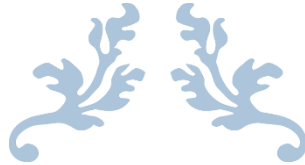


Request for Proposal



**Request for Proposal (RFP) for Selection of
Agency for Supply, Installation &
Commissioning of Threat Intel Platform for
Cyber Security Operation Centre (CSOC)
Government of Odisha**

RFP No- OCAC-CERT-CYS-0001-2025-26013



Odisha Computer Application Centre
(Technical Directorate of E & I.T. Department, Government of Odisha)
N-1/7-D, Acharya Vihar, P.O. - RRL,
Bhubaneswar - 751013
EPBX: 674-2567280 / 2567064 / 2567295 / 2567283
Fax: +91-674-2567842
E-mail ID: contact@ocac.in
Website: www.ocac.in

DISCLAIMER

The information contained in this Tender document or subsequently provided to **Bidder(s)**, whether verbally or in documentary or any other form by Odisha Computer Application Centre (OCAC) or any of their employees is provided to Bidder(s) on the terms and conditions set out in this Tender Document and such other terms and conditions subject to which such information is provided.

This Tender is not an agreement and is neither an offer nor invitation by the OCAC to the Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this Tender (the "**Bid**"). This Tender includes statements, which reflect various assumptions and assessments arrived at by the OCAC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons, and it is not possible for the OCAC, to consider the technical capabilities, investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations, studies and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender and obtain independent advice from appropriate sources.

Information provided in this Tender to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OCAC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

OCAC, makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this Bid Stage. OCAC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this Tender.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender. The issue of this Tender does not imply that OCAC is bound to select a Bidder or to appoint the Preferred Bidder, as the case may be, for the Project and OCAC reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

OCAC reserves all the rights to cancel, terminate, change or modify this selection process and/or requirements of bidding stated in the Tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by OCAC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and OCAC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

Definitions /Acronyms

| Term | Definition |
|--|--|
| <u>Authorized Representative</u> | Any person authorized by either of the parties |
| <u>Bidder</u> | Any Firm/OEM offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding for this RFP, and when used after award of the contract shall mean the successful party with whom OCAC, signs the agreement for rendering of services for implementation of this project. |
| <u>OEM</u> | Original Equipment Manufacturer |
| <u>Party</u> | Means OCAC or Bidder, individually and “Parties” mean OCAC and Bidder, collectively |
| <u>Proposal/Bid</u> | The Pre-Qualification – cum – Technical Proposal and Commercial Proposals all together, i.e., complete proposal for the implementation of this project |
| <u>Request for Proposal (RFP)</u> | Means this document and its annexure etc., seeking a set of solution(s), services(s), materials and/or any combination of them. |
| <u>PBG</u> | Performance Bank Guarantee |
| <u>CSOC</u> | Cyber Security Operation Centre |
| <u>OCAC</u> | Odisha Computer Application Centre |

RFP SCHEDULE

| Sl. No. | Items | Date & Time |
|---------|--|------------------------|
| 1. | Availability of Bid Document in the website (www.ocac.in, www.odisha.gov.in & https://enivida.odisha.gov.in) | 10-02-2026 |
| 2. | Last date for receiving queries through e-mail: tenders.ocac@odisha.gov.in, gm_ocac@ocac.in | 13-02-2026 by 05:00 PM |
| 3. | Pre-bid Conference | 16-02-2026 at 12:30 PM |
| 4. | Issue of Corrigendum (If any) | 18-02-2026 |
| 5. | Last date and time for Submission of Bid through https://enivida.odisha.gov.in | 05-03-2026 by 02:00 PM |
| 6. | Opening of Pre-Qualification (PQ) – cum-Technical Bid | 05-03-2026 at 04:00 PM |
| 7. | Opening of Commercial Bids | To be Intimated Later |

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1. Fact Sheet

| Clause Reference | Topic | | | | | | | | | | |
|--------------------|--|--------------|-----------------|------------|-----------------|--------------------|---|---------------|---------|------|-------------|
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| < Section 3.4.3 > | <p>Earnest Money Deposit of amount Rs. 15,00,000 (Rupees Fifteen lakhs Only) through Demand Draft or Bank Guarantee in favor of “Odisha Computer Application Centre” payable at Bhubaneswar from any of the Scheduled Bank.</p> <p>Bidder has the option to submit the EMD through electronic mode to the mentioned Bank account and submit the proof of Bank Transfer screenshot in the PQ Bid Document</p> <table border="1"> <tr> <td>Bank A/c No.</td><td>149311100000195</td></tr> <tr> <td>Payee Name</td><td>Odisha Training</td></tr> <tr> <td>Bank Name & Branch</td><td>Union Bank of India, Acharya Vihar, Bhubaneswar</td></tr> <tr> <td>Account Type:</td><td>Current</td></tr> <tr> <td>IFSC</td><td>UBIN0814938</td></tr> </table> | Bank A/c No. | 149311100000195 | Payee Name | Odisha Training | Bank Name & Branch | Union Bank of India, Acharya Vihar, Bhubaneswar | Account Type: | Current | IFSC | UBIN0814938 |
| Bank A/c No. | 149311100000195 | | | | | | | | | | |
| Payee Name | Odisha Training | | | | | | | | | | |
| Bank Name & Branch | Union Bank of India, Acharya Vihar, Bhubaneswar | | | | | | | | | | |
| Account Type: | Current | | | | | | | | | | |
| IFSC | UBIN0814938 | | | | | | | | | | |
| < Section 4.3 > | <p>The method of selection:</p> <p>Least Cost Selection (LCS)</p> <p>A consortium or Subcontract is not allowed for participation in the tender.</p> | | | | | | | | | | |

2. Background Information

2.1. Basic Information

- i. Odisha Computer Application Centre (OCAC) invites responses (“Tenders”) to this Request for Proposals (“RFP”) from (“Bidders”) who meet the minimum eligibility criteria as specified in this bidding document for **“Selection of Agency for Supply, Installation & Commissioning of Threat Intel Platform for Cyber Security Operation Center (CSOC) Government of Odisha”**. OCAC is the Nodal Agency for this Government procurement.
- ii. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the date line WILL NOT be considered in this procurement process.

2.2. Project Background

To protect data, applications and ICT infrastructure of Odisha from security threats, Hon’ble Chief Minister, Sri Naveen Patnaik has inaugurated a state-of-the-art Next Generation Cyber Security Operation Centre (CSOC) at OCAC Tower in Bhubaneswar in the month of May 2022. CSOC has been set up by Electronics & Information Technology Department through Odisha Computer Application Centre, the Technical Directorate of E & IT Department.

The CSOC has been set up using the latest security technologies & tools. The system is fully automated and will secure government information and data from possible threats by hackers. State Data Centre (SDC), State Wide Area Network (SWAN) & Secretariat Network (SECLAN) have been integrated with CSOC.

3. Instructions to the Bidders

3.1. General

- i. While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, Bidders must form their own conclusions about the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- ii. All information to be supplied by Bidders will be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
- iii. No commitment of any kind, contractual or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of OCAC with the bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- iv. This RFP supersedes and replaces any previous public documentation & communications in this regard and Bidders should place no reliance on such communications.

3.2. Compliant Tenders / Completeness of Response

- i. Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- ii. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal will be rejected. Bidders must:
 - a. Comply with all requirements as set out within this RFP.
 - b. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
 - c. Include all supporting documentations specified in this RFP.

3.3. Pre-Bid Meeting & Clarifications

3.3.1. Bidders Queries

- i. OCAC shall hold a pre-bid meeting with the prospective bidders on **16/02/2026, 12:30 PM** at through virtual mode only.
- ii. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach in e-mail id – **gm_ocac@ocac.in** with a copy to **tenders.ocac@odisha.gov.in** only on or before **13/02/2026 by 05:00 PM**. Queries submitted after the scheduled date and time, shall not be accepted.

- iii. Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to tenders.ocac@odisha.gov.in and) by 16/02/2026, 11:30 AM.
- iv. The representatives of Bidders (restricted to one person) may attend the Pre-bid meeting.
- v. The queries should necessarily be submitted in the following format in excel file:

| Sl. No. | RFP Document Reference(s) & Section | Page No. | Content of RFP requiring Clarification(s) | Points of Clarification |
|---------|-------------------------------------|----------|---|-------------------------|
| 1. | | | | |
| 2. | | | | |

- vi. OCAC shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications after the indicated date and time shall not be entertained by OCAC.

3.3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

- i. OCAC will endeavor to provide a timely response to all valid queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- ii. At any time prior to the last date for receipt of bids, OCAC may, for any reason, modify the RFP Document by a corrigendum.
- iii. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the websites www.ocac.in, www.odisha.gov.in & <https://enivida.odisha.gov.in> /on **18/02/2026**.
- iv. Any such corrigendum shall be deemed to be incorporated into this RFP.
- v. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

3.4. Key Requirements of the Bid

3.4.1. Right to Terminate the Process

- i. OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitment, express or implied, that this process will result in a business transaction with anyone.

- ii. This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result in the OCAC selecting the bidder to engage towards execution of the contract.

3.4.2. RFP Document

- i. RFP document can be downloaded from the website www.ocac.in & www.odisha.gov.in & www.enivida.odisha.gov.in.

3.4.3. Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, EMD of **Rs.15,00,000 (Rupees Fifteen lakh only)** in form of a Demand Draft or Bank Guarantee (in the format specified in **Appendix I: Form 3**) issued by any Scheduled Bank in favour of “**Odisha Computer Application Centre**”, payable at **Bhubaneswar**, and should be valid for **180 days** from the last date of submission of the RFP.
- ii. EMD of all unsuccessful bidders would be refunded by OCAC within **90 days** of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in **Appendix III: Form 9**.
- iii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iv. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- v. The EMD may be forfeited:
- If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- vi. The fee can also be paid through electronic mode to the following bank account.

| | |
|--------------------|---|
| Bank A/c No. | 149311100000195 |
| Payee Name | Odisha Computer Application Center |
| Bank Name & Branch | Union Bank of India, Acharya Vihar, Bhubaneswar |
| Account Type: | Savings |
| IFSC | UBIN0814938 |

3.5. Submission of Proposal

3.5.1. Instruction to Bidders for Online Bid Submission

- i. e-Nivida is a complete process of e-Tendering, from publishing tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

- ii. More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

3.5.2. Guidelines for Registration

- i. Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of Rs. 2500/- + Applicable GST.
- ii. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- v. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- vi. Bidder then logs in to the site through the secured log-in by entering their user ID /Password and the password of the DSC / e-Token.
- vii. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- viii. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

3.5.3. Searching for Tender Documents

- i. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- ii. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NON-REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees, tenders will be moved to the respective 'requested' Tab. This would enable the e-Tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3.5.4. Preparation of Bids

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- iii. The bidder, in advance, should get ready with the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF

formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.

- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, Auditor Certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- v. These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

3.5.5. Submission of Bids

- i. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii. The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by the Department.
- iii. The bidder must select the payment option as per the tender document to pay the Tender fee/ Tender Processing fee & EMD as applicable and enter details of the instrument.
- iv. In case of BG, bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- v. Bidders are requested to note that they should submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled out by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- vi. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- viii. Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission

acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

- ix. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

3.5.6. Clarifications on using e-Nivida Portal

- i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.
- iii. Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

3.6. General Instruction to Bidders

- i. The bidders should submit their responses as per the format given in this RFP.
- ii. Please Note that Prices should not be indicated in the Pre-Qualification & Technical Proposal but should only be indicated in the Commercial Proposal.
- iii. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Page references should be identified easily. If required, All the relevant parts should be highlighted in the bid documents. Any deficiency in the documentation may result in the rejection of the Bid.
- iv. All pages of the bid including, shall be digitally signed by the person or persons who is the signing authority of bid.
- v. A Proposal should be accompanied by a power-of-attorney / authorization in the name of the signatory of the Proposal.
- vi. The Bidder(s) must submit the Form-4 (Compliance Sheet for Technical Proposal) in their official letterhead along with the Datasheet of the equipment/Tools/Services quoted.
- vii. The Bidder(s) must submit the Form-4 (Compliance Sheet for Technical Proposal) in their official letterhead along with the Datasheet of the equipment quoted along with other Technical Parameters for Technical Bid
- viii. Bidder has to submit Pre-Qualification -cum- Technical Proposal, Separate proposal for Pre-Qualification and Technical Proposal.
- ix. The Technical Proposal for should mandatorily have following information:
 - a. Approach & Methodology
 - b. Form 4: Compliance Sheet for Technical Proposal

3.7. Preparation and Submission of Proposal

3.7.1. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative

and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.7.2. Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

3.7.3. Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to through <https://enivida.odisha.gov.in> by **05/03/2026 by 02:00 PM**.

3.7.4. Late Bids

- i. Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained and shall be returned unopened.
- ii. The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. OCAC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- iv. OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need.

3.8. Evaluation process

- i. A Techno-Financial Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence may lead to rejection of bid.
- ii. The decision of the Procurement Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- iii. The above-mentioned Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- iv. The Procurement Committee reserves the right to reject any or all proposals on the basis of any deviations.
- v. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

3.8.1. Tender Opening

The Proposals submitted up to **05/03/2026, 02:00 PM** will be opened at **04:00 PM on 05/03/2026** before the Technical Committee.

3.8.2. Tender Validity

The offer submitted by the Bidders shall be valid for **180 days** from the last date of submission of Tender.

3.8.3. Tender Evaluation

- i. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;
 - Are not submitted in as specified in the RFP document
 - Received without the Letter of Authorization/Power of Attorney
 - Are found with suppression of details
 - With incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in the checklist
 - Have non-compliance of any of the clauses stipulated in the RFP
 - With lesser validity period
- ii. All responsive Bids will be considered for further processing as below.
 - OCAC will prepare a list of responsive/eligible bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

4. Criteria for Evaluation

4.1. Pre-Qualification (PQ) / Eligibility Criteria

All bids will primarily be evaluated on the basis of Prequalification Criteria. The Techno-Financial Committee will carry out a detailed evaluation of the Proposals. Only those bidders who qualify all Prequalification criteria are eligible for evaluation of technical bids.

| Sl. No. | Basic Requirement | Specific Requirements | Documents Required |
|---------|-------------------|--|---|
| 1. | Legal Entity | <ol style="list-style-type: none"> i. The bidder must be a company registered in India under Indian Companies Act 1956/2013 OR A Partnership firm registered under Indian Partnership Act, 1932. ii. The bidder office/s must have been in Odisha. iii. The bidder must be in operation in India since last 5 years as on 31st March 2025. The bidder must have GST registration & up-to- | <ul style="list-style-type: none"> – Valid copy of certificate of incorporation and registration certificates. – Copy of GST registration. – Copies of relevant Certificates of registration |

| Sl. No. | Basic Requirement | Specific Requirements | Documents Required |
|---------|------------------------|--|--|
| | | <p>date Income Tax Return, Valid PAN Number as on 31st March 2025.</p> <p>Note: - In case of no Office in Odisha, self-certification stating that the awarded bidder shall have their office registered in Odisha within 30 days from the award of the contract.</p> | <p>Income Tax / PAN</p> <p>– Any other necessary supporting documents</p> |
| 2. | Average Sales Turnover | <p>Annual average Turnover during last three financial years ending March – 2025 (as per the last published Balance sheets), should be as follows:</p> <p>Minimum of Rs. 15 Crores generated from Supply of Security Software Solution.</p> | <p>Extracts from the audited Balance sheet and Profit & Loss; OR</p> <p>Certificate from the statutory auditor</p> |
| 3. | Net Worth | The net worth of the bidder in the last three financial years (showing for Average Annual Turnover) should be positive. | CA Certificate with CA's Registration Number / Seal indicating net worth of the firm |
| 4. | OEM Experience | The OEM should have implemented at least 5 heterogeneous setups (means BFSI, Government /PSU/Autonomous body). | Customer PO copies, completion certificate and any feedback from the client. |
| 5. | Technical Capability | <p>The Bidder/OEM must have successfully undertaken at least the following numbers of systems implementation engagement(s) of value specified herein during the last three financial years i.e. 2022-23, 2023-24 & 2024-25:</p> <ul style="list-style-type: none"> – One project of similar nature not less than the amount Rs. 5 crores; OR – Two projects of similar nature, each of which not less than the amount Rs. 4 Crores. – Three projects of similar nature, each of which not less than the amount Rs. 3 crore. – <p>'Similar Nature' is defined as,</p> <p>“Similar Nature” is defined as: supply, installation & support of Enterprise Security Solution (Threat</p> | <p>Technical Capability: Work order/s along with Completion Certificates from the client</p> <p>In case of ongoing project more than one year, Work order along with ongoing Certificates from the client.</p> |

| Sl. No. | Basic Requirement | Specific Requirements | Documents Required |
|---------|--|--|--|
| | | Intel Platform) Government/Semi Government/ PSU/ Scheduled Banks. | |
| | OEM Authorization | The bidder must attach Manufactures Authorization certificate specific to this tender & Back-to-back support letters from OEMs for providing Comprehensive support and services of the OEM's product covered under the RFP. MAF should contain the details of authorised signatory which includes Full name, designation, mobile no., email id) and should be digitally signed. | OEM MAF |
| 6. | Quality Certifications | Bidder and OEM should have ISO 9001:2015, ISO 20000:2018, ISO 27001:2013 / ISO 27001:2022 Certifications. | Copy of valid certificate |
| 7. | Undertaking on Authenticity of IT Hardware & peripherals and Enterprise Security Solutions | The bidder should submit an undertaking on Authenticity of IT Hardware & peripherals and Enterprise Security Solutions, on Rs. 100/- Non-judicial stamp paper. | As per Form - 6 |
| 8. | Local Office | The bidder should have presence in Odisha with support Centers. | – A Self Certified letter by an authorized signatory; OR – Undertaking for setting up Local office with in 30 days of issuance of LOI/ PO / Work Order from OCAC. |
| 9. | Blacklisting | The bidder must not under blacklisted by any Department of Government of Odisha or Government of India at the time of submission of bid. The bidder must also disclose full details of any blacklisting by Central or State PSUs/Undertakings/Autonomous Organizations or under a declaration of ineligibility for corrupt | A Self Certified letter by an authorized signatory. |

| Sl. No. | Basic Requirement | Specific Requirements | Documents Required |
|---------|-------------------|---|--|
| | | or fraudulent practices in last two years 'as on' 31/12/2025'. | |
| 10. | Performance | The Bidder/OEM must not have any record of poor performance, abandoned work, having inordinately delayed completion and having faced Commercial failures etc. for any State Government or Government of India Organization / Department during last 5 years as on ' 31/12/2025'. | A Self Certified letter |
| 11. | Fees | EMD of Rs. 15,00,000/- (Rupees Fifteen lakh only) | i. Demand Draft ii. Demand Draft / Bank Guarantee (As per Form - 3) iii. Electronic Fund Transfer Copy |

4.2. Technical Qualification Criteria

Bidders who meet the pre-qualifications/ eligibility requirements would be considered as qualified to move to the next stage of evaluation, i.e. Technical evaluation. Financial evaluation of those bidders will be made who qualify in the Technical evaluation. The Product offered should meet all the technical and functional specifications given in the **"Form 4: Compliance Sheet for Technical Proposal"**. Non-compliance to any of the technical and functional specification will attract rejection of the proposal.

Response except Yes(Y) or No(N) is not acceptable. If any bidder provides response other than Y or N, the same will be treated as Not Available (NA). Bidders, whose bids are responsive to all the items in the Compliance Sheet of Technical Proposal and meet all the technical and functional specifications, would be considered as technically qualified.

If any non-compliance is found during technical evaluation in respect of any or more items in both Package, OCAC reserves the right to place work order excluding those items.

- i. Bidder must quote all the products/equipment mentioned in the Bill of Materials. Otherwise, the bid will not be considered.
- ii. Form-4 (Compliance Sheet for Technical Proposal) in OEM official letterhead along with the Datasheet of the equipment quoted.
- iii. Bidder must furnish tender-specific Manufacture Authorization Form against the entire item mentioned in the Bill of Material.

4.3. Commercial Bid Evaluation

- i. The Financial Bids of technically qualified bidders will be opened on the prescribed date.
- ii. The Bidder who submits the composite lowest Commercial bid, shall be selected as the L1 bidder
- iii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- iv. Prices quoted in the bid must be firm and final and shall not be subject to any modifications, on any account whatsoever.
- v. All the required items must be listed and priced separately in the financial bid. If a financial bid shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.
- vi. Evaluation will be made on the basis of Total bid price inclusive of all taxes. The bidder has to quote Tax(s) as applicable in the Tax Columns of Financial Bid Format. Evaluation will be done on the basis of Grand Total cost of respective Package (inclusive of all Taxes) [Total cost = (Unit cost + Taxes as applicable)].
- vii. In case of a Tie of the bid price for L1, both the bidders shall be called for further negotiation, then whose ever price becomes L1 will be awarded the contract.
- viii. Any conditional commercial bid would be rejected.
- ix. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price of any item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected accordingly. In case of multiple items, grand total price shall be corrected adding the sub-total costs of each item. If there is a discrepancy between words and figures in respect of unit price, the amount in words will prevail".

5. Appointment of Enterprise Security Solution Provider

5.1. Award Criteria

OCAC will award the Contract to the successful bidder (**L1**) whose proposal is determined to be substantially responsive in the respective bid and has been determined as the most responsive bid as per the process outlined above.

5.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract,

without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OCAC action.

5.3. Notification of Award

Prior to the expiration of the validity period, OCAC will notify the successful bidder, in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder furnishing Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD.

5.4. Performance Bank Guarantee (PBG)

- i. The selected bidder will submit a Performance Bank Guarantee (PBG), within **15 days** from the Notification of award, for a value equivalent to 10% of the total order value.
- ii. The Performance Bank Guarantee needs to be furnished on a yearly basis and to be valid up to 15 months in the first year and needs to be renewed accordingly on yearly basis before the expiry period of 15 months. Total validity period of the PBG shall be 63 months from the date of submission of PBG. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.
- iii. In case the selected bidder fails to submit performance Bank guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder without giving any notice and forfeit the EMD.
- iv. In that event, OCAC, at its discretion, may award the Contract to the next best value bidder with the discovered H2 Price, in case the bidder is agreed and whose offer is valid.
- v. OCAC shall invoke the performance Bank Guarantee in case the selected Vendor fails to discharge their contractual obligations during the project period or OCAC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- vi. Performance Bank Guarantee shall be returned after 3 months of warranty period completion.
- vii. No interest will be paid by OCAC on the amount of performance Bank Guarantee

5.5. Monitoring of Project

- i. OCAC will monitor the progress of the project during its delivery period.
- ii. During the delivery period OCAC shall keep a watch on the progress of the project and shall ensure that the quantity of goods and service delivery is in proportion to the total delivery period given in the Work order.

- iii. If a delay in delivery of goods and service is observed, a performance notice would be given to the selected bidder(s) to speed up the delivery and LD will be charged accordingly.
- iv. The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of OCAC.

5.6. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of the bidder.

6. Fraudulent and Corrupt Practices

- i. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, OCAC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, OCAC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.
- ii. Without prejudice to the rights of OCAC under Clause above and the rights and remedies which OCAC may have under the LOI or the Agreement, if a Bidder is found by OCAC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Work Order or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by OCAC/ Any Department of State Govt. during a period of 2 (two) years from the date of such Bid.
- iii. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of OCAC who is or has been associated in any manner, directly or indirectly with the Selection Process.

- b. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- c. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- d. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by OCAC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e. “Restrictive Practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Conflict of Interest

The Vendor shall disclose to OCAC in writing, all actual and potential conflicts of interest that exist, arise or may arise in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

- i. OCAC considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations. In pursuance of OCAC's Procurement Ethics requirement that bidders, suppliers, and contractors under contracts, observe the highest standard of ethics, OCAC will take appropriate actions against the bidder(s), if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently, all bidders found to have a conflict of interest shall be disqualified.
- ii. A bidder may be considered to be in a conflict of interest if the bidder or any of its affiliates participated as a consultant in the preparation of the solicitation documents/RFP for the procurement of the goods and services that are the subject matter of the bid.
- iii. It may be considered to be in a conflict of interest with one or more parties in the bidding process if
 - a. they have controlling shareholders in common; or
 - b. it receives or have received any direct or indirect subsidy from any of them; or
 - c. they have the same legal representative for purposes of the Bid; or
 - d. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder or influence the decisions of the tendering authority regarding this bidding process.

8. Terms and Conditions: Applicable Post Award of Contract

8.1. Termination Clause

8.1.1. Right to Terminate the Process

OCAC reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by OCAC under the following circumstances: -

- i. The selected bidder commits a breach of any of the terms and conditions of the bid.
- ii. The bidder goes into liquidation, voluntarily or otherwise.
- iii. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. OCAC reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- iv. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OCAC reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder, after 2 weeks of cure period.
- v. OCAC reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

8.1.2. Consequences of Termination

- i. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], OCAC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- ii. Nothing herein shall restrict the right of OCAC to invoke Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to OCAC under law or otherwise.
- iii. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

8.2. Extension in Delivery Period and Liquidated Damages (LD)

- i. Except as provided under clause "Force Majeure", if the selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, OCAC may without prejudice to all its other remedies under

the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in sub clause (iv) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in sub clause (iv). Once the maximum timeline is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".

- ii. The time specified for delivery in the tender form shall be deemed to be the essence of the contract and the selected bidder shall arrange goods supply and related services within the specified period.
- iii. The delivery and completion period may be extended with or without liquidated damages if the delay in the supply of goods or service is on account of hindrances beyond the control of the selected bidder to be determined by OCAC.
 - a. The supplier/ selected bidder(s) shall request in writing to OCAC giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorated progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within **15 days** from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - b. OCAC shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - c. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - d. It shall be at the discretion of the competent authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been

applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

- iv. In case of extension in the delivery and/ or completion period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods which the selected bidder has failed to supply or complete : -

| No. | Condition |
|-----|--|
| 1 | For delay in delivery of materials beyond the delivery schedule mentioned in the work order, LD @ 0.5% per week or part thereof for the pending materials order value up to maximum 5% will be deducted. |

- The maximum amount of liquidated damages shall be 5% of the total order value.
- OCAC reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by OCAC to the bidder.

8.3. Service Level Agreement and Penalties

8.3.1. SLA

| Sl | Definition | Measurement Level | Target | Penalty |
|----|--|---|--|---|
| 1 | Application / Software availability | Monthly | >=99.99% | No Penalty |
| 2 | Application / Software availability | Monthly | < 99.99% | 0.5 % Cost of Tool Value deducted from O&M Cost |
| 3 | Dashboards availability | Monthly | Shall be available with >=99.99 % functionalities. | No Penalty |
| 4 | Dashboards availability | Monthly | < 99.99% | 0.5 % Cost of Tool Value deducted from O&M Cost |
| 5 | Version Upgrade Major/ Minor for all Software / Middleware | The Operations Team have to have version upgrades of all underlying software / Middleware as per respective | Breaches of Version upgrade | Penalty of Rs.1000 per day for delay in version upgrade of (OS, Server, Solution, |

| Sl | Definition | Measurement Level | Target | Penalty |
|----|---|--|---|--|
| | | OEM recommendations & Publish the Quarterly version upgrade calendar for the same. Failure to comply with Version upgrade calendar will attract penalties. | | protocol etc.) per day. deducted from O&M Cost |
| 6 | OEM Health Check | Yearly | Health check, if not conducted by the OEM representative once in a year | Penalty of Rs. 2,000 will be charged for each such solution for each defaulted month will be imposed. deducted from O&M Cost |
| 7 | Brand Monitoring. | Alert notification should be within 30 minutes of detection. For routine observations, a consolidated mail on a daily basis to be sent | | For any miss in the monthly average 30 minutes from detect to notify, 0.125% of O&M Cost |
| 8 | Dark web Monitoring | Alert notification should be within 30 minutes of detection. For routine observations, a consolidated mail on a daily basis to be sent. | | For any miss in the monthly average 30 minutes from detect to notify, 0.125% of O&M Cost |
| 9 | Takedown of Phishing sites/ Fake Mobile Applications etc. | Takedown from the time of go ahead for | | a) 1.5 times the unit price of every such |

| Sl | Definition | Measurement Level | Target | Penalty |
|----|------------|--|--------|--|
| | | takedown from OCAC: a) After 3 weekdays and less than or equal to 5 weekdays b) Beyond 5 weekdays Note: Weekdays would mean Mon-Fri. | | take down service. b) 0.5 times the unit price of every such take down service |

8.4. Dispute Resolution Mechanism

The Bidder and OCAC shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within **seven (7) days** of receipt of the notice.
- ii. The matter will be referred for negotiation between OCAC and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of **15 days**.
- iii. In case, it is not resolved between OCAC and the bidder, it will be referred to Principal Secretary to Govt., E&IT Department., Govt. of Odisha for negotiation and his decision would be final and binding for both the parties.
- iv. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within **20 days** of the failure of negotiations. Arbitration shall be held in **Bhubaneswar** and conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- v. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within **45 days** from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- vi. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between

the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

8.5. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed/hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

8.6. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or OCAC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- i. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- ii. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- iii. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The bidder or OCAC shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

8.7. Failure to agree with Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC shall invoke the EMD/PBG of the selected bidder and may award the contract to the next best value bidder or call for new proposals from the interested bidders.

9. Details on Scope of Work

- i) The Bidder must be compliant with "Technical evaluation criteria" and be able to propose and implement the project as per the requirements specified in this document
- ii) Supply of the proposed tool licenses as mentioned in the RFP.
- iii) Support the departments in the deployment, integration, configuration of the proposed tool licenses with their respective applications.
- iv) Solution should be easily integrated with existing SIEM solution of CSOC.
- v) Solution should have capabilities to integrate with leading SIEM solutions.
- vi) Perform configuration / customization / modifications or adding new dashboards / alerts for getting more clarity into the issues.

- vii) Provide updates and upgrades of the product during the entire contract period, at no additional cost.
- viii) Both bidder and OEM will be responsible for the maintenance, configuration and fault free operations of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty.
- ix) Any technical glitch/ issue in installed infrastructure of the solution (i.e. hardware and software, OS/DB etc.) should be attended on priority and should be covered under warranty/AMC.
- x) The license should be in the name of Odisha Computer Application Centre (OCAC).

9.1. Training and Handholding

- i. The Selected Bidder shall impart necessary handholding for effective usages of the equipment if any as and when required by OCAC.
- ii. The successful bidder will be required to hold administration training for at least 4 Officials / Management team of OCAC by the OEM, covering basic concept, configuring as per the different specs, report generations in different customized formats like time wise, severity wise, protocol wise, source/destination etc., log analysis, definition & software version update/upgrade. The training will be provided on premises at CSOC and OEM has to provide all licenses for the same.
- iii. OEM training should be initiated at the time of installation and configuration and afterwards it should be Conducted twice in Each Year for entire duration of Contract period. There should be a gap of six months between subsequent training sessions. Also, in case any critical functionality updates of the product should be carried out during the contract period.

9.2. Operation and Maintenance

- i. The Selected Bidder shall provide comprehensive operation and maintenance support for the period of 2 Years.
- ii. A dedicated Account Manager, details to be provided to whom OCAC will co-ordinate on regular basis during O&M Phase.
- iii. During this phase the following reports are to be provided on regular basis
 - a. Periodic reports (weekly / monthly / quarterly):
 - b. Threat landscape overview
 - c. Emerging threats
 - d. Sector-specific advisories
 - e. Executive-level dashboards and summaries
 - f. Customized advisories for critical infrastructure / government sector
 - g. Threat Intelligence Reports
 - h. Feed uptime & SLA reports
 - i. Integration health reports
 - j. Monthly activity & compliance reports
 - k. RCA and improvement recommendations

9.3. Project Deliverables, Milestones & Time Schedule

- i. The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies and provide the required services within the specified period.
- ii. It should be noted that any delay in the project timelines shall cause Liquidated Damages to the Agency.

| Sl. No. | Activity / Mile stone | Delivery Schedule |
|---------|---|--|
| 1 | Delivery of Tools | 2 Weeks from date of issue of Purchase Order to the Bidder |
| 2 | Installation, Configuration & Integration | 4 Weeks from date of issue of Purchase Order to the Bidder |
| 3 | Training (Knowledge Transfer) | Within 6 Weeks from date of Purchase Order to the Bidder |
| 4 | Operation & Maintenance (O&M) | O&M period will start after successful completion of Installation, Configuration & Integration |

9.4. Indicative Bill of Quantity (BOQ)

| Sl. No. | Item Details | Qty | UoM |
|---------|-----------------------------|-----|----------|
| 1 | Threat Intel Solution | 01 | Solution |
| 2 | Threat Integration Platform | 01 | Solution |

10. Right to alter Quantities

OCAC reserves the right to give repeat order to the **L1/H1 bidder in Respective order** for maximum up to **20% of ordered quantity**, if required, within the tender validity period of **180 days** from the last date of submission of bid under same terms and conditions with same Specifications and Rate. Any decision of OCAC in this regard shall be final, conclusive and binding on the bidder. If OCAC does not purchase any of the tendered articles or purchases less than the quantity indicated in the bidding document, the bidder(s) shall not be entitled to claim any compensation.

11. Confidential Information

OCAC and Selected bidder shall keep confidential and not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

12. Specifications and Standards

- i. All articles to be supplied shall strictly conform to the specifications, trademark laid down in the tender form and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conform to the specifications shall be final and binding on the selected bidder.
- ii. **Technical Specifications:**
 - a. The Selected bidder shall ensure that the goods and related services comply with the technical specifications and other provisions laid down in the RFP & the work order.
 - b. The Selected bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - c. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.

13. Packing and Documents

- i. The Selected bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- ii. The Bidder shall be responsible for any defect in packing and any material found damaged / defective at the delivery points and those are to be replaced by the selected bidder within 2 weeks without any financial obligations to OCAC.

14. Transit Insurance

The IT Hardware and peripherals to be supplied under the Contract shall be fully insured against any loss during transit from OEM site to OCAC. The insurance charges will be borne by the supplier and OCAC will not pay such charges.

15. Authenticity of Equipment(s)

- i. The selected bidder shall certify (as per Form 6) that the supplied goods are brand new, genuine / authentic, not refurbished, confirm to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.

- ii. If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to confirm to the description and quality aforesaid or have determined (and the decision of OCAC in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said goods, the purchaser will be entitled to reject the said goods or such portion thereof as may be discovered not to confirm to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply.
- iii. Goods accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of the this clause of the contract.

16. Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b. the aggregate liability of the selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder(s) to indemnify the Purchaser with respect to patent infringement.

17. Change in Laws & Regulations

- i. Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Odisha/ India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract.
- ii. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited, if the same has already been accounted for in the price adjustment provisions where applicable.

18. Change Orders and Contract Amendments

- i. OCAC may at any time order the selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
 - a. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;

- b. the place of delivery; and
- c. the related services to be provided by the selected bidder.
- ii. If any such change causes an increase or decrease in the cost of, or the time required for, the selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the selected bidder's receipt of the Purchaser's change order.
- iii. Prices to be charged by the selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the selected bidder for similar services.

19. Payment Terms and Procedure

19.1. Paying Authority

- i. The payments as per the Payment Schedule covered herein above shall be paid by OCAC. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, and inspection/service report from the authorized official of Odisha Computer Application Centre (OCAC)
- ii. The selected bidder's request for payment shall be made to OCAC in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfillment of all the obligations stipulated in the Contract.
- iii. Due Payments shall be made promptly by OCAC, generally within **Forty-Five (45) days** after submission of an invoice and other supporting documents in order.
- iv. The currency or currencies in which payments shall be made to the supplier/ selected bidder(s) under this Contract shall be Indian Rupees (INR) only.
- v. All remittance charges will be borne by the selected bidder.
- vi. In case of disputed items, disputed amount shall be withheld and will be paid only after settlement of the dispute.
- vii. Advance Payments will not be made.
- viii. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- ix. Taxes, as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations

19.2. Payment Schedules

| Sl. | Project Milestone | Payment (%) | Documents Required |
|-----|--|---------------------------|---|
| 1 | Delivery of Solution | 60% of the contract value | 1. Original Delivery Challan 2. Required License in the Name of OCAC |
| 2 | Installation, Configuration, Integration & UAT | 30% of the contract value | 1. Installation Certificate duly certified by Nodal officer nominated by OCAC 2. Successful UAT certified by Nodal officer nominated by OCAC |
| 3 | Training (Knowledge Transfer) | 10% of the contract value | To be released after successful completion of Training by OEM for each tool. Bidder should organize the training from OEM after Installation, Configuration, Integration & UAT |
| 4 | Operation and Maintenance Support | 100% of O&M Cost | To be released in 4 installments after completion of each 6 months of O&M for a period of 2 Years The O&M date will start after the successful completion of Installation, Configuration, Integration completion & UAT Submission of Successful O&M completion document certified by Nodal officer nominated OCAC |

20. Appendix I: Pre-Qualification –cum – Technical Bid Templates

20.1. General

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification–cum–Technical Evaluation Criteria. Pre-Qualification Bid – cum – Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

Form 1: Compliance Sheet for Pre-qualification Proposal

Form 2: Particulars of the Bidders

Form 3: Bank Guarantee for Earnest Money Deposit (EMD)

Forms to be used in Technical Proposal

Form 4: Compliance Sheet for Technical Proposal

Form 5: Letter of Proposal

Form 6: Undertaking on Authenticity of IT Hardware and peripherals

20.2. Form 1: Compliance Sheet

The Form -1 will be considered as Pre-Qualification proposal. All the requirements of Pre-Qualification should be submitted along with Form-1 for Pre-Qualification proposal.

| Sl. No. | Basic Requirement | Documents Required | Complied (Yes /No) | Reference & Page Number |
|---------|--|---|--------------------|-------------------------|
| 1. | Earnest Money Deposit | Demand Draft / Electronic Transfer to Bank account copy / Bank Guarantee (Form 3) | | |
| 2. | Power of Attorney/ Authorization | Copy of Power of Attorney/ Authorization in the name of the Authorized signatory | | |
| 3. | Particulars of the Bidders | As per Form 2 | | |
| 4. | Average Sales Turnover in IT Hardware supply and associated maintenance services in three financial years | Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor | | |
| 5. | The net worth of the bidder in the last three financial years | CA Certificate with CA's Registration Number/ Seal indicating net worth of the firm | | |
| 6. | Quality Certifications | ISO 9001:2015, ISO 20000:2018 ISO 27001:2013 / ISO 27001:2022 | | |
| 7. | Legal Entity | Copy of Certificate of Incorporation, GST registration, PAN, IT return | | |
| 8. | Blacklisting & Performance | A self-certified letter | | |
| 9. | Undertaking on Authenticity of IT Hardware & peripherals (To be filled by the bidder (On Rs. 100/- Non-judicial stamp paper)) | As per Form - 6 | | |

20.3. Form 2: Particulars of the Bidders

| Sl. No. | Information Sought | Details to be Furnished |
|---------|---|-------------------------|
| 1. | Name, Address and URL of the bidding Company | |
| 2. | Incorporation status of the firm (public limited / private limited, etc.) | |
| 3. | Year of Establishment | |
| 4. | Date of registration | |
| 5. | ROC Reference No. | |
| 6. | Details of company registration | |
| 7. | Details of registration with appropriate authorities for GST | |
| 8. | Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person | |

20.4. Form 3: Bank Guarantee for Earnest Money Deposit (EMD)

< Location, Date >

To,

The General Manager (Admn)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.- RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Whereas << name of the bidder >> (hereinafter called the Bidder) has submitted the bid for Submission of RFP # << RFP Number >> dated << insert date >> for << name of the assignment >> (hereinafter called "the Bid") to Odisha Computer Application Centre

Know all Men by these presents that we <<>> having our office at << Address >> (hereinafter called "the Bank") are bound unto the << Nodal Agency >> (hereinafter called "the Purchaser") in the sum of Rs. << Amount in figures >> (Rupees << Amount in words >> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this << insert date >>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to << insert date >> and including << extra time over and above mandated in the RFP >> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. << Amount in figures >> (Rupees << Amount in words >> only)
- II. This Bank Guarantee shall be valid upto << insert date >>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before << insert date >>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

20.5. Form 4: Compliance Sheet for Technical Proposal

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|----------|---|---------------------|
| 1 | Platform | Threat Intel OEM must be in existence for more than 15 years and the offered solution should have readily searchable data about customer (for up to last 15 years) with the specific dates of event. The OEM may be required to demonstrate the same at the time of technical evaluation. | |
| | | The bidder should provide a SaaS based web portal offering Threat Intelligence with capabilities of Dark Web Research, Attack surface monitoring and credential leak related intelligence for 2 users. | |
| | | Role Based Access Control | |
| | | Platform should provide the UI in English languages, however, the platform should crawl with multiple language (Eg.(i) Arabic (ii) Chinese (both simplified and traditional script) (iv) Farsi (Persian) (v) French (vi) German (vii) Japanese (viii) Russian (ix) Spanish) & support Summarization and translation of the information into English Language | |
| | | The OEM solution must comply to the following certifications: | |
| | | A. ISO/IEC 27001:2013/2022 | |
| | | B. SOC2 Type 2 or SOC 3 Compliant | |
| | | C. ISO 9001:2015 | |
| | | D. ISO 27701:2019 Compliant | |
| | | The platform must have integrated AI/LLM-based capabilities to summarize threat search results into a narrative view and bulleted summary. The platform must support a AI enabled scheduled report generation on a weekly, monthly and on-demand basis, exportable in commonly used formats (eg PDF/DOCX) | |
| | | The OEM must provide sector specific intelligence including custom advanced queries, based on specific industries or areas of interest. | |
| | | The portal solution must provide an option to request for Intelligence data review to report incorrect reference, risk scoring/rating etc. from the OEM directly from the Threat Intel Web portal or support tickets raise from the same Threat Intelligence Web Portal | |
| | | Bidder/OEM may be asked to technically demonstrate some of the key specifications. The bidder/OEM should consider all requirements as mandatory. | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|--------------------------------------|---|---------------------|
| | | Platform should offer to check current risk score/rating or confidence level of any IOC like IP Address, Domain, URL, hash etc with reasons of why an IOC is good or bad. The scoring mechanism shall be made available to understand why any IOC is risky. | |
| | | Display the searched data in various types of views such as list view, timeline based view , MAP based view and Source based View | |
| 2 | Threat Intelligence Feed Requirement | Threat intelligence feed should identify new global threats feeds from OSINT and premium threat intel sources, including but not limited to Malicious IP Addresses, Domain, URL, Filename, File hash, Known C&C (Command and Control) hosts etc. | |
| | | The solution must be offered with API/REST API based integration to provide high severity block grade Threat feeds (e.g. high-risk score or risk rating very critical, high etc) directly into security tools like SIEM, SOAR, TIP platforms etc. | |
| | | The Threat feeds must be auto updated with latest available information every 4 hours for IP addresses, domains and URLs associated with Threat Actor, Malwares and at least every 24 hour for hashes and one week for CVEs. | |
| | | Threat Intel feeds from the platform shall be integrated with current SOC solution in STIX/TAXII, JSON, CSV formats. | |
| | | The solution must provide access to comprehensive threat intelligence (historical and latest) covering threats relevant to the customers digital assets. Infrastructure, brand, industry sector etc. Intelligence should be sourced from a combination of proprietary research, OSINT, and trusted third-party sources. The solution must allow for contextual viewing and correlation of the following at a minimum, either within a unified platform or via seamless integrations: (i) IP Addresses (ii) Domains (iii) Hashes (iv) URLs (v) Malwares (vi) Threat Actors (vii) OEM-authored threat research reports (viii) Threat hunting rule packages, such as YARA, SIGMA or SNORT rules. | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|---|--|---------------------|
| | | The proposed solution should have ability to search for Threat Actors based on: Source region, Targeted industries and regions, Associated malware and tools. | |
| | | The proposed solution should provide multiple indicators that represent the trustworthiness/ maliciousness of entities regarding cybersecurity, including: Score based severity of the indicator based on attribution to APTs, campaigns, malware type and time. Detections and names of malware/threats. | |
| | | The web portal must provide context or co-references with other IOCs. (Eg other IP addresses within the CIDR and their risk scores/rating). | |
| | | The web portal allows download for hunting packages or the threat feeds provide IOCS in hunting capable formats such as YARA rules, SIGMA rules, SNORT Rules and MITRE ATT&CK Identifiers (T codes) to assist in hunting for adversaries, malware or traffic of interest wherever available. The hunting packages shall be coming from its own Threat Intelligence rather than from third party/professional services on ad-hoc basis. | |
| | | The solution must provide a dedicated report or dashboard related to comprehensive view of Threat Actors, Malwares potentially impacting the customer. | |
| | | The web portal must offer a detailed view to understanding trending Rnsomwares, and Threat actor groups filtered on per country or industry basis. | |
| | | Platform should have a News & Research section, providing detailed intel on global Advanced Persistent Threat Groups, Ransomware groups, Threat Actors, Tools they use, their Aliases, IOCs, Country of Origin, Target Industry & Target Geography for effective monitoring and tracking. | |
| | | Feeds from the platform should be integrated with any one of the client solutions like: SIEM, SOAR, TIP, EDR in STIX TAXII format or via Web API | |
| | | The Threat feeds must be collected from multiple third party sources both OSINT and paid, deduplicated and then offered to OCAC via API based integration. | |
| 3 | Cyber-threat monitoring of surface and dark web | Detect if any data is leaked using OCAC's public assets such as Intellectual Properties, Domains, Subdomains, mail-id and OCAC defined keywords. The solution should have the capability to analyze data from multiple languages as mentioned in technical specification | |
| | | Crawl through dark web forums to identify if there is any data leak from OCAC or if someone is asking information pertaining to OCAC or OCAC assets. | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|------------------------------|--|---------------------|
| | | Monitor open security forums, like pastebin, GitHub, Open Bug Bounty etc., ingesting data from multiple code sharing and open security forums and report any such code leaks having mention of OCAC or its public assets such as Intellectual Property, Domains, Subdomains, etc | |
| | | Platform should provide the feasibility to customize the severity logic for alerts & events based on the Threat landscape of customer | |
| | | Apart from Portal & emails, event notification should be available on all of the below channels at a desired frequency on Whatsapp/SMS/Mobile app | |
| | | Monitor data sharing sites like Pastebin, Scribd etc and report any sensitive data associated with the client | |
| 4 | Darkweb & Deepweb Monitoring | Bidder should provide an early intelligence on the Compromised endpoints/emails/credentials for sale in Darkweb Marketplaces | |
| | | Vendor should also provide clear distinction between internal assets or internal employees & the other stakeholders like customers & partners in the case of exposed credentials | |
| | | Intelligence provided must have reference to the source of information including Dark web and Deep web and Paste bin sites, either through a direct link to the source or a cached copy without Customer actually going onto Dark web to look for evidence. | |
| | | The Platform must be able to create, monitor, automate alert and report for threat on Dark Web but is not limited to, the following: | |
| | | -Employee compromised credentials | |
| | | -Sensitive information Leakage such as Username Password Secret token access keys | |
| | | -Malware and Malicious Infrastructure related to Customer domain | |
| | | -Private / Sensitive Documents relating to the business. | |
| | | -Hacking documents/tools specifically targeting client; | |
| | | -Leaked Source Code. | |
| | | -Intellectual property exposed or leaked | |
| | | -Logo Abuse/Copyright / Trademark infringement. | |
| | | -Technical Information / Data that could be used to compromise corporate systems. | |
| | | - Mentions of IP Addresses and Infrastructure | |
| | | -Stolen / Compromised Login Credentials and Customer Account Information. | |
| | | - Exposure in 3rd Party Breaches | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|--------|--|---------------------|
| | | The platform should incorporate a range of multi-layered monitoring services and analysis techniques and correlates data across a range of resources including: | |
| | | - .onion sites, I2P sites and alternative networks; | |
| | | - Dark Net blogs, forums | |
| | | - Infostealer Marketplaces, Logs and Cookies | |
| | | - Black market and criminal auction sites | |
| | | - Ransomware forums | |
| | | - Telegram | |
| | | - Discord | |
| | | - Paste sites | |
| | | Monitor the global list of websites and mobile applications. Monitor domains like .com/ .org/ .co.in/ .in & other domains and alert the moment any website tries to purpurate the OCAC website | |
| | | Hacktivist tracking and intelligence correlation - understand the Hacktivist world and alert OCAC of any news that has an impact on OCAC | |
| | | Monitor to identify fraudulent techniques, scams, data trade and vulnerabilities targeting OCAC systems | |
| | | The provider should be able to provide the facility to analysis the historical data of the threat actor, threat activity, threat objects (historical data of the IPs, URLs, etc. used by the malicious entity) | |
| | | The solution must display images in the search results from sources such as Twitter, LIVEUAMAP, Ransomware extortion sites such as ALPHV, Arvin Club etc and link it to the current context. | |
| | | Platform should provide intelligence from Internet traffic analysis to look for possible exfiltration or C2 extraction from OCAC PUBLIC IP range. | |
| | | The solution must provide information on IOC with reliability score, detection quality or risk score. Scores must be justified with rational behind the given scores. Scores must be dynamic to represent the automated real-time risk of the said IOC for confident decision making and response. | |
| | | The solution must provide for a malware repository for minimum 250 million malwares to gain deep insights into sample behaviors. | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|---------------------------|--|---------------------|
| | | The platform must have a Malware Hunting feature which accepts simple questions and prompts in plain English and get immediately actionable search results in the form of matching malware samples. | |
| | | The solution must support automated generation of YARA and SIGMA rules from the available malware samples selected by the analyst | |
| | | The solution must be able to look for Exploit Proof of Concepts on selective technologies & sources like Dark Web and Underground forums and help to prevent Zero day exploits. | |
| 5 | Brand Intelligence | Social Media Monitoring: | |
| | | The platform should monitor all the major social media platform. These should be reviewed by bidder's /OEM's Security Analysts, manually verified, and evaluated to determine the extent of any abuse or fraud. | |
| | | If abuse is suspected, Customer should be immediately notified to take the site down or seek to have the post removed via the normal Incident Response channel. | |
| | | - Fake/Impersonating Social Media profiles | |
| | | - Fake Domains/URLs and Web pages | |
| | | - Fake recruitment drives & Hiring Scams | |
| | | - Fake Videos or Images using client Logos | |
| | | - Website using customer Logo | |
| | | Solution should provide the visibility of DNS records, Whois records, MX records, screenshot tagged to a typoquatted domain Solution should provide Domain Watclisting feature, to get instant alert whenever there's a change in the status of domain | |
| | | The platform should be capable of doing Image, OCR and Logo monitoring to identify profile impersonation | |
| | | Anti-Phishing Web Tokens: The platform should proactively detect cloned versions of pages and receive real -time alerts to accelerate response. | |
| | | Finding domains and emails mentions on Code Repository websites like Github etc CXOs fake social media profiles, posts, pages and groups, takedown is also expected here. | |
| 6 | Attack Surface management | Platform should discover & then monitor the complete Tech Inventory of customer, including but not limited to: | |
| | | — Domains | |
| | | — IPs | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|--------|--|------------------------|
| | | — IP Ranges | |
| | | — Subdomains | |
| | | — DNS Records (A, AAAA, CNAME, SOA, MX, NS, TXT etc.) | |
| | | — Digital Certificates | |
| | | — Technologies | |
| | | The Platform must monitor all of Customer's Public Infrastructure continuously and provide report on | |
| | | • Exploitable Vulnerabilities from known & Unknown assets | |
| | | • CVE/ SSL Expiry | |
| | | • Shadow IT | |
| | | • Sensitive Open Port | |
| | | • Certificate Issues | |
| | | • Exposed cloud storage | |
| | | • Asmins panels with leaked credentials | |
| | | Bidder should have it's own Internet Scanner to monitor the Attack Surface exposure of the customer, it should not be dependent on any 3rd party to provide this service | |
| | | The platform must produce and maintain an exportable inventory of publicly visible assets. The details of the assets should include (but not limited to) asset name, version, asset type, discovery reason, issues, created date, status etc. | |
| | | Perform basic level of vulnerability scanning – like open ports, misconfigured SSLs, leaking object storages in public cloud, XSS vulnerabilities and report the same on a daily basis. Scan all Internet- facing infrastructure and identify/ report on critical security issues. Any misconfigured subdomains and IP address must be monitored closely for possible data leakage | |
| | | The solution must have an actively updated signature library of min 40,000 vulnerability signatures and should be updated with new signatures by the OEM | |
| | | Maintain a comprehensive inventory and fingerprint of all OCAC Internet- facing digital assets such as domains, related subdomains, respective IP addresses, logo, associated web and mobile applications. OCAC shall be able to add to the assets, if so required | |
| | | Bidder should Provide Public Assets information's like(Not Limited to) | |
| | | *Screenshot | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|------------------------------------|--|---------------------|
| | | *Web Applications details | |
| | | *WAF/CDN/Cloud Provider Information | |
| | | -Vulnerabilities and Critical Open | |
| | | -Virtual Host (Shadow IT Asset) | |
| | | - Local file inclusion, Remote Code Execution | |
| | | -Path Traversal, XSS Issues | |
| | | - Default Logins | |
| | | - Web App Misconfigurations | |
| 7 | Intelligence on Leaked Credentials | The solution must provide the following details in respect of a leaked credentials for a given authorized organizational domain for the following: | |
| | | a) Leaked Username or Leaked Email Address | |
| | | b)Full unsalted hashes in encrypted format (eg SHA1, MD5, SHA256, NTLM) | |
| | | c)Clear text password hint (first 2 characters) or full cleartext password to enable credential owner to identify and remediate their use of the exposed password as part of point a) | |
| | | d)Details on applications URL for which the credential works | |
| | | e) A comprehensive list of other credentials leaked from the machine | |
| | | The solution should provide information about the breach events such as first and last downloaded date , compromise date linked to these dumps (zero or more.) | |
| | | The solution must offer details around the compromised host such as computer name, OS username, IP Address, File Path of Malware, AV and Host Firewall details, Malware name etc if available with the credential | |
| | | Identify if any of OCAC employee's and assets credentials are leaked or sold online. The system must update the list as and when any new breaches occur and report at the earliest. Moreover, the proposed solution should support customized and automated alerts and reports with information such as IP address, Machine Name, Threat Vector used etc | |
| | | Monitor the email IDs of OCAC's top executive for any potential credential leaks and impersonation activities | |
| | | The solution must provide relevant dashboards to highlight exposure timelines and exposure details like top domains, technologies, dominant malware etc | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|--------------------------------|--|---------------------|
| | | The solution must have option to restrict view of cleartext password for limited admin users only | |
| 8 | Browser Extension Requirements | The solution should be offered with a web browser extension for Chrome, Mozilla Firefox and Chromium-based Microsoft Edge that should scan any webpage in real time, identify relevant entities, and presents a list of entities detected along with their risk scores. | |
| | | The browser extension must highlight the total number of IOCs (IOCs like IP, URL, hash, domain and CVE) are identified on the page with their associated risk scores. IOCs should be highlighted on the page itself using different color codes for critical, medium and low severity. | |
| | | Browser extension must ensure that the information is organized in order by risk score Risk score, Triggered risk rules and evidences that assist in prioritization of IOCs being shown on the page for reducing triage time for analyst. | |
| | | The browser extension must have capability to block potentially malicious links on the webpage being reviewed by the analyst | |
| | | The browser extension must have the option to enable or disable automatic detection of IOCs like IP, Domain, URL, hash and vulnerability (CVE) | |
| | | The browser extension must work with the following solutions Anomaly ThreatStream, ArcSight ESM, ELK (Dashboard only), MISP, Qualys, The Hive Project, VirusTotal etc | |
| | | The browser extension must have the capability to export the IOC such as IP, Domains, URLs, Hash files and vulnerabilities into separate CSV files directly from the browser plugin. | |
| | | The browser extension must have the capability to upload suspicious file URLs for detonation and analysis to OEM offered sandbox solution. | |
| 9 | Sandbox | Dynamic Malware Sandboxing should be available: | |
| | | The service should support malware sandboxing by allowing users to | |
| | | a. Upload suspicious files to the platform and download a detailed file behavior analysis report and network analysis report for each uploaded file | |
| | | b. The analysis report should contain risk score of the file, relevant indicators of compromise such as IP addresses, domains or C2 URLs, suspicious network connections, usage of potentially malicious API and | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|---|----------|---|------------------------|
| | | files downloaded or dropped on the disk upon successful execution | |
| | | c. The sandbox should protect organizational privacy by not uploading the file to any publicly accessible repository or third party | |
| | | B. The sandboxing should support operating systems such as Windows, Linux, Mac & Android at a minimum. | |
| | | C. The sandbox should support automated analysis of at-least 500 samples per day | |
| | | D. The sandbox should have the capability analyze and browse both open and dark web URLs(.onion) and download files within the sandbox | |
| | | E. The sandbox should have the capability of LIVE interaction with the VM at runtime | |
| | | F. The sandbox should allow possibility to have an in built VPN capability to choose the Geography from which the VM IP address and network traffic should originate | |
| | | G. The sandbox should allow download of safe files from the VM environment at a later stage if required | |
| 10 | Training | The OEM of the solution must provide access to unlimited online training to the offered solution including YARA rules. | |
| | | The course should teach how to write effective Yara rules, how to test them and improve them to the point where they find threats . | |
| 11 | Support | The solution must be provided with 24/7 access to the support team via web, email and phone for a period of 2 years. | |
| Threat Intelligence Platform (TIP) | | | |
| Deliverables | | | |
| 12 | | To establish a comprehensive on premise Threat Intelligence Sharing Platform solution to consume threat intel information from commercial and OSINT threat intel sources including but not limited to CERT-In, NCIIPC etc and provide STIX/TAXII based URL output for consumption into OCAC owned and managed security devices such as NGFW, Web Proxy, IPS, AV, EDR, NDR, SIEM, SOAR, etc. | |
| 13 | | The solution should be integrated with at least 2 OSINT feeds and 1 commercial feeds/risk lists(not in scope of TIP vendor) from day one. The commercial feed integration steps should be thoroughly documented both by the proposed \platform solution | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--|--------|--|------------------------|
| | | and by the commercial Threat Feed OEM on their respective websites or support portal/knowledgebase. | |
| 14 | | The solution should be offered is to be deployed in OCAC datacenter. The required hardware or virtual machine as recommended by the software OEM shall be offered by OCAC. | |
| 15 | | The proposed Threat Intelligence Platform should be a open source or commercial solution and however should be modified to the extent of capabilities asked by OCAC as and when required during the duration of the project. | |
| 16 | | OCAC may ask the bidder to do limited scope technical Proof of Concept (POC) in OCAC environment before accepting the proposed solution. | |
| 17 | | The offered solution must provide threat feed integration with on prem solutions on OCAC. Additional integration with other cyber security solution is in scope of bidder however bidder must factor min 30 man days for future customization and integrations. | |
| 18 | | There must be no restriction on the number of Threat Intelligence (TI) feed sources that can be integrated with the solution. OCAC should have the capability to store all indicators received from these (integrated) feeds. | |
| Threat Intelligence Platform Capabilities | | | |
| 19 | | The platform should support Threat Intelligence Collection, Evaluation, Ingestion, Processing, Translation, Prioritization, Integration & Aggregation and real time Dissemination. | |
| 20 | | The platform should support machine readable threat intelligence sharing with no limit on the number of users and devices of OCAC. The solution must support sharing of intelligence, including atomic IOCs, URLs, CVE, hash values etc for consumption by security devices such as NGFW, Web Proxy, IPS, AV, EDR, NDR, SIEM, SOAR, etc. | |
| 21 | | The solution must support sharing of all types of threat entity supported, including commercial third-party bulletins, IOCs, events, campaigns, actors, and bulletins, signatures, with no loss in fidelity between the original document and the copy received by each stake holders | |
| 22 | | The solution must support out of the box integration with multiple external threat intelligence sources including but not limited to sources such as MISP / | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|---------------|---------------|--|--------------------------------|
| | | TAXII servers, industry-led (ISAC's), sectorial CERTs, Vendor /OEM CERTs, Government (CERTs) and other partners. | |
| 23 | | The solution must provide for creating and maintaining IoC and indicators database allowing to store technical and non-technical information about malware samples, incidents, attackers and campaigns. | |
| 24 | | The solution should provide for a flexible data model where complex objects can be expressed and linked together to express threat intelligence, incidents or connected elements. | |
| 25 | | The solution must provide for an intuitive web interface accesible via common wed browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge and Safari. | |
| 26 | | The web interface must allow end-users to create, update and collaborate on events and attributes/indicators. | |
| 27 | | The solution must provide for bulk-import, batch-import, free-text import, import from OpenIOC, STIX 2.0, ThreatConnect CSV or MISP format. | |
| 28 | | The solution must support the import of threat intelligence that is stored locally and privately, without any storage in the SaaS service or any external system | |
| 29 | | The solution must support receipt, creation, and editing of STIX threat entities including -Campaigns, malware, Threat Actors, Incidents, Signatures, Reports, - ATT&CK TTPs and other threat entities supported by latest STIX standards. | |
| 30 | | The solution must be able to store at least 15 million IOCs including historical across a range of indicator Types, including IP Addresses [v4 & v6], Domains, URLs, File Hashes etc | |
| 31 | | The solution must be able to receive and store at least 5,000 events per second from a typical mix of event sources, with an efficient storage mechanism. The solution must be able to store the specified event and IOC volumes for a retention period of six months. | |
| 32 | | The solution must automatically de-duplicate threat intelligence. The solution must automatically detect and remove false positives | |
| 33 | | The solution must include applications to integrate and manage a data feed from the solution to a downstream SIEM. The solution must permit user-definable filters to determine which new intelligence is synchronised to the downstream security system, such | |

| Sl.No. | Module | Requirement | Compliance (Yes/No) |
|--------|--------|---|---------------------|
| | | as a minimum confidence score or a specific tag. The solution must be able to limit the number of IOCs sent to a control with limited capacity, and automatically prioritise the IOCs to be sent up to this limit. | |
| 34 | | The webUI must also have an option to search the commercial threat feed OEM directly regarding any IOC and get details like the risk score, related context etc without the need to visit the commercial OEM website. | |
| 35 | | The commercial and OSINT threat feeds once ingested into the solution must display vendor generated tags such as current risk score, severity level, OEM triggered risk rules etc | |
| 36 | | The solution must automatically 'age out' indicators in enterprise integrations. The solution should be able to provide a risk or threat score to assist in prioritisation, based on the nature of the threat and the confidence of the indicator detected in the organisation. The solution should support a wide range of integrated products 'out of the box', without the need of extensive custom development for integration, so as to provide a seamless on boarding experience for each member. | |

20.6. Project Citation Format

| | | |
|----|--|--|
| a) | Project Name: | |
| b) | Value of Contract/ Work Order (In INR): | |
| c) | Name of the Client: | |
| d) | Project Location: | |
| e) | Contact person of the client with address, phone and e-mail: | |
| f) | Project Duration: | |
| g) | Start Date (month/year): | |
| h) | Completion Date (month/year): | |
| i) | Status of assignment: Completed / Ongoing (if it is on-going, level of completion) | |
| j) | Narrative description of the project with scope: | |
| k) | List of Services provided by your firm/company: | |

| | |
|--|--|
| | |
|--|--|

NB:

Please attach supporting documents like Workorder, Completion Certificate Etc.

20.7. Form 5: Letter of Proposal

To,

The General Manager (Admn)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.- RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Subject: Submission of the Bid Proposal for < RFP No >

Dear Sir/Madam,

We, the undersigned, hereby submit our Proposal against your Request for Proposal floated vide RFP Ref: OCAC-CERT-XXX-XXXX-XXXX-XXXXX, Dated XX/XX/XXXX, in a separate sealed envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 **days** as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

20.8. Form 6: Undertaking on Authenticity of IT Hardware / Software & peripherals

(To be filled by the bidder (On Rs. 100/- Non-judicial stamp paper))

To

The General Manager (Admn),
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O. - RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Reference: OCAC-CERT- XXX-XXXX-XXXX-XXXXX, Dated XX/XX/XXXX,

This has reference to the items being supplied/ quoted to you vide our bid ref. no. : OCAC-CERT-CYS- XXX-XXXX-XXXX-XXXXX, Dated XX/XX/XXXX

We hereby undertake that all the components/ parts/ assembly/ software / service used in the equipment shall be genuine, original and new components /parts/ assembly/ software from respective OEMs of the products and that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our EMD/PBG for this bid or debar/ black list us or take suitable action against us.

Authorized Signatory

Name:

Designation:

Note: The signing Authority should be not lower than Company Secretary of the OEM.

20.9. Appendix II: Commercial Proposal Templates

20.9.1. Form 7: Covering Letter

< Location, Date >

To,

The General Manager (Admn)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.- RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Subject: Submission of the Financial bid for OCAC-CERT- XXX-XXXX-XXXX-XXXX, Dated
XX/XX/XXXX

Dear Sir/Madam,

We, the undersigned, hereby submit our Financial Proposal against your Request
for Proposal floated vide RFP no OCAC-CERT- XXX-XXXX-XXXX-XXXX, Dated XX/XX/XXXX.

Our attached Financial Proposal is for the sum of [*Amount in words and figures*] along with
applicable taxes & duties.

Our Financial Proposal shall be binding upon us, up to expiry of the validity period of the
Proposal, i.e., [*Date*].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

20.9.2. Form 8: Financial Proposal

A. Price Bid

| SL. No. | Item | Quantity (a) | Unit Cost (in Rs.) (b) | Taxes (in Rs.) (c) | Total Cost (in Rs.) (d = b + c) | Total Amount (in Rs.) (e = a x d) |
|--|---|--------------|------------------------|--------------------|---------------------------------|-----------------------------------|
| 1. | Threat Intel Solution (Cost Should include all components asked in Technical Specification excluding Take Down Service) | 1 | | | | |
| 2. | Threat Integration Platform | 1 | | | | |
| 3. | Training and Handholding Support for 4 Persons | 1 | | | | |
| 4. | Operation & Maintenance | 1 | | | | |
| Total Cost | | | | | | |
| Grand Total Cost (Amount quoted in words): - Rupees | | | | | | |

Authorized Signatory with Official Seal

- Prices shall be quoted inclusive of all taxes, duties, freight and forwarding and cost of labour for installation.
- OCAC reserve the right to issue the workorder for complete or Part worder for Solution asked for.
- Price shall include one-time OEM Training / Certification cost for 4 resources of OCAC from OEM
- Training at the time of Installation, Configuration & Hand holding of tool should be free of cost and should be provided by OEM
- Price should be inclusive of two (2)-year Premium Service Support
- Printed brochures of items quoted should be enclosed.
- The bidder should mention the warranty period against all manufacturing defects.
- In case of any discrepancy between Unit Price & Total Price, the Unit Price will prevail.

B. Price Discovery

| SL. No. | Item | Quantity (a) | Unit Cost (in Rs.) (b) | Taxes (in Rs.) (c) | Total Cost (in Rs.) (d = b + c) | Total Amount (in Rs.) (e = a x d) |
|--|--|--------------|------------------------|--------------------|---------------------------------|-----------------------------------|
| 1. | Threat Intel Solution- Take Down Service (As per Scope of Take Down Mentioned in Technical Specification of Threat Intel Solution) | 100 | | | | |
| Total Cost | | | | | | |
| Grand Total Cost (Amount quoted in words): - Rupees | | | | | | |

Authorized Signatory with Official Seal

- For the take down services, Payment will be released as per actual consumption of number of successful takedowns at the end of every quarter. The bidder shall raise correct and clear invoice at the end of each quarter based on actual consumption.
- Work order will be issued excluding Take Down Service Feature, but the Feature should be available in the Solution without additional License Cost.
- The Bidder has to consider 500 Takedown for Entire duration of Contract
- The unit cost proposed should be valid for entire duration of Contract.

20.10. Appendix III: Templates

20.10.1. Form 9: Performance Bank Guarantee (PBG)

To,

The General Manager (Admn)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
PO: - RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Whereas << name of the supplier and address >> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. << insert contract no. >> dated. << insert date >> to provide Implementation services for << name of the assignment >> to OCAC (hereinafter called “the beneficiary”)

And whereas it has been stipulated in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, << name of the bank >> a banking company incorporated and having its head /registered office at << address of the registered office >> and having one of its office at << address of the local office >> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<< insert value >> (Rupees << insert value in words >> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs.<< insert value >> (Rupees << insert value in words >> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until << Insert Date >>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs<< insert value >>(rupees << insert value in words >> only).
- II. This bank guarantee shall be valid up to << insert expiry date >>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before << insert expiry date >>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: