

Contract

Contract No: GEMC-511687799787114

Generated Date:11-Apr-2019

Bid/RA No:GEM/2019/B/205221

Organisation Details

Type: Central Autonomous
Ministry: Ministry of Electronics and Information Technology
Department: NA
Organisation Name: National Informatics Centre Services Incorporated (NICSI)
Office Zone: Hall No. 2 & 3, 6th Floor, Nbcc Tower-15, Bhikaji Cama Place, New Delhi-110066

Buyer Details

Name: Mahendra Pal
Designation: General Manager
Contact No.: -
Email ID: mpal@nic.in
GSTIN: -
Address: 1st Floor, NBCC Tower 15, Bhikaji Cama Place, New Delhi, NEW DELHI, DELHI-110066, India

Financial Approval Detail

IFD Occurrence : No
Designation of Administrative Approval : MD
Designation of Financial Approval : FA

Seller Details

Company Name: CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED
Email ID: lokesh@connectivitysolutions.in
Address: 31st Cross, 10th Main, Bangalore, KARNATAKA-560070, -

Product Details

#	Item Description	Category Name	Model	Ordered Quantity	Unit	Price (Inclusive of all Duties and Taxes in INR)
1	Accops HySecure	WebVPN Software	Accops HySecure Advanced	1	-	2,946,051
Total Order Value (in INR)						2,946,051

Consignee Detail

S.No	Consignee	Item	Quantity	Expected Delivery Date
1	Mahendra Pal - Landline-- mpal@nic.in 1st Floor, NBCC Tower 15, Bhikaji Cama Place, New Delhi, NEW DELHI, DELHI-110066, India	Accops HySecure	1	11-May-2019

Product Specification for Accops HySecure

Specification	Sub-Spec	Value
BASIC INFORMATION	Type of Software	Software/Virtual Appliance
	Types of Web VPN	With agent,Without agent
	WebVPN capable to establish a secure, remote-access VPN tunnel to security appliance using web browser	Yes
	Web VPN capable to provide secure and easy access to a broad range of web resources and web enabled applications	Yes
	Types of License	Perpetual
	Name of Software	Accops HySecure
	Name of the OEM	Accops
	OEM Model / Part No	HSAD-SWLMS-CC-1000-3

	Brief Description of the product	Secure Gateway
	Software Version/ name	5.2
	Date of Launch of Version	1st Sep 2018
PARAMETERS FOR PLATFORM DESCRIPTION	Software or Software appliance capable for horizontal scalability	Yes
	If Yes, then the dependency of the scalability	No. of users,No. of servers,Others
	If others, then specify	none
	OS supported by offer product	Linux,Window
	Hypervisors supported by offer product	Vmware,KVM,Xen,HyperV
	If Others, then specify the supported Hypervisors	all
	Provision for Role based application access control	Yes
	Provision for Local database support for user accounts with detailed password policies	Yes
	External User database Protocol supported for integration by the offered product	RADIUS,LDAP,AD,Others
	If others, then indicate the standard protocol supported by the offered product	all
	Reporting Services Method	Built in
	In case of External reporting services	Included in the Scope of Supply
	Reporting services available in the offered Product (Built-in or External)	Audit logs,User reports,Dashboard,Other,NA
	If other, then the indicate the types of services provided	all
	Capability to generate Email alerts for	Security events,Resource utilization,User issues,other,NA
	If other, then indicate the name of the event	all
	Security Standards supported by the offered Product	SSL,TLS
	Security Standard Version Supported	SSLv2,SSL v3,TLS v1.0,TLS v1.1,TLS v1.2,TLS v1.3
	Provision to support multi-tenancy for multiple user organizations	Yes
	Provision for User interface customization and branding	Yes
	Provision for Load balancing of incoming user connections across multiple instances of offered product	Yes
	Load Balancing provided is	Built in

	External Load Balancing is	Included in the Scope of Supply
	Provision for External logging in Real Time	syslog,syslog-ng,NA
PARAMETERS OF PRODUCT FEATURE	Application supported on secure Web Portal	Internal Web applications,SaaS (Software as a service) applications,Client-Server applications,Virtual Hosted applications,Virtual Desktops
	User Devices supported by the offered product	PCs with Windows,PCs with Linux,PCs with MAC OSx,mobile phone with iOS,mobile phone with Android,mobile phone with Windows phone
	Multifactor authentication Modes	OTP over SMS,OTP over Email,push notifications for PC and mobile phones,NA
	Multifactor authentication support	Built in
	In case of External Multifactor authentication support	Included in the Scope of Supply
	Provision for Multifactor authentication support using digital signature certificate (DSC), both hardware and software	Yes
	Provision for Multifactor authentication support using biometric authentication with OEM's biometric authentication server	Yes
	Contextual policy based access supported by the offered product	Time,device hardware identity (CPUID/MotherboardID/IMEI, etc),geo-fencing, device compliance check like Windows update check,AV check,corporate ownership check,Others,NA
	If Others, then Indicate the Type of Access Base supported in offered product	all
	Browser supported by WebVPN with agent	Chrome,FireFox,Safari,Internet Explorer,Edge,Opera,NA
	Any other feature	none
	Free Upgradation to Higher Version within support period	Yes
	Valid Licence copy to be provided	Yes
	Number of concurrent user licenses provided in the offered product	Upto 1000
	Number of concurrent users licence supported in offered product	Upto 100000
	Spike licensing Supported in the offer product	Yes
	If Yes, then percentage of spike Licensing supported	100%
	Number of days for which spike licence are supported	30
	Type of Customization services provided	On-premises,Remote Support,NA
	Customization services provided in the offered product	To make internal web application work with WebVPN,Development of customized dashboards and reports,Others,NA
	If Others, then specify the	

PARAMETERS OF LICENCING AND SUPPORT	customized services included in the offered product	all
	Type of Support services provided	On-premises,Remote Support,NA
	Support service provided in the offered product	New major & minor Updates/Upgrades & patches of the product,Features of the offered products work even after updates/ upgrades of the product & other software like operating system , browser etc,Troubleshooting issues remotely or onsite on 24*7 basis,Troubleshooting of end users compatibility & performance issues 5,Involve in the troubleshooting any other issues related to the product or its use,NA,Others
	If Others, then specify	all
	Number of years upto which support is available from OEM within warranty period	3
	Software supplied through	URL Link
	Installation and Demonstration	Yes
	Number of days Training Provided On-Site	upto 5
	List of items included in the package	software
	Hyper link to Data sheet	accops.com
	Details of Government Department email, phone no Of concerned authority where same Software installed for above	HPCL,NTPC

Terms and Conditions

1. General terms and conditions

- 1.1** This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.2 Terms of delivery:** Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.
- 1.3 Delivery period:** The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.
- 1.4 Performance Security:** If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.
- 1.5 Taxes and Duties:** Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.
- 1.6 Octroi Duty and / or other local taxes:** Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).
- 1.7 Limitation of Liability:** The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.
- 1.8 Resolution of disputes:** The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.
- 1.9 Liquidated Damages:** If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.
- 1.10 Financial Certificate:**
- 1.10.1** The expenditure involved for this purpose has received the Sanction of the competent financial authority.

1.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

1.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

1.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

2. Additional Terms and conditions

2.1 Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

2.2 Pre-dispatch inspection / testing at Seller premises : Before dispatch, the goods will be inspected and tested by Buyer / Consignee or their Authorized Representative / Nominated External Inspection Agency by Buyer (Fee/Charges taken by the External inspection Agency shall be borne by the Buyer) at Seller's premises for their compliance to the contract specifications. The Sellers will provide necessary testing facilities and shall bear cost of in house testing required, if any. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment.

2.3 Dedicated toll Free Telephone No. for Service Support : BIDDER /OEM must have **Dedicated toll Free Telephone No. for Service Support**

2.4 Timely Servicing / rectification of defects during warrantee period: After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit specified. If the Seller fails to complete service / rectification with defined time limit, a penalty of defined % of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).

(i) Time Limit for Service / Rectification of defects will be as defined in the SLA document for the service.

(ii) Penalty per week of delay as % of unit price of product will be as defined in the SLA document for the service.

Seller to give compliance Yes / No while submitting bid.

2.5 Escalation Matrix For Service Support : Bidder /OEM must provide **Escalation Matrix of Telephone Numbers for Service Support**

2.6 Comprehensive Warranty Clause

a) Onsite Comprehensive warranty will be done by the seller.

b) Comprehensive Warranty shall include all supplies of spares, services, software support for operating system and other software supplied and installed under this package, patch management for OS, for maintaining availability of more than 95%.

c) Breakdown will be attended within twenty four hours from the receipt of information at the local office of the Supplier.

d) Any device down beyond 24 hours of reporting will attract penalty at the rate of 0.2% of unit cost per day. If a device is down beyond a month, then it shall be replaced with a new one of same or higher configuration. The penalty will continue to apply till the new device is provided.

e) The seller can deposit the penalty with Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG) to the extend of the PBG amount.

2.7

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

(i) Inhibit the desires and designed function of the equipment.

(ii) Cause physical damage to the user or equipment during the exploitation.

(iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

2.8 Availability of service Centres : Bidder /OEM must have Service Centre In the State of each Consignee's Location

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