drives, Mail messages. Optical drives and Removable devices.	
		The solutions should download signatures from an authenticated NTLM proxy with a logged in user's credentials.	
		The solution should be able to use a dedicated client as a proxy for anti-malware signature updates for clients that are offline and don't have a direct internet connection or to limit bandwidth usage.	
		In case of a malware detection, the solution will isolate the files from the OS, but are not permanently removed. The user can restore quarantined files, if they are not malicious.	
	Ransomware Protection	The solution will protect against existing and zero-day ransomware without requiring signature updates	
		The solution will remediate and restore files that were encrypted during a ransomware attack.	
		The anti-ransomware solution has third party-validation.	
	Behavioural Protection	The solution will leverage multiple sensors to effectively and uniquely identify generic malware behaviours as well as malware family specific behaviours.	
		The solution will immediately prevent or detect on malicious behaviours regardless if the machine is online or offline	
The solution will detect and prevent file less attacks only utilizing Windows processes.			

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		The solution will detect and prevent file less attacks based on scripting.
		The solution should protect against the "Pass The Hash" technique for credential theft.
		The solution should detect malicious LNK (Windows Shortcut) files.
		The solution should detect zero-day local privilege escalation (LPE).
		The solution will integrate with Microsoft's Anti-Malware Scan Interface (AMSI) to receive and analyse decoded scripts.
	ML Models for Static Analysis	The solution must be able to identify zero-days files even if they are not familiar with any reputation service
		Any ML models used by the endpoint should be frequently updated in order to protect against fresh, zero-days attacks
		The solution must lock the user from using files until they are checked and found to be benign
		The solution's Static Detection Engine must monitor the access to files
		The solution must be able to identify zero-days files even if they are not familiar with any reputation service
	Anti-Bot	The solution will identify and block out-going communication to malicious C&C sites.
		Cloud threat intelligence resources will be used for updates and identification of zero-day C&C attacks.
		Upon an identified bot attack, the solution will completely remediate the attack leaving the endpoint cleaned and unharmed
	Web Browsing Protection	Support for Browsers like Chrome, Firefox, Safari, etc.
		The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content.
		When scrubbing, the original file must be accessible by end user if is found to be benign by the sandbox
		Incoming files will be emulated by sandboxing for potentially malicious content.
		The solution will detect zero-day phishing sites that request user credentials even if unknown to reputation engines.
		The solution must block the user from browsing to a known malicious URLs or domains.
		The solution must block the user from using its corporate credentials in a site that does not belong to the corporate domain.
		The solution must provide URL filtering based on categories with additional Black/White listing
		The solution must enforce "Safe Searching" feature when they employ the Google, Bing, Yahoo or any other search engines

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		The user must not be able to remove the browsing protection in any way
	Sandboxing	All files written on the file-system will monitored and statically analysed. If found as potentially malicious the files will be emulated by sandboxing and quarantined if found as malicious.
		The solution must be able to completely clean the endpoint from any leftovers of the attack in the case the sandbox found the file to be malicious
Exploit Prevention	The solution will detect and prevent exploitation techniques of trusted software.	
	The solution has the capability of blocking against the new RDP RCE attacks like Blue Keep on unpatched systems.	
EDR	Forensics Analysis	Solution will automatically create an incident analysis for every detection/prevention that occurs. This analysis should include process execution trees even across boots if relevant.
		Forensic report will automatically identify the malicious activity entry point and highlight the potential damage, remediation action and the entire chain of attack.
		The solution will enhance third-party anti-malware or security detections by automatically building and visualizing an incident report
		The Forensics report will log, present and un-obfuscate PowerShell scripts used during an attack.
		The solution will list reputation analysis on files, URLs and IPs used during an attack. The solution will show IP Geolocation as part of the reputation information.
		The solution will be able to follow indirect methods of execution used by malware like WMI calls and Injections to be able to trace the activity of more advanced malware.
		The solution must include the following sensors: Remote Execution Service Creation Process Discovery Application Window Discovery Scheduled Task Screen Capture Input Capture DDE (Dynamic Data Exchange)
		The solution will create an incident report that will display the incident in terms of the Mitre ATT&CK Matrix.
	EDR	Solution will allow for the searching of multiple type of undetected sensor data including File, Process, Network, Registry, Injection and User data.
The solution will allow for remediation of any file or process found through the EDR platform.		

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

		The solution will allow for forensics analysis and report of any indicator found through the EDR platform.
		The solution will provide multiple manual remediation options, such as Quarantine, Kill Process and Forensics Analysis with remediation.
		The solution will provide a central management ability to isolate machines remotely.
		Solution will allow for searching incidents by Mitre Att&ck techniques.
		The solution must have the ability to view MAC addresses for every computer sending data.
Logging and Reporting	Reporting	The solution should generate periodic reports on malware types, types of vulnerabilities exploited etc.
		The solution must have the ability to generate visual reports
		Solution must provide agent health status
	Logs	The solution should showcase affected process, affected registry keys & affected files in OS environment
		The solution will showcase malicious file emulation screenshots and video in Sandbox environment
		The solution should be able to log the C&C communication from the emulated BOT file.
Integration with 3rd party solutions	The solution must have Integration with SIEM and other security solution for log collection through API integration	
EU Regulation	The solution should be compliant to GDPR regulations	
Threat Intelligence	Cloud	The solution should be dynamically updated based on a global network of threat sensors by sharing threat data.

II. Service / Deliverables Description:

The vendor should deliver an Antivirus solution as per the features mentioned above. The delivery service includes following:

- i. Installation of Antivirus Agents in all End-Points (Laptop/Desktop);
- ii. Uninstallation of existing/ Old Antivirus Agents from the End-Points (Laptop/Desktop);
- iii. Configuration of Centralised/ Main Antivirus Server Console;
- iv. Creation of Policies, Implementation, Configuration and Testing which includes configuration of scheduled scanning/ implementation of device control mechanism/ configuration of email alerts and reporting;
- v. Training of the New Antivirus Solution deployed along with implementation document and manual;
- vi. 24x7 Helpdesk support;
- vii. Upgradation of patches and product version during the support period;
- viii. Technology Review and Planning Meeting twice a Year:
 - a. Once in a year thorough audit of Antivirus solution and its policies
 - b. Necessary patch deployments (if any/required)

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

ix. Details of Endpoints:

Sl. No.	Endpoint Description	Quantity (approx.)
1	Laptop/Desktops/Servers (windows and Linux)	300
Total (Antivirus License Subscription Req.)		300

- x. Maintenance services during the period of Contract (i.e. 1 year) should be provided by vendor without any additional cost (apart from support cost, if any) which includes upgrades, updates, patches and regular virus signature updates etc.; and
- xi. During the contract period, the vendor must depute qualified maintenance engineer whenever required.

Payment Terms & Conditions:

- Payment to be made within 30 days of presentation of invoice towards Supply, Deploy, Implement of said Licenses [Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality] as per Scope of Work;
- All payments shall be released directly by IFCI to the Vendor against Original Physical invoice raised; and
- The requisite details to release payment through E-banking will be asked for from the successful bidder at the time of award of contract.

Period of Contract:

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for one (1) year (2022-23), starting from 19/07/2022 to 18/07/2023.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

CHAPTER - 5

Bid Submission and Evaluation Guidelines

For

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Bid Submission and Evaluation Guidelines

RFP document submission is required to be done as under:

Tender documents (Technical & Financial Bid) should be submitted online on GEM Portal <https://gem.gov.in/>

Bid Submission

Bidder(s) who wish to participate in this tender must be registered as seller at <https://gem.gov.in/>

Bidder(s) shall submit their offer online in an electronic format both for "Technical" and "Financial bid".

- a. Before submitting the bid, the bidder(s) shall ensure that all the documents and annexures being uploaded are self-certified/ signed by the Bidder(s).
- b. On-line submission of bids: Online bids will have to be submitted within the time specified on website <https://gem.gov.in/>

Bid Security / Earnest Money Deposit (EMD)

Bids received without EMD is liable to be rejected. Bidder(s) should pay specified amount towards Earnest Money deposit as follows:

- Rs.20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank **in favour of "IFCI Ltd." payable at New Delhi;**
- EMD may be deposited in IFCI's bank account as per details given in **Annexure-13;** and
- EMD will not carry any interest.

EMD will be refunded to the unsuccessful bidder(s) after finalization of the bid and EMD of successful bidder(s) shall be returned after acceptance of entire terms and conditions mentioned in the tender document and submission of security deposit/Bank Guarantee.

The Earnest Money Deposit submitted by the bidder(s) may be forfeited if,

- Successful bidder fails to accept the terms and conditions mentioned in the Agreement within specified time as per intimation/request of IFCI;
- Successful Bidder withdraws their tender or backs out after acceptance;
- Bidder(s) withdraws their tender before the expiry of validity period stipulated in the bidding document;
- Bidder(s) violates any of the terms and conditions of the tender;
- Bidder(s) revises any of the items quoted during the validity period;
- Bidder(s) is found to have indulged in fraudulent practices in the bid submission process.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Performance Security / Bank Guarantee

The Successful Bidder needs to deposit a Performance Bank Guarantee within 30 days from the date of acceptance of work order, for an amount of 3% (Three per cent) of the Contract Value, which shall be valid for three year from the date of issue plus a claim period of three months. Also, in the event of extension of contract, BG has to be extended to cover extended contract period plus a claim period of 3 months. BG format attached as **Annexure 9**.

The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of **"IFCI Ltd"**, New Delhi. The Performance Bank Guarantee may be discharged/ returned by IFCI after the completion of the contract and upon being satisfied for the performance of the obligations of selected bidder under the contract.

Failure to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by IFCI, shall constitute sufficient ground, among others, if any, for the annulment of the award of the tender.

In the event the selected bidder is unable to provide the services as mentioned in this RFP, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by IFCI.

No Bank Charges/interest shall be payable by IFCI for issuance of Performance Security / Bank Guarantee.

Return of Performance Security

The Performance Bank Guarantee/ DD amount may be discharged/ returned by IFCI after the completion of the contract and upon being satisfied for the performance of the obligations of selected bidder under the contract.

In the event the bidder is unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by IFCI.

Technical Bid (Eligibility Criteria)

Technical bid response must comply with the annexures provided and all the compliances stated in **Chapter 3 Eligibility Criteria**.

IFCI reserves the right to waive any of the Technical Specification during technical evaluation, if in IFCI's opinion it is found to be minor or an acceptable deviation.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Financial Bid

The rates as given in the financial bid shall be quoted in figures and the rates must be inclusive of all taxes. The bidder(s) are required to check the prices/amount carefully before uploading the financial bid.

- a. Only one bid would be considered from one firm/company.
- b. The Bidder(s) are also advised to visit IFCI's website on regular basis for checking necessary updates. IFCI also reserves the right to amend the dates mentioned in **Key Events & Dates** of this Bid document.

Prospective bidder(s) will be notified of the amendment which will be final and binding on all the bidder(s) via notification of the GEM Portal and IFCI Website only.

In order to allow prospective bidder(s) reasonable time to take the amendment into account, in preparing their Bid, IFCI at its discretion, may extend the deadline for the submission of Bid.

Further, IFCI reserves the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

Note:

- If the online submission does not include all the information required or is incomplete, the proposal would be liable to be rejected.
- Bid(s) submitted by Fax or E-mail or any form other than mentioned above will not be acceptable and would be liable to be rejected by IFCI.
- The evaluation of the bids will only be based on the documents uploaded online on GEM Portal <https://gem.gov.in/>
- The bid(s) shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable to be rejected.
- In the first stage, only TECHNICAL BID will be opened and evaluated for the Bidder(s) qualifying the eligibility criteria. Bidder(s) who satisfy the technical requirements as determined by IFCI, shall qualify for the FINANCIAL BID evaluation.
- The Tender evaluation committee constituted for the said purpose, shall conduct bid evaluation. The objective of evaluation methodology is to facilitate the selection of desired solution at optimal cost. The purpose of it is only to provide the Bidder(s) an idea of the evaluation process that IFCI may adopt.
- IFCI reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and financial responses by the prospective bidder(s)), without assigning any reason, whatsoever, and without any requirement of intimating the Bidder(s) of any such change.
- IFCI's decision in respect of evaluation methodology and short listing of bidder(s) will be final and no claims, whatsoever in this respect, shall be entertained.
- The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Transfer of Bid Document/ Award

Transfer of Bid(s) submitted by successful bidder to other party is not permissible. IFCI may request any bidder in writing to provide clarification on any tender clause based on the technical evaluation. Subsequent queries of IFCI, if any, on the technical details, clarifications or any other information should be replied positively within the time specified, failing which bid shall be finalized based on the information, available. It shall, therefore, be in the Bidder(s) interest to give complete and comprehensive technical particulars/description and details.

Evaluation of Technical Bids

IFCI will open all bids in the presence of Bidder's representative(s) who choose to attend bid opening meeting at time, date and place/mode specified in Key Events and Dates section. The Bidder's representative(s), attending bid opening meeting, shall sign a register/attendance sheet evidencing their attendance.

IFCI reserves the right to open the bid(s) at the stipulated/notified time & date, even if bidder(s) express their inability to attend the opening of bid(s).

Bidder's representative(s) shall bring an authority letter on the firm's letter head to attend / represent the bidder in the meeting, else the person shall not be allowed to attend the meeting.

IFCI will evaluate and compare the bids which have been determined to be substantially responsive.

Price Evaluation Criteria

Bidder(s) should quote their rates/prices in Indian Rupees only which shall be inclusive of all applicable taxes for entire scope of work as per Price bid format included of this tender document.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

CHAPTER - 6

Standard Terms & Conditions

For

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower
61 Nehru Place, New Delhi - 110 019
Phone: 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Standard Terms and Conditions

Clarification of Tender Document

The prospective Bidder(s) requiring any clarification may notify IFCI in writing or by e-mail as specified in Key Events and Dates section.

Amendment of Tender Document

At any time prior to the last date and time of receipt of bid, IFCI may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidder(s) may modify the Tender Document by an amendment. In order to accord prospective Bidder(s) reasonable time to prepare their bid, IFCI may, at its discretion, extend the last date and time for submission of Bid.

Completeness of Response

Bidder(s) are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of this RFP document with full understanding of its implications.

Response to this RFP should be full and complete in all respects. Failure to furnish all information required or submission of a proposal not substantially responsive in every respect will be at the Bidder's own risk and may result in rejection of their bid.

Proposal Cost

IFCI shall not be liable for any cost incurred by bidder(s) in preparing responses to this RFP or for any work performed prior to official appointment by IFCI.

Any other Information

In addition to the information desired in the terms and conditions as well as in the technical bid, the Bidder(s) may provide any other information/description like performance figures specified/ indicated along with supporting documents/calculations.

Validity of the Bid

The Bid shall remain valid for acceptance for a minimum period of Ninety (90) days from the last date of submission of Bid (Technical and Financial), including extensions, if any.

In exceptional circumstances, IFCI may solicit the Bidder(s) consent for extension of the period of validity. The request and response thereto shall be made in writing.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Exclusivity

IFCI will choose one (1) successful bidder to provide the required services. Further, no Consortium bids as well as sub-contracting in any form, shall be accepted.

Micro & Small Enterprises (MSEs)

Bidder(s) claiming exemption for Micro and Small Enterprises (MSEs) shall provide copy of valid Registration Certificate. MSE Bidder(s) shall provide certificate of registration from either of following agencies:

- National Small Industries Corporation;
- Any other body specified by Ministry of MSME.

The Registration Certificate should clearly indicate the monetary limit, if any, and the items for which bidder(s) are registered with any of the aforesaid agencies. However, relaxation in terms of Turnover and Experience will be provided as per Government Circular.

MSE - Allocation

As the nature of this procurement is such that it cannot be split, hence MSME allocation will not be applicable for this procurement.

Preference to Make in India (MII)

Purchase preference to Class-I Local supplier i.e., a service provider whose services offered for procurement meets the minimum local content (at present 50%) would be given as per order issued by Ministry of Commerce & Industry (Public Procurement Section), GOI vide their Letter No. P-45021/2/2017-PP(BE-II) dated 16/09/2020.

Language

The Bidder(s) shall quote the rates in English language and international numerals. The rate shall be in whole numbers. These rates shall be entered in figures as well as in words. In the event of variation in number written in figure and words, the number written in words will be taken as final.

Rectification of Errors

Arithmetical errors in the Financial Bid will be rectified on the following basis.

1. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
2. If there is a discrepancy between words and figures, the amount in words shall prevail.

Note: If Bidder does not accept the correction of errors, their bid will be rejected.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Rejection of Bid

Bids may be rejected on occurrence of any one of the following events/ conditions:

(i) General Rejection Criteria

- Any effort by a Bidder to influence IFCI in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidder(s) bid.
- Bids which do not conform to unconditional validity of the bid as prescribed in the Tender.
- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any evidence of cartelisation.
- Bids received by IFCI after the last date prescribed for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of authorization and any other document consisting of adequate proof of the ability & eligibility of the signatory to bind the Bidder.

(ii) Technical Rejection Criteria

- Technical Bid containing financial details.
- Revelation of Prices in any form or by any reason before opening the Financial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidder(s) not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidder's not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- Bidder's not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- If the bid does not confirm to the timelines indicated in the bid.

(iii) Financial Rejection Criteria

- Incomplete Price Bid.
- Price Bids that do not conform to the Tender's price bid format.

Confidentiality of the Document

The Bidder will treat all data & information about IFCI, obtained in the execution of its responsibilities as confidential & will not reveal such information to any other party without prior written approval of IFCI. If the Bidder leaks any such information to any third party by any means, IFCI holds the right to take such action as may be necessary.

Conflict of Interest

Bidder(s) must disclose to IFCI in their proposal any potential conflict of interest, including any conflict which may involve IFCI employees who may have a financial interest in the Bidder.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

If such conflict of interest exist, IFCI may, at its discretion, refuse to consider the Proposal.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Non-Collusion

Bidder shall not discuss or communicate, directly or indirectly, with any other Bidder or their agent or representative about the preparation of their Proposal. Bidder shall attest that its participation in the RFP process is conducted without collusion or fraud.

If IFCI discovers there has been a breach of this Requirement at any time, IFCI reserves the right to disqualify the bid or to terminate any ensuing Agreement.

Right to Accept or Reject the Tenders

The right to accept the bid in full or in part/parts will rest with IFCI. IFCI reserves the right to reject (during any stage of the Tendering Process) any or all the bids received without assigning any reason whatsoever.

Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected at the discretion of IFCI.

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

Clarification of bids

During evaluation of Bids, IFCI, at its discretion, may ask the Bidder(s) for clarification on their Bid submitted. The request for clarification and the response shall be in writing (e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

Debarment

In case of any misconduct or fraudulent practice, bidder may be debarred in accordance with Guidelines on "Debarment of firms from bidding" issued by Department of Expenditure, Ministry of Finance (O.M. No. F.1\20\2018-PPD) dt: 02/11/2021.

Assignment

The Bidder shall not assign, in whole or in part, its obligation to perform under this contract, except with IFCI's prior written consent. The Bidder shall notify IFCI in writing of all sub-contracts awarded under the contract, if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Bidder from any liability or obligation under the contract.

Annulment of Award

Failure of the successful bidder to comply with the requirement as mentioned in scope of work shall constitute sufficient ground for the annulment of the award in which event IFCI may award the contract to any other bidder or call for new bids.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Good Faith Statement

All information provided by IFCI in this RFP is offered in good faith. Individual items are subject to change at any time. IFCI makes no certification that any item is without error. IFCI is not responsible or liable for any resulting claims arising out of use of this information.

Award of Contract

Before the expiry of the period of validity of the proposal, IFCI shall notify the **L1** Bidder in writing by letter or e-mail, that its bid has been accepted.

The Bidder shall acknowledge in writing, receipt of the notification of award and shall send his acceptance to enter into agreement within three (3) days of receiving the notification.

If L1 Bidder fails to accept the LOI/PO/Work Order, IFCI will be free to award the contract to other Bidder(s) in accordance with ranking subject to their matching price approved by IFCI.

Commencement of Work

The successful bidder shall commence services with three (3) days off award of contract or as per the schedule provided by IFCI and shall proceed with the same with due expedition without delay.

If the bidder fails to provide the services within stipulated time as per LOI/PO/Work Order or as intimated, IFCI at its sole discretion will have the right to cancel the contract.

Services shall be provided under the direction and to the satisfaction of IFCI.

Supplementary Information to the RFP

If IFCI deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

Termination Clause

IFCI at its absolute discretion, reserves its right to terminate the contract/ agreement for any reason including but not limited to the following:

- IFCI without prejudice to any other remedy for breach of contract, may terminate the contract/agreement by giving seven days' notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/agreed upon by the selected bidder, or if the engagement is not in the interest of IFCI or IFCI no more requires any such service.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

- Other Grounds for Termination: IFCI is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without assigning any reason and without payment of any compensation, in the following cases: -
 - the Bidder is adjudicated insolvent by a Competent Court or files for insolvency.
 - it is clearly understood by the Bidder that if a charge sheet is filed by any competent authority of the Government against the Bidder, the Bidder is obliged to notify IFCI within fifteen days of filing of the charge sheet. Failure to do so shall result in forfeiture of all payments due for service rendered after the date of the filing of the charge sheet.
 - for any reason whatsoever, the selected bidder becomes disentitled in law to perform his obligations under this contract/agreement.
 - the bidder is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the bidder being debarred in accordance with guidelines on "Debarment of firms from bidding" issued by Department of Expenditure, Ministry of Finance (O.M. No. F.1\20\2018-PPD) dt: 2/11/2021.

Indemnity

The bidder shall indemnify to protect and save IFCI, its employees, personnel, officers, directors and representatives against all claims, losses, costs, damages, expenses, action suits and other proceedings.

Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

Violation of Terms

IFCI clarifies that IFCI shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder(s) and its Partner(s) from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies. IFCI may have at law or in equity, including without limitation, a right for recovery of any amounts and related costs and a right for damages.

Penalty for deficiency in Services

Any delay/failure in completion of the job as per the scope of work or part thereof will invite imposition of penalty @ 2% of the contract value per week and/or invocation of performance bank guarantee.

***Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23***

Waiver of Minor Irregularities

IFCI reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IFCI. Where IFCI may waive minor irregularities, such waiver shall in no way modify the "Request for Proposal" (RFP) requirements or excuse the Bidder from full compliance with the RFP specifications and other contract requirements, if the Bidder is selected.

Force Majeure

IFCI may cancel the award without any penalty or may extend time limit set for the completion of the work as deemed fit in case the timely completion of the work is delayed by force majeure beyond the selected bidder's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed.

Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotions.

The successful Bidder's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures:

- a. That within 2 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the successful bidder informs IFCI in writing that the Bidder considers himself entitled to an extension of the time limit;
- b. That the successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities;
- c. That the successful Bidder proves that the said conditions have actually been interfered with the carrying out of the contract; and
- d. That the successful Bidder proves that the delay occurred is not due to his own action or lack of action.

However, Force Majeure does not entitle the successful Bidder to any relaxation or to any compensation of damage or loss suffered.

Merger/ Acquisition of Bidder

In the event of the Bidder's Firm or the concerned division of the firm being taken over/bought over by another firm, all the obligations under the agreement with IFCI should be passed on for compliance to the new firm in the Negotiations for their transfer.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Delays in the Bidder's Performance

If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely performance of services, the Bidder shall promptly notify IFCI in writing of the fact of the delay, its likely duration and its cause(s).

IFCI reserves the right to reject a bidder in case it is observed that they may not be in position to execute this job as per the required schedule. The decision of IFCI will be final in the regard.

As soon as practicable after receipt of the Bidder's notice, IFCI shall evaluate the situation and may at its discretion extend the Bidder's time for performance.

Preliminary Examinations

- IFCI will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
- IFCI at its sole discretion, may waive any minor nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- Prior to the detailed evaluation, IFCI will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations.
- If a Bid is not substantially responsive, it will be rejected by IFCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

Bidder(s) are expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required by this RFP or to submit a Bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of Bid.

Reservation Right

Bidder(s) will not have the right to change conditions, terms or prices of the proposal once the proposal has been submitted in writing to IFCI, nor shall bidder(s) have the right to withdraw a proposal once it has been submitted.

Withdrawal of Bids

No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in this RFP document.

Transition Process

Upon termination or expiration of this Contract, IFCI and the Bidder shall reasonably cooperate with each other to affect a smooth transition so as not to impose undue hardship.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Liquidated Damages and Penalties

If the Selected Bidder fails to provide the Services within the time period(s) specified in the Contract, IFCI shall, without prejudice to its other remedies under the Contract, have the right to forfeit the performance security.

The Bidder covenants to be bound by the decision of IFCI without any demure in such an eventuality.

Confidentiality of Information

Disclosure of any part of information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract and/or legal action against the Bidder for breach of trust.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from IFCI. Reproduction of this RFP, without prior written consent of IFCI, by photographic, electronic, or other means is prohibited.

ARBITRATION & RECONCILIATION:

- i) In case amicable settlement is not reached in the event of any dispute, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to sole arbitrator. Arbitrator shall be appointed by mutual consent.
- ii) The award of the Arbitrator shall be binding upon the parties to the dispute.
- iii) The provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of the arbitration shall be the place from which the contract is issued or such other place as the Arbitrator at his discretion may determine.
- iv) The cost of arbitration shall be borne equally by both the parties.
- v) Work under the contract shall be continued during the arbitration proceedings.

Miscellaneous Terms & Conditions:

- a. This tender document contains information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with IFCI. Neither IFCI nor any of its employees, agents, contractors, or advisors gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document;
- b. Each respondent should notify IFCI Ltd of any error, omission, or discrepancy found in this tender document;

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

- c. A Respondent will, by responding to IFCI Ltd for tender, be deemed to have accepted the terms of this RFP;
- d. Selected bidder shall during the tenure of the Contract and at any time thereafter keep all information relating to the work in full confidence and shall not, unless so authorized in writing by IFCI, divulge or grant access to any information about the work or its results and shall prevent anyone becoming acquainted with either through Tax consultant or its personnel or agents;
- e. The Bidder(s) are requested to submit their bids (technical and financial) prior to last date of submission to avoid any technical or other difficulty resulting in non-submission of their bids due to non-availability of portal at last moment and or any other reason whatsoever;
- f. At any time prior to the deadline for submission of Bids, IFCI may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment / addendum/corrigendum;
- g. Bidder should provide all the information ensuring its completeness and accuracy, in the desired format in clear and unambiguous manner.
- h. Each bidder shall submit only one bid for a single assignment.
- i. If any false information/ documents are provided/ submitted in the bid document, IFCI reserves the right to reject such bid at any stage or to terminate the contract, if awarded, with immediate effect and take legal action against the bidder/ appointed firm, as may be appropriate.
- j. The successful Bidder shall nominate a Nodal Officer, within 2 days from the award of the work/contract. Details of the Nodal Officer should be given to IFCI immediately after his/her nomination for timely and smooth interaction.

*Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23*

CHAPTER - 7

ANNEXURES

For

**Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23**

IFCI Limited

RFP No. IFCI/CPD-IT/GEM/2022-23/06

**IFCI Limited, IFCI Tower,
61, Nehru Place,
New Delhi – 110 019.
Ph. 011-4173 2000**

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 1

Offer Forwarding Letter /Tender Submission Letter
(To be submitted on Bidder's letter head)

To
General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place
NEW Delhi -110 019

Dear Sir,

Subject: Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

This is in reference to your above-mentioned tender. Having examined the tender document, I/we the undersigned, hereby submit my/our proposal along with necessary supporting documents as desired by IFCI.

Further, I/we agree, that IFCI reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder(s) of any such change.

Further, I/we agree to abide by all the terms and conditions as mentioned in the tender document. I/We have also noted that IFCI reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

***Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23***

Annexure 2

Tender Acceptance Letter

(To be submitted on Bidder's letter head along with Technical Bid)

To

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: Acceptance of Terms & Conditions of Tender

Tender Reference No: _____

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, I/We hereby enclose my/our offer, as detailed in your above referred RFP.

I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality/ entirety.

I/We hereby declare that my/our Firm/Company has not been blacklisted/ debarred /banned or disqualified by any Government or any Government agency including PSUs, Public Sector Banks / Public Sector Insurance Companies, during a period of last three year.

Further, I/We hereby declare that none of my/our partners /directors of my/our Firm/Company is blacklisted /debarred /banned by any Government or any Government agencies including PSUs, Public Sector Banks / Public Sector Insurance Companies, any Government regulatory body nor has any criminal case against him /her is filed/pending during a period of last three years.

I/We certify that all information furnished by my/our Firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then IFCI shall without giving any notice or reason can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit /Security deposit or both absolutely.

I/We hereby certify that all the information and data furnished by me/us with regard to the above Tender Specification are true and complete to the best of my/our knowledge. I/We have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I/We further certify that I/We am/are authorized to represent on behalf of my/our firm/company for the above-mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

I/We hereby confirm that I/we have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and our tender shall be deemed to be withdrawn.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

I/We also hereby confirm that I/we have neither set any Terms and Conditions nor have I/We taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

I/We further confirm my/our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact, and acceptance to Reverse bidding process.

I/We confirm that my/our firm/company has not been referred to NCLT by any creditor. I/We further confirm that my/our firm/company and/or Promoters/Directors have not been convicted under Criminal law by Competent Court or Higher Court.

I/We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 3

Bidder's General Information & Eligibility Criteria

Subject: Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Sl. No.	Particulars (Information Required)	Bidder's response	Document Page Nos.
1	Name of the Company		
2	Address of the Firm / Company		
3	Year of Registration/Incorporation		
4	Name & Telephone Number of the Proprietor/person to whom all references shall be made regarding tender: (i) Name of the person (ii) Telephone No (Landline) (iii) Mobile No. (v) E-mail Id		
5	Whether MSME/ MSE (Bidder(s) must attach valid MSME certificate)		
6	Preference to Make in India (MII) (Bidder(s) must attach valid MII certificate)		
7	Details of the Bank Account of the Bidder <ul style="list-style-type: none"> • Name of the Bank • Branch and address • IFSC Code 		
8	Minimum average turnover of Rupees 4 Lakh for the last three financial years i.e., 2019-20, 2020-21 & 2021-22 (the bidder may provide provisional financial statement for FY 2021-22 in case final is not available). Turnover must be individual company turnover and not of any group of companies.		
9	The Bidder(s) should have positive net worth for past three financial years i.e. 2019-20, 2020-21 & 2021-22 (the bidder may provide provisional financial statement for FY 2021-22 in case final is not available)		
10	Bidder should have completed Four (4) Next Gen Antivirus Solution with EDR Implementations in Government Organizations/ PSUs/ FI/ Banks (BFSI) in last 2 financial years (2020-21 & 2021-22)		
11	The bidder should have Quality Certificates: ISO 9001:2015 ISO 27001:2013		
12	The AV Solution with EDR proposed by Bidder should have been deployment in India (DC-DR)		
13	Approach, Methodology and specification of AV Solution with EDR as proposed by Bidder with reference to Solution Specification mentioned in Scope of Work		
14	No of qualified Technical Staff on-roll, in handling AV/Security Solution deployment		
15	The bidder(s) should not be blacklisted or banned for business by any Public Sector undertaking / Govt.		

***Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23***

Sl. No.	Particulars (Information Required)	Bidder's response	Document Page Nos.
	Department/ MNC/ Private Limited Companies in India or abroad.		
16	Acceptability of all conditions contained in the Tender Document by the Bidder(s). No further deviations to any mentioned clause shall be sought for.		
17	Integrity Pact – To be executed on plain paper.		
18	Bid Security / EMD		

Note: Bidder(s) should submit all the required documents as per Eligibility Criteria and should also mention all the page numbers of supporting documents of Eligibility Criteria.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 4

**Financial Bid Format
For
Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23
(Period from 19/07/2022 to 18/07/2023)**

Note: Price Bid mentioned here is for illustration purpose only. Bidder(s) must upload the Financial Bid in Excel Format on **GEM PORTAL separately**. Financial Bid should not be uploaded in any case along with Technical Bid Documents. **If any bidder uploads the Financial Bid along with Technical Bid, the said bidder is liable to be disqualified/ rejected and their bid will not be considered for further evaluation.**

To

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

In response to your query, we hereby submit our financial bid, Procurement of Cloud Based Antivirus Solution with EDR for End Points (Laptop and Desktop) and Servers for a period of One (1) year (2022-23), starting from 19/07/2022 to 18/07/2023 as per specifications:

(Amount in Rupees - Inclusive of Taxes)

Description	Qty	Unit Price	Total Price	GST	Total Price
Antivirus Solution with EDR (End point Detection and Response) functionality for both Endpoints (Laptops / Desktops) and Servers (Windows/ Linux)	300				

- Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided. If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the IFCI or service provider respectively.
- All the terms and conditions contained in the RFP document are acceptable.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 5

Declaration by Authorised Signatory of Bidder
(To be submitted on Bidder's letter head)

To,

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place
NEW Delhi -110 019
Dear Sir,

Subject: Declaration by Authorized Signatory

Ref: Name of Tender and RFP No.,

I/We hereby certify that all the information and data furnished by me/us with regard to the above Tender Specification are true and complete to the best of my/our knowledge. I/We have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I/We further certify that I/We am/are authorized to represent on behalf of my/our firm/company for the above mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 6

Escalation Matrix

[To be submitted along with Technical Bid]

Tender No: -----

Dated:

(Starting from the person authorized to make commitments to IFCI till the person in rank of CEO/VP)

Name	Company	Designation	Mobile	Phone	Email address

Date:
Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 7

Format of sending Pre-bid queries

Subject: Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Tender No: -----

Dated:

Name of the Bidder:

Contact Address of the Bidder:

Sl. No.	Section Number	Page Number	Query

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 8

Declaration for Relation in IFCI
(To be submitted on Bidder's letter head)

To,

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place
NEW Delhi -110 019

Dear Sir,

Subject: Declaration for relation in IFCI

I/We hereby submit the following information pertaining to relation/relatives of Directors/ Employee(s) employed in IFCI

Tick (✓) any one as applicable:

1. The Director(s), Executives, of my/our Firm/Company DO NOT have any relation or relatives employed in IFCI

OR

2. The Director(s), Executives, of my/our Firm have relation/relatives employed in IFCI and their particulars are as below:

(i)

(ii)

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 9

Performa for Performance Bank Guarantee

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place
NEW Delhi -110 019

Guarantee No.:
Amount of Guarantee: Rs.-----
Guarantee Cover From: ----- to -----
Last date of Lodgement of Claim: -----

This Deed of Guarantee executed at New Delhi on this day-----of-----by Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1970 having its Head Office at, inter-alia, a Branch Office at (Hereinafter referred to as 'Guarantor', which expression shall, unless it be repugnant to the subject or context thereof, include their successors and assigns) in favor of IFCI Limited having its registered office at IFCI Tower, 61 Nehru Place, New Delhi-110019 (hereinafter referred to as 'IFCI' which expression shall unless it be repugnant to the subject or context thereof include their successors and assigns).

WHEREAS

i) IFCI has placed orders on M/s ----- having its office at ----- (hereinafter referred to as 'Service Provider') vide its letter No.----- dated ----- for services of ----- as per specifications and terms and conditions given in the above said orders, at a total cost of Rs. (Rupees only) including all GST etc. The service provider has now submitted invoices to IFCI, for the commencement of services of said -----amounting to Rs.----- (inclusive of all taxes and duties.)

ii) The said orders, inter-alia, provides that a sum of Rs.-----being the 97% of the price of the said -----will be paid to the Service Provider by IFCI on providing services and balance 3% upon furnishing a bank guarantee to IFCI, equivalent to 3% of the cost of the said ----- amounting to Rs.----- (Rupees ----- only), valid for a period of One Year from the date of commencement of services plus three months and due performance of the said -----

iii) At the request of the Services Provider, (Bank) the guarantor has agreed to give such guarantee to IFCI as hereinafter mentioned for the sum of Rs.----- (Rupees -----only) being the 3% cost of the said ----- applicable as herein before mentioned.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

NOW, THEREFORE, these presents witnessed as follows:

1. In consideration of the premises the Guarantor hereby unconditionally absolutely and irrevocably guarantees and agrees with IFCI that in case the said ----- are found to be defective in services and also in case the said ----- do not perform satisfactorily during the guarantee period and the service provider fails to rectify the defects to the satisfaction of IFCI, the guarantor shall pay to IFCI upon demand immediately and without demur a sum of Rs.----- (Rupees ----- only) equivalent to 3% of the said ----- as herein before mentioned.

2. The Guarantor shall also indemnify and keep IFCI indemnified against all losses, damages, costs, claims and expenses whatsoever, which IFCI may suffer as a result of non-performance of the said ----- and also the said ----- not confirming to the purchase order specifications or any services defect noticed and not rectified by the service provider during the period. The guarantor hereby agrees to pay the aforesaid amount in one lump sum on demand irrespective of the fact whether the service provider admits or denies such claim or question its correctness in any Court, Tribunal or arbitration/proceedings or before any authority.

3. The guarantee given hereunder shall remain in full force and effect irrespective of any change in the terms and conditions of the contract/orders and notwithstanding the fact whether notice of such change or variation is given to the guarantor or not AND the guarantor hereby specifically waives its right to receive any notice of any change and/or variation of the terms and/or conditions of the said contract/orders.

4. The guarantee is issued subject to the condition that the liability of the guarantor under this guarantee is limited to a maximum of Rs.----- (Rupees ----- only) and the guarantee shall remain in full force for One Year from the date of commencement of services plus claim period of three months and thereafter for such extended period as may be mutually agreed upon by the Guarantor, the Service Provider and IFCI.

5. Notwithstanding anything contained herein:
i) The bank's liability under this guarantee shall not exceed Rs.----- (Rupees -----)
ii) The guarantee shall remain in force up-to -----
iii) The Bank shall be liable to pay the guaranteed amount or any part thereof under this guarantee only if a written claim or demand is served upon the Bank on or before ----- (3 Months after expiry of the Guarantee) after which the bank shall be discharged from all liabilities under this guarantee.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

In witness whereof, the guarantor has put its hand to this deed at New Delhi on the -----
-- first above mentioned.

For and on behalf of the
guarantor
(Name and Designation of the signatory)
Authorized signatory

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 10

Declaration that the Bidder has not been blacklisted

(To be submitted on Bidder's letter head along with Technical Bid)

To
General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place
NEW Delhi -110 019

Subject: Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Dear Sir,

I/We confirm that my/our firm/company is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government Organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our firm/company and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

In absence of above declaration/certification, the Bid is liable to be rejected.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 11

No Deviation Certificate

(To be submitted on Bidder's letter head)

To,

General Manager
Centralized Procurement Department
IFCI Limited,
IFCI Tower, 61 Nehru Place,
NEW Delhi -110 019

Dear Sir,

Subject: No Deviation Certificate

Ref: RFP/Tender No.....,

I/We hereby confirm that I/We have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and my/our tender shall be deemed to be withdrawn.

I/We also hereby confirm that I/We have neither set any Terms and Conditions and nor have I/We taken any deviation from the Tender conditions together with other references applicable for the above referred RFP/Tender Specification.

I/We further confirm my/our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact, and acceptance to bidding process.

I/We confirm to have submitted offer in accordance with RFP instructions and as per aforesaid reference.

Date:

Place:

[Signature]
(Name of Authorised Signatory)
Designation
[Company Seal]

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

**Procurement of Cloud Based Antivirus Solution with End point Detection
and Response (EDR) Functionality for the year 2022-23**

Annexure 12

Integrity Pact

(To be executed on plain paper and submitted along with Technical Bid for Tenders having a value of Rs. 10 Lakh or more. To be signed by the same signatory competent / authorized to sign the relevant contract on behalf of IFCI Ltd.)

(_____ Name of the Department / Officer)

Tender No. _____ for _____

(Each Tender must have Distinct Number and Subject Matter)

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, IFCI Ltd., a company Incorporated under Companies Act, 1956, with its Registered Office at IFCI Tower, 61 Nehru Place, New Delhi – 110019, acting through its authorised officer, (hereinafter called Principal), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

And

M/s. _____

_____ (with complete address and contact details) represented by Shri _____ (i.e. Vendor / Bidders hereinafter called the 'Counter Party') which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the principal has appointed Independent External Monitors (IEMs) to monitor the Tender process and execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and

WHEREAS the Counter Party is a private Company/ Public Company/ Government Undertaking/ Partnership, etc. constituted in accordance with the relevant law in the matter and the Principal is a Government Company and a Systematically Important, Non-Deposit taking, Non-Banking Financial Company, (NBFC-ND-SI).

NOW THEREFORE,

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence, prejudiced dealing prior to, during and subsequent to the tenor of the contract to be entered into with a view to "-

Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: -

A. Commitment of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a) No employee of the Principal, personally or through any of his/her family members will in connection with the Tender or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will, during the Tender Process treat all the Counter Party (ies) with equity and reason. The Principal will, in particular, before and during the Tender Process, provide to all Counter Party (ies) the same information and will not provide to any Counter Party (ies) confidential / additional information through which the Counter Party (ies) could obtain an advantage in relation to the Tender Process or the Contract execution.
 - c) The Principal shall endeavour to exclude from the Tender process any person, whose conduct in the past had been of biased nature.
2. If the Principal obtains information on the conduct of any of its employee which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

B. Commitments of Counter Parties

The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) commit himself / themselves to observe these principles during participation in the Tender Process and during the Contract execution: -

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

1. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the PRINCIPAL which is not available legally, connected directly or indirectly with the bidding process, or to any person company or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
2. The Counter party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the Principal or otherwise in procurement contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal for forbearing to show favour of disfavour to any person in relation to the contract or any other contract with the Principal.
3. Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract Foreign Counter Parties shall disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals and associates.
4. Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary of any, in connection with the bid / contract.
5. The Counter Party has to further confirm and declare to the Principal that the Counter Party is the original integrator and has not engaged any other individual or firm or company, whether in Indian or foreign intercede, facilitate or in any way to recommend to Principal or any of its functionaries whether officially or unofficially to the award of the contract to the Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any intercession, facilitation or recommendation.
6. The Counter Party, either while presenting the bid or during pre-contract negotiation or before signing the contract shall disclose any payment made, is committed to or intends to make to officials of Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details or services agreed upon for such payments.
7. The Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract. Also, the Counter Party has not entered into any undisclosed agreement or understanding with other Bidders with respect to prices, specifications, certifications, subsidiary contracts etc.
8. The Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
9. The Counter Party shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

information contained in any electronic data carrier. The Counter Party also undertakes to exercise due and adequate care lest any such information is divulged.

10. The Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
11. The Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
12. If the Counter Party or any employee of the Counter Party or any person acting on behalf of the Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal, or alternatively, if any relative of an official / employee of Principal has financial interest / stake in the Counter Party firm, the same shall be disclosed by the Counter Party at the time of filling of tender.
13. The term 'relative' for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
14. The Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal.
15. The Counter Party shall disclose any transgression with any other Company that may impinge on the ant-corruption Principle.
16. The Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

C. Disqualification from Tender Process and exclusion from Future Contracts

1. If the Bidders, either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other from, such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Counter Party from the Tender Process or terminate the Contract, if already executed or exclude the Counter Party from future contract award processes.
2. The Counter Party accepts and undertakes to respect and uphold the Principal's absolute right to resort to and impose such execution.
3. Apart from the above, the Principal may take action for banning of business dealings / Counter Party as deemed fit by the Principal.
4. If the Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system as per the satisfaction of the Principal, the Principal may at its own discretion, as per laid down companyal procedure, revoke the exclusion.

D. Consequences of Breach

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Without prejudice to any rights that may be available to the Principal under Law or the Contract or its established policies and laid down procedure, the Principal shall have the following rights in case of breach of this Integrity Pact by the Counter Party: -

1. Forfeiture of EMD / Security Deposit: If the Principal has disqualified the Counter Party(ies) from the Tender Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to the Article III, the Principal apart from exercising any legal rights that may have accrued to the Principal, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Counter Party.
 2. Criminal Liability: IF the Principal obtains knowledge of conduct of a Counter Party which constitute corruption within the meaning of PC Act, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.
- E. Equal Treatment of all Bidders/Manpower Agencies/Sub-Manpower agencies/Counter Parties
1. The Counter Party (ies) undertake (s) to demand from all sub-Manpower agencies a commitment in conformity with this Integrity Pact. The Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-Manpower agencies / sub-vendors.
 2. The Principal will enter into Pacts in identical terms as this one with all Counter Parties.
 3. The Principal will disqualify Counter Parties who do not submit, the duly signed Pact, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.
- F. Independent External Monitor (IEM)
1. The Central Vigilance Commission has approved the appointment of Independent External Monitor (s) (IEMs) for this Pact. The task of the IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact. The name and particulars of the two IEMs is as under:-

1. Shri Janak Diga Email Id: janakdiga185@gmail.com	2. Shri Arunendra Kumar Email ID: noidarail54@gmail.com
--	---

2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The IEM shall give his / recommendations to the MD & CEO/ DMD, IFCI Ltd.
3. The Counter Party(ies) accept that IEM has the right to access without restriction, to all Tender documentation related papers / files of the Principal including that provided by the Counter Party. The Counter Party will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Manpower Agency's Tender Documentation / papers / files. The IEM is under

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

contractual obligation to treat the information and documents of the Counter Party (ies) with confidentiality.

4. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
5. The IEMs would examine all complaints and would give their recommendations / views to the MD&CEO of the Principal. IEM may also send their report directly to the CVO and the Commission in case of suspicion of serious irregularities requiring legal / administrative action. IEMs are expected to tender their advice on the complaints within 10 days as far as possible.
6. For ensuring their desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be examined by the full panel of IEMs jointly as far as possible, who would look into the records, conduct and investigation and submit their joint recommendation to the management of the Principal.
7. The role of the IEMs shall be advisory and would not be binding and it is restricted to resolving issues raised by the Counter Party regarding any aspect of the tender which allegedly restricts competition or bias towards the Counter Party.
8. The word 'IEM' would include both singular and plural.

G. Duration of the Integrity Pact (IP)

1. This IP shall be operative from the date IP is signed by both the Parties till the final completion of the contract. Any violation of the same would entail disqualification of the Counter Party and exclusion from future business dealings.
2. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the MD&CEO, IFCI Ltd.

H. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the Principal who has floated the Tender. The concerned Office / Department which has floated the Tender would be the focal point for implementation of IP.
2. Changes and supplements in any Procurement / Service Contract / Tender need to be made in writing. Changes and supplement in IP need to be made in writing.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

3. If the Counter Party is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative of the Counter Party duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In the case, the parties will strive to come to an agreement to their original intentions.
5. A person signing the IP shall not approach the Court while representing the matter to the IEMs and he / she will await their decision in the matter.
6. This IP is deemed as part of the procurement / service contract and both the Principal and the Counter Party are bound by its provisions.

I. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses: -

(For and behalf of Principal)

(For and behalf of Counter Party)

WITNESSES:

1. _____ (Signature, name and address)

2. _____ (Signature, name and address)

Note: In case of Purchase Order wherein formal agreements are not signed reference to witnesses may be deleted from the past part of the Agreement.

Procurement of Cloud Based Antivirus Solution with End point Detection and Response (EDR) Functionality for the year 2022-23

Annexure 13

Bid Security/ EMD

Bidder must provide EMD Amount through RTGS/ NEFT directly in IFCI Limited's Bank Account as given below **OR** EMD can be submitted in the form of DD payable in favour of IFCI Limited at New Delhi.

IFCI Limited, New Delhi

DETAILS OF BANK ACCOUNT NO., BANK NAME AND ADDRESS AND IFSC CODE NUMBER FOR TRANSFERRING THE FUNDS TO IFCI LTD. THROUGH RTGS / SWIFT

HDFC BANK ACCOUNT No	00030350002631
Account / Beneficiary Name	IFCI Ltd.
Bank Name	HDFC Bank Ltd.
HDFC Bank Branch Address	209-214, Kailash Building, Kasturba Gandhi Marg, New Delhi – 110 001. T.No.011-41699422/41699472 Fax No. 011-23359580/41699402
9 Digit (MICR) Code Number of the Bank & Branch	110240001
Account Type (with Code)	Current Account
BANK & BRANCH CODE / BSR Code	051005
Ledger N. / Ledger Folio No	HDFC Bank does not maintain Ledgers
IFSC Code (Indian Financial System Code)	HDFC0000003
SWIFT Code	HDFCINBBXXX

TREASURY DEPARTMENT
IFCI Ltd.,
IFCI Tower, 61, Nehru Place,
New Delhi – 110 019
T.No. 011-41732466 /41732456
