

**SPICES BOARD**  
(Ministry of Commerce & Industry, Govt. of India)  
Palarivattom.P.O. N H By Pass  
Kochi –682025

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No.EDP/PHW/02/09

Dated 7<sup>th</sup> Nov 2009

SUPPLY AND INSTALLATION OF NETWORK SECURITY APPLIANCE FOR UNIFIED THREAT MANAGEMENT(UTM)

Sealed quotations are invited for supply and installation of Network Security Appliance for Unified Threat Management(UTM) in Board's H.O as per the requirement and specification given in Annexure - I, subject to terms and conditions given in Annexure-II.

The quotations, addressed to the Dy.Director(EDP), Spices Board, Kochi-682025, should reach EDP Dept. of the Board latest by 5.00 p.m on 25<sup>th</sup> Nov 2009. The quotations will be opened at 11.00 am on 26<sup>th</sup> Nov 2009 in the presence of available vendors. The sealed cover containing the quotation shall be super-scribed as "Quotation for Network Security Appliance/UTM due on 25<sup>th</sup> Nov 2009 (EDP Dept)". Spices Board has no 'C'/D' forms. The Board reserves its right to reject or accept any or all quotations without assigning any reason.

Yours faithfully,

Sd/-

(P.M.SURESH KUMAR)  
DY.DIRECTOR(EDP)

Encl : as above.

## REQUIREMENT AND SPECIFICATION OF NETWORK SECURITY APPLIANCE FOR UNIFIED THREAT MANAGEMENT(UTM)

### Present IT Infrastructure

- a) 10/100/1000 Mbps LAN connectivity
- b) Internet through 1 Mbps leased line and 2Mbps dial-up broadband connection
- c) Web server, database server, DHCP and email server (all Linux based)
- d) Number of PCs : 200 likely to be increased
- e) Number of PCs with Internet Access: 100 approx

### Specification

- o Wired Integrated hardware Firewall
- o Form Factor: Rack-mountable
- o Network Interfaces :2 x 10/100/1000 Base-T
- o Minimum Configurable internal/DMZ/WAN ports : 4 ports
- o Connect two Internet gateway concurrently
- o 2 USB ports
- o RJ 45 console port
- o Data Link Protocol : Ethernet, Fast Ethernet, Gigabit Ethernet
- o Remote Management Protocol: SNMP, HTTP, HTTPS
- o Firewall throughput : 400 Mbps
- o VPN throughput : 100 Mbps
- o Concurrent sessions : 400,000
- o Connection rate : 10000 connections per second

### Requirements

- o Bandwidth Management
- o Gateway Anti Virus & Anti Spyware
- o Gateway Anti Spam Filtering
- o Intrusion Detection
- o Intrusion Prevention
- o Content, Application and URL Filtering
- o VPN support
- o Network Security Monitoring
- o Proxy Feature
- o Customized Reporting Tools
- o Log Monitoring Storage quota
- o DHCP User Authentication
- o Static and DHCP IP allocation
- o Browser enabled management and Reporting
- o User management and Group controls
- o Easy Update management
- o Monitoring and reporting capabilities

Warranty: Three Years with 24 \* 7 support

Validity of licenses of all software components: 3 years

## REQUIREMENTS IN DETAIL

### 1. Bandwidth Management

Based on IP, user, group & application, Multiple Link Support & Management, Bandwidth Sharing, Bandwidth Online Utilization, Graphs & Reports. Guaranteed and burstable bandwidth per IP address and group of IP addresses and per user and group of users, Traffic Discovery & Application Control

### 2. Gateway level Anti Virus, Anti Spam, Intrusion Detection and Prevention (IDP) & DDoS protection

Threat detection and protection on HTTP, FTP, IMAP, SMTP & POP3 which shall be continuous & real time. Dynamic virus signature updates. The Basic Virus Signature Database should comprise of the complete Wild List Signatures and variants as well as malware like phishing mails and spyware, Configurable policy options to scan for viruses. SPAM filtering based on IP address, Black/White list Real-time black hole List (RBL) or Open Relay Database List (ORDBL) servers, Reverse DNS lookup, Return email DNS check, Intrusion Detection and Prevention and DDoS Attack Protection (Website Protection from Distributed Denial of Service)

### 3. DNS, Proxy & Firewall

Inbuilt DNS Services, Proxy Support, Bridge Mode Support, DHCP Support, Ports with DMZ Support for Firewall, Restriction based on IP & Ports, Firewall

### 4. Load Balancing & Gateway

Fail-over, Multiple Link Support, Auto Balancing of Traffic on Multiple Links, Auto Fail-over from Failed Link to Live Link, Maintain continuous Traffic Flow, Prevent Loss of Information, Provide Reports & Graphs

### 5. Content Management with Online Web Categorization

Integrated web filtering based on URL, category & Keywords, Online Website Screening & Categorization, Managing various File Types, Option to stop (a) Pop-Ups & Tickers (b) Internet Messaging (Yahoo, MSN, AOL etc) (c) attachments over Chat application. Content Reporting, Anti phishing, Anti-malware, User specified update frequency for categories and restricted URLs, Time based and policy based (weekdays/time/user/group) access, surfing etc,

### 6. Reporting Solutions

In-built integrated reporting solution that is accessible through HTTP or HTTPS. The system should provide user based, group based and IP address based reports for traffic discovery, Gateway level Anti Virus & Anti Spam, Intrusion detection and prevention, Web Content Filter and Web mail. Provide reports in HTML, Graphical and CSV format. Provide bandwidth usage per zone and should help in capacity planning, System shall be capable of storing all the reports on the appliance and no separate software/device should be needed for the same. Online Reports for Users & Links, MIS Reporting & Trend Analysis, Provide configurable options to receive the reports to designated email addresses. The system should be able to provide connection wise reports for user, application, source and destination IP address and source and destination port and protocol. Logs of security violation attempts.

### 7. Administrative Tools

Web Based Management and Access Control. Easy Update Management, Management based on user, user groups, source, destination IP & Port. System Diagnosis – Cache, CPU, Memory utilization, network security etc, View Network Connectivity & Services – DNS, Ping, Gateway, etc. User Authentication. Export & Import Facility for user data & policies, Message Broadcasting to User / Group. Static & DHCP IP allocation, DHCP user authentication, DHCP Reporting,

### 8 Certification,

ISO 9001:2000 OR CEI-CMM level Certified or Security certificate like ICSA

## TERMS AND CONDITIONS

1. Offers which are incomplete in terms of scope, requirements or specifications or required details will not be considered and such tenders are liable to be rejected forthwith.

### 2. Earnest Money Deposit (EMD)

An amount Rs.5,000/- (Rupees Five Thousand Only) shall be deposited by the concerned firm as Earnest Money Deposit (EMD) in the form of a Bank draft from any Nationalized Bank in favour of Secretary, Spices Board payable at Kochi. Bid not accompanied with prescribed earnest money deposit will be rejected. The EMD of the unsuccessful vendors shall be refunded after final acceptance of the tender and within reasonable time after opening of the tender. The EMD will carry no interest. After submission of Performance Guarantee Money, the EMD of the successful Vendor will be refunded. The EMD will be forfeited if the vendor withdraws his offer or any clause of his offer/tender, if such withdrawal adversely affects the interest of Spices Board. The EMD of the successful Vendor shall also be forfeited if the vendor fails to deposit the Performance Guarantee when required to do so within specified period.

### 3. Warranty

The appliance shall be under warranty for a minimum period of 36 months from date of successful installation of the appliance. Warranty shall include free maintenance and replacement of the whole network security appliance and free software upgrades. Defects, if any, shall be attended to on immediate basis but in no case any defect should not prolong for more than 24 hours.

The bidder shall assure prompt service, replacement and upgrades for maintenance of the appliance and its software for another two years after 3 years warranty. The rates for annual support charges and software license shall be specified for the post warranty period.

Supplier shall ensure availability of adequate spares and support for Network Security Appliance, Anti Virus, Anti Spam, IDP, Web and application filter, Cache Management, Firewall, Network management, VPN, engine software and data base update services for a total period of 5 years. Original manufacturer (OEM) should ensure the continuous supply & support for the said period.

### 4. Maintenance Service

Supplier shall provide support services for the appliances to provide satisfactory through-put in the network. Supplier shall ensure to keep the system operating for 24 x 7 days in Board's Head Office in Kochi. The Supplier personnel contacts, telephone numbers, and other procedures of fault reports like call escalation processes shall be made available by the Supplier's to Spices Board within 15 (fifteen) days from date of acceptance of the order.

The faults if any, reported to Supplier's shall be checked immediately and resolved initially through telephonically and in case problem remains unresolved, then technical expert will visit site to resolve and close the problem. Replacement of any faulty unit on site to be undertaken either through Supplier's or Manufacturer's service engineers. The Supplier shall respond within 4 working hours, after logging in the call and rectify the fault within 8 hours. In case the equipment is to be replaced, the total time allowed will be 7 days for replacing the new Equipment notwithstanding that the Network is up and running within 24 hours by deploying standby equipment before taking any equipment for replacement. The standby appliance shall have all capabilities as the original one.

### 5. Compensation against Non-Performance

In case the service is continuously unavailable beyond six hours due to non-performance of the appliance, the Supplier shall extend the warranty period by one day.

The down time shall start from the time of observance of the service non-availability by the Board and end at the time of restoration of the services by the Supplier, to the satisfaction of the Board. The delay due to non response of the Supplier, in registering the service call and subsequent issuance of service call registration number shall have no bearing on Total Service Down time.

6.Performance Guarantee

10 % of the cost of the equipment is required to be deposited as Performance Guarantee by the qualified firm in the form of a Bank Guarantee issued by any Nationalized Bank or as a DD drawn in favour of Secretary, Spices Board for period of full warranty period from the date of successful installation. The performance Guarantee will not carry any interest. Performance guarantee will be forfeited for unsatisfactory service and non-compliance of any clause of the purchase order.

7.Installation & Training

Supplier shall do the configuration and implementation of the policies on the appliance as described by Spices Board. The appliance shall be installed with two Internet gateways and existing Web server in DMZ with port forwarding and integrated with Board's existing IT infrastructure. All required facilities mentioned in Annexure I shall be activated and made available. Vendor will provide complete product training for all the hardware and software free of cost to Spices Board after the proper installation and commission of the system before handing over the system.

8.Tender submission

There is no separate tender document. This enquiry notice can be downloaded from Board's web site at <http://www.indianspices.com/html/quot.php> for tender submission.

In order to comply with requirement, specification, terms and Conditions, the supplier shall duly sign Annexure 1 and Annexure 2 of this tender notice and submit along with the proposal. Any deviation in specification and terms and conditions shall be clearly specified.

9.Delivery

The equipments shall be delivered within three weeks from date of placing order. If the supply is not made within the said period of three weeks, termination/cancellation of the order will be considered and in such a situation, the Board will have the right to forfeit the security deposit (EMD) of the vendor and procure the equipment from elsewhere.

8.Demo

A demonstration of the product shall be arranged in Kochi in case the proposal is short listed.

9.Cost

- a)Specify all taxes, duties, entry tax, packing, insurance, forwarding and installation charges.
- b)Specify one-time and recurring cost.

10.Payment terms

- a) 40% payment on receiving the product subject to inspection
- b) 40% payment after installation and successful testing
- c) 20 % payment after meeting the following parameters
  - Final fine-tuning and integrating with Board's IT infrastructure
  - Deposit of 10% performance guarantee

**Quotation shall contain**

1. Detail specification of appliance including number of WAN,DMZ and Ethernet ports, specification of processor, size of RAM, capacity of internal storage, brand and model name and technical details of software components
2. Details of anti-virus & anti-Spam support : own or thirty party
3. Delivery time, validity of quotation and warranty period.
4. Annual support fee (AMC) and software license cost applicable for post warranty period.
5. Services or Components not covered under warranty/AMC
6. Whether the requirement and specification given in Annexure-I is fully met with the proposed appliance?

7. Whether clauses under warranty, maintenance service, Compensation against Non-Performance and Performance Guarantee detailed in items 3 to 6 of Terms and Conditions is fully agreed or not ?
8. Documents to prove quality certifications like ICSA lab certification or any other quality certification, service support and technical competence.
9. Assurance from Original manufacturer (OEM) to ensure the continuous supply & support for 5 years.
10. Installations in Kochi, client's contact address and phone nos.