

TENDER DOCUMENT

Tender No: DIS/A1/154/2022(ii) dated 05-08-2022

**Title – Supply, Installation and Configuration of Endpoint
Protection Solution for KAU**



KERALA AGRICULTURAL UNIVERSITY
Directorate of Information Systems
KAU Main Campus, KAU P.O., Thrissur, Kerala, 680 656
Phone : +91-487-2438183
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Website : www.kau.in

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Introduction

Kerala Agricultural University (Herein as referred to as KAU) invites sealed tenders from experienced Service provider/firm/Supplier/OEM for "Supply, Installation and Configuration of Endpoint Protection Solution for KAU" to its Vellanikkara campus as per the schedule of requirements given in the BOQ, meeting the technical specifications, subject to the terms and conditions mentioned below.

Important Information

Tender Inviting Authority	Kerala Agricultural University
Tender Notification	Tender No: DIS/A1/154/2022(ii) dated 05-08-2022
Contact Person	Director Directorate of Information Systems KAU Headquarters, Vellanikkara. KAU –PO, Thrissur – 680656 Ph: 0487-2438183
Mode of Tender Submission	Tender should be submitted to the Contact person by hand or post
Nonrefundable Tender document fee and Earnest Money Deposit (EMD) payable ***	Tender Document Fee: 5% of quoted amount + 12% GST EMD: 1% of quoted amount (to be remitted as separate DD drawn in favor of Director, DIS payable at SBI, Vellanikkara)
Last date & time for submitting the Bids	22-08-2022 at 05:00 pm
Opening of Bids	23-08-2022 at 11:00 am

*** Exceptions are allowed to MSME companies as per Govt. rules.

Scope of the tender

The scope of the tender includes Supply, Installation and Configuration of Endpoint Protection Solution for KAU for Academic purposes of KAU.

Terms & Conditions

1. General Conditions

- 1.1 Tender Documents shall be available online only on the KAU site <http://www.kau.in/tenders> and shall not be available for sales elsewhere.
- 1.2 KAU reserves the right to amend or cancel the tender in part or in full without prior notice at any point of time.
- 1.3 If KAU deems it appropriate to revise any part of this tender or to issue additional data to clarify an interpretation of provisions of this tender, it may issue supplements to this tender. Any such supplement shall be deemed to be incorporated by this reference to this tender.
- 1.4 Offered rates and items should be available for a period of 180 days from the proposal due date (Proposal validity period). Validity of the quoted price should be clearly mentioned in the offer.
- 1.5 Tender fee & EMD shall be remitted by Demand Draft payable at SBI, Vellanikkara.
- 1.6 Firms who are exempted from the payment of EMD should furnish a copy of the currently valid certificates issued from Stores Purchase Department, Government of Kerala.

- 1.7 Timely execution is the core and slippage if any, in supply will lead to Penalty, cancellation of the Purchase Order and forfeiting of EMD.
- 1.8 The EMD/Security Deposits furnished will be forfeited in case the contract is not fulfilled as per the terms and conditions mentioned in the tender notice and agreement.
- 1.9 The Vendor shall be responsible for the supply and warranty of the items supplied.
- 1.10 Vendor has to accept all terms & conditions in full. Any deviation will lead to rejection of the bid.
- 1.11 All the rules and regulations applicable to Government tenders & store purchase rules will be applicable to this tender also.

2. Preparation of Bids (Document Comprising the bid)

- 2.1 The bid has to include the following documents
 - 2.1.1 Bidder Information Letter in Bidder's Original Letter Head in the Format listed as ANNEXURE-01.
 - 2.1.2 Bid Form in the Format listed as ANNEXURE-02.
 - 2.1.3 Certificate of Incorporation or Registration of the Firm
 - 2.1.4 Copies of GST Registration Certificates
 - 2.1.5 Copy of the Permanent Account Number
 - 2.1.6 Compliance statement as shown in ANNEXURE-03 shall be submitted with compliance noted against each item in detailed technical specification shown in ANNEXURE-05
 - 2.1.7 Commercial Bid for the Schedule of Items quoted in the prescribed BOQ format ANNEXURE-04
 - 2.1.8 Letter of undertaking as shown in ANNEXURE-06
 - 2.1.9 OEM Authorization letter from concerned OEM.
 - 2.1.10 The tender should be accompanied by an Agreement in Kerala Stamp Paper worth Rs. 200/- and format can be downloaded from the website <http://www.kau.in/tenders> under the menu **Tender related documents**.
 - 2.1.11 Valid documentary proofs for claiming exemptions in EMD if any.
 - 2.1.12 Technical brochures / literatures / data sheets for all the products asked.

3 Technical Criteria

- 3.1 Only the parties who quote for the entire supply will be considered for awarding the contract.
- 3.2 Vendor shall quote for all items. Partial quotes will summarily get rejected. The successful bidder will be selected on the Lowest Total Financial Quote (L1) basis for the overall quantity in the BOQ. Where, the bidder having the Lowest Total Financial Quote amongst the bidders shortlisted shall be treated as the successful bidder.
- 3.3 The specifications indicated in the Tender Notification are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalent to the minimum requirements shall be rejected. However, higher than the minimum requirements shall be technically acceptable without any additional financial implication.
- 3.4 The Vendor shall provide / supply any other items required for the successful completion of the procurement free of cost, if not mentioned in the attached BOQ.
- 3.5 Compliance statement for the quoted products shall be submitted as shown in ANNEXURE-03.
- 3.6 Bidder must attach required technical brochures / literatures / data sheets for all the products asked in the tender to ensure that compliance to all the specifications

given in the tender document can be verified. All the brochures/literature/datasheets shall be counter signed and stamped by the vendor or authorized signatory of vendor. Non-availability of specifications (as mentioned in the tender document) in the brochure/literature will be treated as non-compliance and no clarifications shall be asked in this regard. If bidder fails to submit the required brochures/literatures along with the tender document, it shall be treated as non-compliance and may lead to outright rejection of bid submitted by bidder. No clarifications in this regard shall be sought from the bidder.

- 3.7 Each specifications sought shall be marked or highlighted in the attached brochures / literatures / data sheets. The brochures / literatures / data sheets shall be superscripted with the Item Number and shall be arranged sequentially. The supporting documents shall carry all the required specifications and same shall be marked.
- 3.8 The compliance statement submitted shall be duly supported by technical literature, equipment brochures & other related reports / documents from the OEM. The compliance statement not supported by the documentary evidence shall not be considered. Such bids shall be considered as non responsive and may result in rejection on technical grounds.

4 Bid Submission

- 4.1 The bidder shall submit the above tender documents directly by hand or through post to the Contact person's address before the prescribed time.

5 Bid Prices

- 5.1 Prices in the Commercial bid format shall be entered in the following manner:
The unit price including all costs involving except the GST. All costs must be in rupees shall be entered in the respective cell of the BOQ sheet.
- 5.2 The price quoted should be inclusive delivery, freight charges, warranty all other charges.

6 Bid Evaluation

- 6.1 The financial proposal of only those bidders, who meet the minimum pre-qualification criteria, technical criteria and submit the EMD and tender fee, will be evaluated.
- 6.2 The decision of the Evaluation Committee in the evaluation of responses to the tender shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- 6.3 The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- 6.4 KAU reserves the right to reject any or all proposals on the basis of any deviations. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.

7 Right to Accept/Reject the Tenders

- 7.1 The undersigned reserves the authority to accept or reject any or all of the offers for any particular item without assigning any reason whatsoever.
- 7.2 Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.

- 7.3 The undersigned reserves the authority to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever.
- 7.4 If the bidder gives wrong information in his tender, undersigned reserves the right to reject such tender at any stage or to cancel the contract.
- 7.5 The quantities mentioned in Annexure -04 is approximate and it may vary according to the customer requirements. KAU have the right to increase/decrease the quantity mentioned on demand and supplier is abide to supply the same. Billing will be done based on the actual quantities.
- 7.6 Complete deduction/ reduction/increase in number of any item listed, if necessary, at the time of purchase will be at the discretion of the undersigned.
- 7.7 If the procuring entity does not procure any subject matter of procurement specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- 7.8 The decision of the undersigned in finalizing the tenders shall be final and binding.

8 Issue of Letter of Intent/Supply Order

- 8.1 The acceptance of the tender will be intimated to the successful bidder by e-mail, fax or by post.
- 8.2 The issue of Letter of Intent /Purchase order shall constitute the intention of KAU to enter into the contract with the bidder.
- 8.3 The contractor shall execute an Agreement in Kerala stamp paper worth Rs.200/- with the KAU within a week of issuance of letter of Intent/ Purchase Order. The format can be downloaded from the website <http://www.kau.in/tenders> under the menu **Tender related documents**.
- 8.4 The firm shall furnish Security Deposit an amount equivalent to 5% of the contract value in the form of Term Deposit /Bank Guarantee/ Demand Draft drawn in favour of the Director, Directorate of Information Systems, KAU Main Campus, Thrissur – 680656 payable at the State Bank of India, Vellanikkara (Branch Code: 70670), Thrissur. The format of the Bank Guarantee can be downloaded from the website <http://www.kau.in/tenders> under the menu **Tender related documents**. The validity of the BG shall be for a period of 12 months. The same shall be submitted along with the Agreement. 10% amount will be retained in KAU if the firm fails to submit BG or deposit in KAU

9 Supply/Work Completion

- 9.1 The successful bidder has to complete the supply within 15 days from the date of receipt of supply order
- 9.2 The item should be delivered at the site.
- 9.3 In the event of failure to deliver the materials as per the agreed delivery schedule, we should be entitled to recover a sum equivalent to 1% of the value of materials not supplied/uncompleted portion in time for every day delay or part thereof subject to a maximum of 10% value. Also if the supplies are not within control, the buyer is entitled to cancel the order and make necessary alternative immediate arrangements.
- 9.4 Furthermore, if the delay exceeds 21 days after the scheduled date of supply, such suppliers will not be considered for the subsequent tenders.
- 9.5 The supplier shall agree to supply strictly as per the order terms in respect of quantity and quality and will be free from defects.
- 9.6 KAU reserves the right, not to receive material beyond the delivery date given in the order.

9.7 If the materials supplied are not as per the specification in the tender; it will be summarily rejected and may result in blacklisting of the Vendor.

10 Warranty Conditions

10.1 The End to End support will be provided by the firm throughout the license validity period. It will be the scope of the bidder to ensure all measures for successful integration of the systems concerned.

10.2 All items supplied should have 1-year OEM Warranty and OEM shall ensure services during this period.

11 Payment Conditions

11.1 90% will be paid on delivery & acceptance of the complete solution of BOQ.

11.2 Remaining 10% will be paid after submitting a security deposit.

11.3 Payments will be made after the bills are duly verified and certified by KAU.

12 Contradiction & Clarifications

12.1 In case of any contradiction in or between the clauses above, the more stringent of the clauses shall prevail.

12.2 Any clarifications or information related to the conditions or specification can be had from the Director, Directorate of Information Systems, KAU Main Campus, Thrissur-680656 in the phone Number 0487-2438183 during office hours



Dr. P.O. NAMEER
DIRECTOR

Directorate of Information Systems
Kerala Agricultural University, Vellanikkara
Thrissur-680656

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5-8-22

ANNEXURE-01: BIDDER INFORMATION LETTER

BIDDER INFORMATION LETTER

(To be submitted in Letter Head)

To

Director,
Directorate of Information Systems,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply, Installation and Configuration of Endpoint
Protection Solution for KAU – Bidder information letter

Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

I / We have downloaded tender documents from the website <http://kau.in> for the
Tender and furnishing the following details for your information.

My / our full address for communication (with e-Mail, Mobile, Telephone/ FAX Nos.)	My/our full address on which PO to be placed (with e-Mail, Mobile, Telephone/ FAX Nos.)

Signature of Bidder
(Seal)

BID FORM

(To be submitted in Letter Head)

To

Director,
Directorate of Information Systems,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply, Installation and Configuration of Endpoint
Protection Solution for KAU – Bidder Form

Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

1. Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / We, undersigned, offer to execute the supply in conformity with tender specifications referred above and also to the said terms & conditions of contract for the sum shown in the BOQ attached herewith and made part of this bid.
2. I / We undertake, if our Bid is accepted, to complete supplies within 15 days from the date of confirmed P.O.
3. I / We agree to abide by this Bid up to 180 days from the date of confirmed P.O. and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. We understand that you are not bound to accept the lowest or any bid, you may receive.
5. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.
6. I / We have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / We shall abide by the conditions / clauses contained therein.
7. I / We hereby unconditionally accept the conditions of tender document in its entirety for the above supplies.

Dated thisday of..... 2022

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of

Witness 1. -----

Signature

Name & Address

Witness 2. -----

Signature

Name & Address

ANNEXURE-03: COMPLIANCE STATEMENT

COMPLIANCE STATEMENT

Sub: - Tender for the Supply, Installation and Configuration of Endpoint
Protection Solution for KAU – Compliance Statement
Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

No.	Name of product offered	Specificatio n as per tender	Specification of the item offered	Variation	Cross reference to attached brochures /documents

Name & Address of Company

Signature of Bidder
(Seal)

ANNEXURE-04: BILL OF QUANTITIES

BILL OF QUANTITIES (BOQ)

Sub: - Tender for the Supply, Installation and Configuration of Endpoint Protection Solution for KAU – Bill of Quantities
Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

Item	Quantity	Unit Price (Rs)	GST (%) and GST amount (Rs)	Amount (Rs)
Endpoint Protection Solution as per the detailed technical specifications for 1 year	300			

ANNEXURE-05: DETAILED TECHNICAL SPECIFICATION

DETAILED TECHNICAL SPECIFICATION

Sub: - Tender for the Supply, Installation and Configuration of Endpoint Protection Solution for KAU – Detailed Technical Specification

Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

S.No	Technical Specification Requirements	Compliant (Yes/ No)
1	General - Solution Vendor	
1.1	The proposed solution MUST be listed in Gartner Magic Quadrant for endpoint protection platform with at least one (1) time in leader quadrant in the current year/ last 3 years	
1.2	The proposed OEM shall have 15+ year experience in enterprise data security and cybersecurity solutions.	
1.3	The proposed solution MUST have Vendor intelligence and assistance, layering in proactive global threat intelligence	
1.4	All features asked in RFP are to be delivered as all-in-one true single agent architecture with deployment option of On-Premise and no data should be leaving customer premise.	
1.5	The solution is able to provide off-premises compliance and protection which enables employees to work outside the corporate network and still be covered by the customer's security solution.	
1.6	Solution should not allow the user to uninstall or disable the Endpoint Security Solution agent.	
1.7	The proposed solution should also support to automatically uninstall supported 3rd party security agents.	
1.8	Should support all active versions of Microsoft Windows desktop OS, Ubuntu, Cent OS & Apple.	
2	Threat Protection	
2.1	The antivirus must be able to detect and block unknown viruses and malware while being able to stop zero day threats by monitoring file behavior and blocking suspicious files while they executed	

2.2	The proposed solution MUST have Agent Self-protection from being tampered	
2.3	The proposed solution MUST provide C&C identification and blocking	
2.4	The proposed solution Must use high-fidelity machine Learning (pre execution and runtime) in new and unknown malware detection, including ransomware.	
2.5	Advanced malware and ransomware protection: Defends endpoints—on or off the corporate network—against malware, Trojans, worms, spyware, ransomware, and adapts to protect against new unknown variants and advanced threats like crypto malware and file less malware.	
2.6	The solution must support CPU usage performance control during scanning -Checks the CPU usage level configured on the Web console and the actual CPU consumption on the computer i.e. High, Medium and low.	
2.7	The solution must support various scanning options to clean dormant malwares - Real time scan, Scheduled Scan[daily/weekly/monthly] and on-Demand Scan.	
2.8	The solution must be able to scan Object Linking and Embedding (OLE) File looking for exploit codes.	
2.9	Endpoint solution should have Next-generation Endpoint functionalities for advanced malware & exploit techniques detection including i. Machine Learning Engine for detecting malwares and exploitation techniques ii. Memory Inspection and Script Analyzer iii. File-less attack iv. HIPS & FW v. Application & Device control vi. DLP vii. EDR All the above feature must be a single agent and manage in single console.	
3	Behaviour Monitoring	
3.1	Advanced ransomware protection monitors for suspicious file encryption activities at the endpoint, terminates malicious activities, and even recovers lost files if necessary	
3.2	The proposed solution must provide Behaviour Monitoring that constantly monitors endpoints	

3.3	The proposed solution must be able to monitor, block or log malicious or suspicious event through event monitoring	
3.4	Behaviour monitoring must have an Indicator of Attacks (IOA) based Prevention like: Shell modification, host file modification, library injection, new service process modifications, duplicated system files, malicious power shell credential access.	
3.5	Behaviour monitoring must have program inspection to detect, and block compromised executable files. Behaviour monitoring should monitor for newly encountered program downloaded from various channels like web/email/removable media	
4	Command & Control Prevention	
4.1	The solution must be able to block access to malicious websites and URLs with accurate and comprehensive rating algorithm.	
4.2	The solution must be able to block all communication to Command & control center- bad ip, domain and must have clean-up services after detecting C&C communication.	
4.3	Solution must support malware network fingerprinting mechanism to detect unique malware family signatures within network packets and just not rely on ip addresses, domains.	
4.4	The solution must be able to identify communication over HTTP/HTTPS protocols and commonly used Http ports.	
5	Vulnerability Shielding	
5.1	Vulnerability Shielding Must provide virtual patches for known and unknown vulnerabilities, giving you instant protection, before a patch is available or deployable. It should shields operating system and common applications from known and unknown attacks.	
5.2	The solution shall provide endpoint vulnerability shielding without required to reboot endpoint system. The endpoint vulnerability shielding should not download patch from Microsoft update or any vendor site.	
6	Application Control	
6.1	The solution must have an application control module that allows Customer to enhance defenses against malware and targeted attacks by preventing unknown and unwanted applications from executing on corporate endpoints with a combination of flexible, dynamic policies, whitelisting and blacklisting capabilities	

6.2	The solution must support system lockdown to harden end-user systems by preventing new applications from being installed, executed apart from the inventory found during policy installation.	
6.3	The solution must support adding application criteria on the basis of Path/hash/Certificate/OEM provided safe application service with allow or block actions.	
6.4	The solution must contains broad coverage of pre-categorized applications that can be easily selected from application catalog (with regular updates).	
7	Device control	
7.1	The proposed solution must support Device control - Whitelisting/Blacklisting listing of devices. The Devices that are able to be restricted must include the following: - USB Storage Devices (Also able to disable autorun) - Network Shares - CD/DVD	
8	Endpoint Detection and Response	
8.1	The solution should have capabilities for Detection and response to quickly detect, investigate, and contain endpoints to expedite response.	
8.2	The solution should save the EDR meta data activity at centralize database of all the files, activities, and important system resources, and continuously updates this database to record the arrival and execution of suspicious objects.	
8.3	The solution must support Attack Discovery - Indicator of Attacks monitoring endpoint activity for Attackers intent and tactics, techniques and procedures being used aligned with MITRE ATT&CK Framework	
8.4	The solution should identify affected endpoints through on-demand investigations and monitoring that are fully customizable to the customer's needs.	
8.5	Solution must support threat Investigation - Historic, Live and Scheduled, customer may use any of the option as desired.	
8.6	The solution must have an option of doing impact analysis - if specific threat seen on endpoint can be swept across enterprise, giving details like command, registry, rating of the object and isolate the endpoints without generating Root cause or Attack chain.	

8.7	Solution must support live investigation to look for process running in memory, file existence on Disk, registry value, key on the endpoints.	
8.8	The solution must have visualized root cause analysis (RCA) report and explanation for suspicious objects. Customer expects RCA chain to be interactive so that immediate actions like adding to suspicious objects list, terminating, investigating further etc should be the option available in the chain.	
8.9	Solution must support Indicator of Compromise (IOC) - Sweeping (Server side meta data sweep)	
8.1	Solution must support investigation using the open standard: TAXII, STIX, Open IOC YARA or User Defined Repository received from other deployed products	
8.11	Solution must support below response options: <ul style="list-style-type: none"> • Endpoint isolation - communicates with management only • Endpoint Restoration • Terminate Process Block -IP address Block Hash • Block Domain, URL Block, Quarantine - File • Outbreak prevention - deny access to file, folder, ports, block write access, deny access to executables. • Add to Suspicious Repository -to be shared with existing deployed products. 	
8.12	Users can define and upload their own IOC rules to specify files and events to monitor. The solution should leverage on global threat intelligence network through the use of regularly updated IOC rules to provide protection from the latest threats	
9	Manufacturer's Authorisation Form (MAF)	
9.1	Bidder should enclose MAF from the proposed endpoint protection OEM	

ANNEXURE-06: UNDERTAKING ON THE FINANCIAL BID

UNDERTAKING OF THE FINANCIAL BID

(To be submitted in Letter Head)

To

Director,
Directorate of Information Systems,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply, Installation and Configuration of Endpoint
Protection Solution for KAU – Undertaking of the financial bid
Ref: - Tender no. DIS/A1/154/2022(ii) dated 05/08/2022

With reference to the above tender, we hereby submit our undertaking for the Supply of items .

1. I/We read and agree to all points given in this undertaking.
2. I/We confirm that Mr./Ms is authorized personnel to sign the tender document on behalf of <Full name of Company>
3. Unit price quoted in the BOQ includes the basic price and excluding GST at prevailing rates.
4. L1 will be computed based on amount excluding GST as given in the BOQ.
5. Any additional liability towards tax other than GST shall be borne by the bidder without any additional price overheads to KAU.

Signature with seal:

Name and contact no: