

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

**Stock Holding Corporation of India Limited
(StockHolding)**



RFP Reference Number: CPCM-19/2025-26

Date: 03-Nov-2025

GEM Reference No. - GEM/2025/B/6849585

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DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited (StockHolding), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. StockHolding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	CPCM-19/2025-26
3	Requirement	RFP for Procurement of Next Generation Firewall at StockHolding
4	Interest free Earnest Money Deposit (EMD) [*]	Rs.17,50,000/- (Indian Rupees Seventeen lakhs Fifty Thousand only) by way of RTGS/NEFT/BG/FDR to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address. Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.
5	Email Id for queries up to Pre-Bid Meet	CPCM@stockholding.com
6	Date of Issue of RFP Document	03-Nov-2025
7	Date, Time and place for online Pre-bid meeting	07-Nov-2025 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to CPCM@stockholding.com before 06-Nov-2025 05:00 PM
8	Last Date for Submission of Online Bid	24-Nov-2025 03:00 PM
9	Date of opening bid	24-Nov-2025 03:30 PM

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

Table of Contents

SUBMISSION OF PROPOSAL	6
ELIGIBILITY CRITERIA (Documents to be Submitted Online)	8
BIDS PREPARATION AND SUBMISSION DETAILS	10
Submission of Bids	10
Evaluation of Bids	10
Eligibility Criteria Evaluation (Stage 1).....	10
Technical Bid Evaluation (Stage 2).....	10
Commercial Bid Evaluation (Stage 3).....	12
Requirement.....	13
Scope of Work	13
Service Level Expectations & Penalties:.....	16
Warranty.....	18
Contract Duration.....	18
Location Details	18
SNR (SITE NOT READY) and Shifting.....	19
Project Implementation Timelines	19
Payment Terms & Conditions:	19
Refund of Earnest Money Deposit (EMD)	20
Performance Bank Guarantee (PBG).....	20
Force Majeure.....	20
Dispute Resolution	21
Right to alter RFP	21
Integrity Pact	21
Sub-Contracting.....	22
Non-Disclosure Agreement (NDA).....	22
Indemnify.....	22
Termination Clause.....	22
Exit Management	22
Assignment.....	23
ANNEXURE - 1 - Details of Bidder's Profile	24
ANNEXURE - 2 – Eligibility Criteria.....	25
ANNEXURE - 3 – Technical Criteria	27
ANNEXURE - 4 – Commercial Bid Format	29
ANNEXURE - 5 – Integrity Pact	30
ANNEXURE - 6 - Covering Letter on bidder's Letterhead of Integrity Pact.....	36
ANNEXURE – 7 – Compliance Statement.....	37

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE – 8– Format of Bank Guarantee.....	38
ANNEXURE – 9 – Format of Non-Disclosure Agreement.....	40
ANNEXURE - 10 - Technical Specifications.....	43

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

SUBMISSION OF PROPOSAL

StockHolding invites e-tenders via the GeM Portal for the procurement of Next Generation Firewalls (NGFW) for its Mumbai and Bengaluru locations, including a 3-year warranty.

Submission of Bids:

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/> the following manner:-

1. Eligibility/Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Invitation for bids:

This “Invitation for bid” is meant for the exclusive purpose of “Procurement of Next Generation Firewall at StockHolding.” as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder’s risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

- a Bidder Details – Annexure 1
- b Format for Eligibility Criteria - Annexure 2
- c Format for Technical Criteria - Annexure 3
- d Format for Commercial Bids - Annexure 4
- e Integrity Pact (Text) - Annexure 5
- f Covering Letter of Integrity Pact - Annexure 6
- g Compliance Statement – Annexure 7
- h Format of Bank Guarantee – Annexure 8
- i Format of Non-Disclosure Agreement (NDA) – Annexure 9
- j Technical Specifications – Annexure 10

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

Clarifications regarding RFP Document:

- a Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.
- b A bidder requiring any clarification for their queries on this RFP may obtain such clarifications via email to CPCM@stockholding.com
- c StockHolding shall not be responsible for any external agency delays.
- d StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- e At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- f StockHolding reserves the right to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.
- g StockHolding reserves the right to amend / cancel / postpone / pre-pone the RFP without assigning any reasons.
- h It may be noted that notice regarding corrigendum's/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.

Validity of offer:

The offer should remain valid for a period of at least **90 days** from the date of submission

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ELIGIBILITY CRITERIA (Documents to be Submitted Online)

Guidelines to be followed prior to submitting an application-

Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

Sl. No.	Criteria	Documents to be submitted by Bidder
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 or a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 with experience in providing IT security services / business (i.e. in the area of implementation, monitoring and management of proposed Next generation firewall solution) during last five years.	Copy of Certificate of Incorporation issued by the Registrar of Companies / Ministry of Corporate Affairs and Self declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
2	Bidder should have an average annual turnover of at least ₹14 Crores per annum for last three financial years (2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.
3	Bidder should have Positive Net worth (minimum ₹1.7 crores) for all the last 03 (three) audited financial years i.e. 2022-23, 2023-24 and 2024-25.	Certificate from CA mentioning networth or Balance Sheet for last three financial years.
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
5	The bidder shall be authorized by the OEM to provide and support the solution for the proposed NGFW.	The bidder should provide Manufacturer's Authorization Letter (MAF). If bidder is OEM itself, MAF not required.
6	The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects in India of the proposed NGFW solution of the OEM of which 01 (one) should be in the BFSI sector in the last 03 (three) years as on RFP date.	Copy of order and/ or completion certificate of work
7	The proposed OEM should have ISO 27000 and/or SOC2 Type2 series certifications.	Copy of valid certifications
8	OEM must be Leader's quadrant in latest IDC MarketScape / Gartner Magic Quadrant / Forrester Wave / any other equivalent report for Enterprise Network Firewalls.	Copy of IDC MarketScape / Gartner Magic Quadrant / Forrester Wave / any other equivalent report for Enterprise Network Firewalls

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

9	OEM should provide 5 years direct support for both hardware and software along with security subscription updates for the proposed NGFW.	Self-declaration by the OEM
10	Bidder shall have support office in MMR and Bengaluru.	Bidder to provide office address with contact details.
11	The bidder should have shall have minimum 5 certified / trained professionals in the proposed OEM's Firewall solution.	Training certificate from bidder required for Trained professionals.
12	Bidder to provide Escalation Matrix on letterhead with sign and stamp	Escalation Matrix on Bidders' Company Letter Head

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

BIDS PREPARATION AND SUBMISSION DETAILS

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/>. Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there.

Submission of Bids

- 1) The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document
- 2) The offer should be valid for a period of at least **90 days** from the date of submission of bid.
- 3) The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
- 4) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.
- 5) Delayed and/or incomplete bid shall not be considered.
- 6) There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

Evaluation of Bids

First the 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for 'Technical bid'. In the second stage, for only those bidders who meets the 'Eligibility Criteria', technical bids will be evaluated, and a technical score would be arrived at. In third stage, only those bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

Eligibility Criteria Evaluation (Stage 1)

The bidder meeting the Eligibility Criteria as per Annexure 2 will be considered for Technical evaluation. Any credential/supporting detail mentioned in "Annexure 2 – Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation.

Technical Bid Evaluation (Stage 2)

The Technical bids of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. StockHolding may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the StockHolding.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

Sl. No	Parameter	Scores	Min. Scores	Max. Scores
A. Experience of Bidder & Proposed Solution (80 Marks)				
1	The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects in India of the proposed NGFW solution of the OEM of which 01 (one) should be in the BFSI sector in the last 03 (three) years as on RFP date.	3 projects : 20 Marks 4-5 Projects: 25 marks - More than 5 Projects: 30 Marks	20	30
2	The Bidder should have supplied, implemented, and maintained minimum 1 NGFW solution with 50 Gbps throughput and above in the BFSI sector with minimum 200 branches in India in the last 03 (three) years as on RFP date.	1 project : 18 Marks 2 Projects: 20 marks - More than 2 Projects: 25 Marks	18	25
3	Customer reference for proposed NGFW solution during the last 3 years as on RFP date	3 Customer reference Feedback from existing customer 3 = Average, 4 = Good, 5 = Excellent	12	15
4	The bidder should have shall have minimum 5 certified / trained professionals in the proposed OEM's Firewall solution.	5 certified / trained professional in the proposed solution : 6 Marks - More than 5 certified / trained professional in the proposed solution : 10 Marks	6	10
B. Presentation & Solution Demonstration (20 Marks)				
5	Bidder's capabilities in terms of product expertise and experience in implementation with architecture diagram related to project. Following parameters will be considered for the evaluation, but not limited to: 1) Solution Architecture, Solution Design, Scalability Architecture – 3 Marks 2) Migration Plan for migration from existing Firewall deployed – 4 Marks 3) Policy Implementation plan – 3 Marks	Technical Presentation delivered by Bidder	14	20

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

	4) Project Management Plan inclusive of Project Methodology/ approach/ Detailed Project plan with time frame for various activities with adherence to project plan mentioned in RFP – 4 Marks			
	5) Experience & Expertise of Bidders & OEMs across BFSI sector in execution of similar assignment – 4 marks			
	6) Any additional module included in proposed solution other than StockHolding's requirement – 2 Marks			

Note:

- The bidder is required to provide documentary evidence for each of the above criteria.
- The technical score will be allotted by StockHolding to each bidder against each section and will be considered final.
- Technical proposals will be evaluated based on the total marks obtained across all technical evaluation criteria. Only those bidders who achieve a minimum cumulative score of 70 marks in the technical evaluation will qualify for the commercial bid evaluation.

Commercial Bid Evaluation (Stage 3)

The Commercial offers of only those Bidders, who are short-listed after technical evaluation, with minimum cumulative score of 70 marks would be opened.

The bidder with the lowest quotes will be selected for the project. StockHolding reserves the right to negotiate with L1 bidder.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

Requirement

StockHolding intends to select vendors who are interested and capable to Supply, Install & Manage Firewalls at Data Centre (DC) - Navi Mumbai, Mahape and DR Site - Bengaluru as per Scope of work and Technical Specifications given in this RFP.

Scope of Work

1. Overview of Scope of Service

- 1.1. The OEM/bidders are required to quote the cost of the Firewalls for 3 years' warranty. During the warranty period, vendor should ensure 99.9% uptime (calculated on a 24*7-hour window on monthly basis) of the proposed solution.
- 1.2. The OEM/bidders should Supply and install Next Generation Firewall with the technical specifications as mentioned in the RFP, along with accessories (rack mount kit, power cables etc.) and necessary documentation etc. at StockHolding DC (Navi Mumbai, Mahape) and DR (Bengaluru) to meet the requirements. Rack mounting, cabling and testing of all the features is part of Installation activity. Firewall Hardware Specs with Location and broadly covers the following.

1.3. Table 1.1

Sr. No .	Firewall Requirement	Minimum Required port	Minimum IPS Throughput	Minimum Threat Prevention	Minimum Throughput Firewall	Qty	Location
1	Business Unit 1 - DC	8 ports 1/10G copper 4 ports 10/25G SFP	10 Gbps	6 Gbps	40 Gbps	2	Mahape
2	Business Unit 1 - DR	8 ports 1/10G copper 4 ports 10/25G SFP	10 Gbps	6 Gbps	40 Gbps	2	Bengaluru
3	Business Unit 2- DC	16 ports 1/10G copper 4 ports 10/25G SFP 2 ports 40/100 SFP	15 Gbps	8 Gbps	50 Gbps	2	Mahape
4	Business Unit 2- DR	16 ports 1/10G copper 4 ports 10/25G SFP 2 ports 40/100 SFP	15 Gbps	8 Gbps	50 Gbps	2	Bengaluru

- 1.1. The solution will involve 8 FW appliances and Management Hardware each for these firewall devices that will be deployed at Mahape (Navi Mumbai) and Bengaluru locations. All to be configured in HA (High Availability) mode.
- 1.4. Installation and implementation of the firewalls would be completed in a seamless manner. These would include the feasibility study and on actual migration of the existing firewalls architecture, configuration, application profile, signatures, policies etc.
- 1.5. The Pre-installation process should get initiated immediately on issuance of PO. During this period the study of existing security architecture, existing firewall & IPS/IDS policies & propose enhanced security architecture as per best practices, in line with Stockholding ISMS policies & as per SEBI Circular on Cybersecurity and Cyber Resilience Framework (CSCRF).
- 1.6. The solution would be able to provide predefined and custom MIS Reports generation: Daily reports, Periodic reports, Exception reports, Detailed/summary level reports, etc. which would enable the bank to monitor the performance of these firewalls.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

- 1.7. Vendor should provide in built or custom interface to integrate to multiple security monitoring and reporting tools available in the Stockholding environment such as SIEM, MDR, APT, TIP, PIM (Privilege Identity Management) etc.
- 1.8. Technical Specifications for the proposed solution are as attached in Annexure – 10.

2. IT Systems Configuration, Customization and Implementation Services

- 2.1. During the Installation period, if there is any observation with the listed specifications not meeting with the supplied Hardware/Software, same has to be fulfilled by adding any hardware/software (Including license). The Warranty should be inline with the adhoc supplied hardware software. The cost has to be borne by OEM/Bidder. The warranty/license period should start on the Go-live date declared by Stockholding.
- 2.2. These would include the feasibility study and on actual migration of the existing firewalls and not limited to architecture, configuration, application profile, signatures, policies etc. The standby firewall (same make and model) being procured through this RFP for HA (High Availability).
- 2.3. Should be configured with all policy so that the same can be up when the primary one is down for any reason. The solution would be able to generate predefined scheduled and custom MIS Reports like Daily reports, Periodic reports, Exception reports, Detailed/summary level reports, etc. which would enable StockHolding to monitor the performance of these firewalls.
- 2.4. Provision of all licenses/subscriptions like Firewall Hardware Device, Management Server, Operating System, Database (if required), up-gradation etc. All supplied Software Licenses should be in the name of StockHolding Corporation of India Limited and should be available from Day one.
- 2.5. The OEM/bidder shall also handle all matters relating to the configuration and operation of the system including but not limited to application, system interfaces, documentation, user manual.
- 2.6. System Administration Training at Mahape (By OEM Qualified Trainer) for the successful implementation of the system. Training should cover the core (firewall) features along with any additional/available/new features. Please note that Go-live date does not include Training days included, this can be done post Go-live.
- 2.7. The OEM/bidder shall be responsible for generation and submission of necessary documents required during various phases of project like planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports as required by Stockholding. All such documents shall commence only after the same is approved by Stockholding.
- 2.8. System Installation, Configuration, Integrations and Customization to meet Stockholding requirement as per RFP document.
- 2.9. The Vendor/ Bidder shall provide the technical design document including but not limited to Migration/Deployment Document, Solution HLD, Solution LLD, Implementation Document, SOPs and best practices for operational support.
- 2.10. The Vendor/ Bidder shall provide the Firewall Product Details, System Performance Benchmarks (Response Times, etc.).
- 2.11. Daily Progressive Status, Weekly Status Reporting with MOM to be followed during the said Project period.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

- 2.12. Raise Product enhancement for features if required that are not immediately available as part of product.
- 2.13. The Proposed NextGen Firewall Solution should be provided with hardware replacement warranty and Ongoing Software Upgrades for all major and minor releases during the completion and post completion of project.
- 2.14. SLA should be calculated by Bidder/OEM and should be presented to Stockholding Team.

3. Firewall Solution Implementation:

3.1 Basic Installation includes following activities

- a) BOM Verification.
- b) Mounting (Rack & Stack) of the Appliances.
- c) Basic configuration (Management IP, Gateway, DNS, Hostname, NTP Server).
- d) Making Hardware appliances accessible on the Network.
- e) Integration with Hardware Management Server.
- f) License configuration and activations (if any).
- g) Use Case Testing for Existing and New Applications

3.2 The implementation should be done by SI or OEM and no third party vendors should be involved.

- a) Installation of Management Appliances and logging of traffic flowing through devices.
- b) Installation of firewalls & Management Appliances minimum base line security standards as per the industry best practices and StockHolding's Standard.
- c) Any new Firmware upgrade, bug-fix and Patch installation on firewalls & Management Appliances during the project period.
- d) Best Practice configuration / Implementation for firewalls & Management Appliances, submitting the OEM solution architecture and configuration validation report submission.
- e) All existing applications should be integrated in firewalls and same should be validated and verified by OEM as per best practice.
- f) OEM certificate for implementation of firewall Architecture, configuration and security hardening as per best practices.
- g) Integrate firewall Solution to StockHolding's SIEM/SOAR for Audit logs, Security Events, critical events for monitoring and automations.
- h) Configure firewall Solution for logging of all activities performed by the Administrator.
- i) Integrated firewall to StockHolding's Monitoring tool for all the critical parameters such as CPU, Memory, interface errors /drops and other parameters available for monitoring.
- j) OEM/Bidder will co-ordinate and resolve with product team in case if there is any deviation observed in capacity in load test performed before go-live of the solution example.
- k) Raise Product enhancement for features if required that are not immediately available as part of product with timelines.
- l) Troubleshoot all type of incidents observed post Application integration and firewall Assess Solution deployment and document all exception and deviations.
- m) Documentation & Configuration of critical monitoring parameter for firewall & Monitoring Appliances.
- n) Providing Project Documentation which includes Deployment Architecture HLD, LLD and SOPs.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

4. Support

- 1) The OEM/System Integrator should have Support Centres / Service Centre and 24x7x365 TAC Support.
- 2) The Proposed Firewall Solution should be provided with hardware replacement warranty and Ongoing Software Upgrades for all major and minor releases during the completion and post completion of project.
- 3) OEM/Bidder should provide premium support. OEM/Bidder should provide onsite support whenever required by StockHolding.
- 4) Monthly meeting to be held at Mahape by Bidder/OEM
- 5) All system patches, upgrades, service packs, Preventive maintenance, Penetration Testing should be performed by OEM onsite support with proper documentation.
- 6) 3 months' onsite personnel (1 person) to be deputed by the OEM/Bidder at Stockholding premises (Mahape) to support during Stockholding business hours.

5. Training Services

- 1) The Vendor/Bidder shall provide training at Mahape Navi Mumbai to the number of personnel identified by Stockholding on functional, operational and reporting aspects of the entire firewall Solution
- 2) The Bidder/ Vendor shall provide training to at-least one batch of StockHolding officials for the following each type of training
 - a. User Training
 - b. System Administration training. (Preferably from OEM)
 - c. Training should cover the core (firewall) features along with any additional/available/new features.
- 3) Training deliverables shall be
 - a. User Training Plan
 - b. Training Material in English

Service Level Expectations & Penalties:

- 1. Project Implementation Penalty -** Below is the SLA and penalty related to project implementation (delivery, installation & go-live)

Sr. No.	Milestone	SLA Measurement	Penalty Calculation
1	Delivery of Hardware & Software as per BoM	06 weeks from date of PO acceptance.	0.5% of “ Firewalls ” cost Sr. 1 (As mentioned in Annexure 4 - Commercial Bid Format) per week or part thereof.
2	Installation & Implementation at Sites (DC and DR)	10 weeks from date of PO acceptance.	

2. Warranty Period Penalty –

- a) During the contract (warranty) period the following service levels are expected to be maintained by the Vendor/Bidder.

Service Area	SLA Measurement	Penalty during Warranty Period
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Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

		Cost of Product including 3-year warranty (%)
Uptime of the FIREWALL solution for High availability setup. Note: Uptime % is Calculated on Monthly basis for Firewalls. In case of any hardware problems, the OEM/Bidder should ensure that replacement devices are made available to meet the SLAs.	uptime >= 99.99%	No Penalty
	uptime between 99.98% and 99.80%	3%
	uptime between 99.80% and 99.50%	4%
	uptime between 99.50% and 99.00%	5%
	uptime less than 99.00%	Penalty at an incremental rate of 1% for every 0.5% additional downtime
Version Upgrade Major / Minor for all Software / Hardware/VA Compliance/Health Check	The Bidder Team have to have version upgrades of all underlying software VA Compliance/Health Check as per respective OEM recommendations & Publish the quarterly version upgrade calendar for the same. Failure to comply with Version upgrade calendar will attract penalties.	For breaches of Version upgrade Calendar – The penalty will be charged as Rs.10,000/- for every 24 hour of delay post 30 days of time in case the version upgrade is not effected .
Any failure / issue of software component / security feature of the FIREWALL solution impacting the service i.e. availability to end users, then such failure / issue should be rectified within given timelines	Complete Failure of components to be rectified within a week from the date the issue was reported and ticket logged.	The penalty will be charged as Rs. 5,000/- per day from Total contract value post one week from the date complaint is reported for complete failure of component and two weeks for partial failure of component.
	Partial Failure of components to be rectified within two weeks from the date the issue was reported	
Root Cause Analysis (RCA) Report is required to be submitted within a week of the incident. It should include the complete log analysis, reason for outage and solution.	-	The penalty will be charged as Rs.5,000/- per day from Total contract value for failure to produce RCA post one week from the date complaint is reported for complete failure of component and two weeks for partial failure of component.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

Response Time for Ticket logged	Ticket Response delayed beyond 15 minutes	Rs. 5,000/- per missed response per day
Resolution Time for the Entire BOM	Ticket Resolution delayed beyond 4 hours	Rs. 5,000/- per missed resolution per day
Hardware Part Replacement (RMA)	Part Replacement beyond 8 hours Note: RMA has to be taken care end to end by the OEM/Bidder without any additional cost	Rs. 100,000/- per missed resolution per day

- b) Technical support:
 - i Customer should have access to OEM – Web based support
 - ii OEM Documentation
 - iii OEM Secure Knowledge base
 - iv OEM Subscription Downloads
 - v Product Forums
- c) TAC (Technical Assistance Centre availability and Support:
 - i Direct Contact to TAC services either by telephone, by web request, by email and by Live chat
 - ii TAC Availability should be 24x7x365
- d) Escalation Process and Procedure: Stockholding should be provided updated technical and management escalation matrix on quarterly basis from OEM and authorized partner to ensure proper SLA management.

Warranty

- 1) The Successful Bidder will offer Onsite Comprehensive Warranty for the hardware, software & Solution against all defects arising out of faulty design, materials and workmanship for a period of 3 (three) year from Commissioning (Go-live date) and duly signed Go-Live Acceptance Certificate as per Scope. This will apply even in case of delayed implementation.
- 2) The warranty period should start from the Go-live Date.
- 3) The bidder/OEM has to ensure the EOS and EOL has not been reached during the warranty period. In case the OEM declares EOS during Warranty period the Bidder/OEM is liable to replace the same with no additional cost to Stockholding.
- 4) Warranty and Licenses shall be in the name of Stock Holding Corporation of India Limited. Warranty and License Certificates are mandatory to be produced to clear invoices.

Contract Duration

Successful bidder shall enter into contract for the period of 03 (three) years with StockHolding which includes 03 years of Warranty/Support period.

Location Details

Sr. No.	Location Details	Location
1	Stock Holding Corporation of India Limited SHCIL House, Plot No. P-51, TTC Industrial Area, MIDC, Opposite L&T Infotech, Mahape, Navi Mumbai – 400710	Primary - Mahape (Navi Mumbai)

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

2	C/o Sify Technologies IDC, Cyber Park, Plot no 76 & 77, Electronic City Phase - 1, Bengaluru 560 100	DR - Bengaluru (Karnataka)
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Note: Contact numbers will be shared to Successful bidder

SNR (SITE NOT READY) and Shifting

To the extent that a material failure of performance of the obligations attributable solely to an act or omission of StockHolding (example SNR), causes the Vendor to fail to meet a time schedule for delivery and installation, the vendor shall be entitled to a day-for-day extension of the applicable delivery and installation date caused as a result of StockHolding delay.

However, if StockHolding desires to shift the equipment to a new site and install it thereof urgently, the vendor shall be informed of the same immediately. StockHolding shall bear the charges for such shifting and the vendor shall provide necessary arrangement to StockHolding in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor.

Project Implementation Timelines

The delivery /commissioning shall be done at the respective locations i.e. at DC and DR sites within timelines mentioned below from the date of release of PO –

Sr. No.	Milestone	Timelines
1	Delivery of Hardware & Software as per BoM	All the deliverables (hardware/software/equipment) should be delivered within 06 weeks from the date of acceptance of purchase order.
2	Installation (Rack mounting, connection establishment-ports and cable connectivity) at both DC & DR. Installation report to be submitted.	Installation of hardware / equipment / software should be completed within 06 weeks from the date of acceptance of purchase order.
3	Configuration, Implementation as per Scope	Sign off should be completed within 10 weeks from the date of acceptance of purchase order.

Payment Terms & Conditions:

I. Payment Terms:

- No advance payment shall be provided on awarding the contract
- Hardware, Support payments would be made on production of invoices as per below milestones -

Sr. No	Activity	Timeline	Payment Term
1	Delivery of solution and license activation	As per Project Timeline	50% of the Total cost (Cost of product with 3 years warranty) as per Project Implementation Plan
2	Satisfactory report of installation and Go-Live		50% of the Total cost (Cost of Product with 3 years warranty) plus 100% one-time

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

			implementation cost as per Project Implementation Timelines
3	Support Cost		Support cost will be paid at the end of each year after deducting applicable penalties, if any

- c) Payment will be released after submission of necessary documents like delivery challan, Installation report duly signed / sealed by authorized bank person and road permit receipt (if any).
- d) The payment processing is done centrally at Mahape Navi Mumbai. The bidder should submit all bills / invoices to the contact indicated in the Purchase Order (PO).

II. Taxes & levies:

- a. Applicable TDS will be deducted (recovered) from the payment(s).
- b. Taxes/GST as applicable
- c. Applicable Penalty/Penalties may be recovered from payment.
- d. Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG is submitted.

Refund of Earnest Money Deposit (EMD)

- a. EMD will be refunded through NEFT or return of BG/FDR to the successful bidder on providing an acceptance confirmation against the PO issued by StockHolding.
- b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT or return of BG/FDR within 30 days after selection and confirmation of successful bidder, subject to internal approval of StockHolding.

Performance Bank Guarantee (PBG)

Successful Bidder shall, at own expense, deposit with the StockHolding, within fifteen (15) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period and claim period shall be valid 12 months beyond the expiry of BG. No payment will be due to the successful bidder based on performance, until the BG is submitted. A penalty of Rs. 5,000 per day will be imposed on the successful bidder for any delay in issuing the PBG within the specified timeline.

Bank Guarantee may be discharged / returned by StockHolding upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

Stock Holding Corporation of India Limited reserves the right to invoke the BG in the event of non-performance by the successful bidder.

Force Majeure

Neither the StockHolding nor the Bidder shall be responsible for any failure to fulfil any term or condition of the CONTRACT if and to the extent that fulfilment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defence with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the duration of delay exceeds ninety (90) consecutive or one hundred eighty (180) cumulative days, StockHolding and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the StockHolding, shall be final and binding on the bidder.

Dispute Resolution

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the Bidder complies with above-mentioned clause

Right to alter RFP

- a. StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

Integrity Pact

The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-5. The Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the Bidder.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

Sub-Contracting

The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.

Non-Disclosure Agreement (NDA)

The successful bidder shall execute Non-Disclosure Agreement (NDA) as per Annexure – 9 (shall be provided to the winning bidder), which contains all the services and terms and conditions of the services to be extended as detailed herein.

The support obligations under the agreement will be of OEM. All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

Indemnify

The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

Termination Clause

1. StockHolding reserves right to terminate the contract without assigning any reason whatsoever by giving 90 days prior written notice to successful bidder. During the Termination notice period successful bidder must adhere to all the conditions mentioned in the 'Exit Management' clause.
2. StockHolding 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 adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

Exit Management

- a. Purpose: In the case of termination of the Contract, the Exit Management procedure should start 90 days before the expiry or termination of contract.
- b. Plan: An Exit Management Plan, provided in writing by the Bidder to the StockHolding within 60 days of the acceptance of the Purchase Order/Contract, will outline the Bidder's support during the termination or expiration of the contract, along with the company's exit strategy. Following this, the exit plan must be reviewed and updated annually.
- c. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration.
- d. Bidder shall fully and timely comply with the Exit Plan.
- e. Bidder shall not make any changes to the Services under this Agreement and shall continue to provide all Services to comply with the Service Levels.
- f. Confidential Information, Security and Data: The Bidder will promptly on the commencement of the exit management period supply to StockHolding the following:
 - 1) Information relating to the current services rendered.
 - 2) Documentation relating to Project's Intellectual Property Rights.
 - 3) Project Data and Confidential Information.
 - 4) All current and updated project data as is reasonably required for purposes of transitioning the services to its Replacement Bidder in a readily available format specified by StockHolding.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

Assignment

Either Party may, upon written approval of the other, assign its rights and obligations hereunder to: (i) its Parent Corporation (as defined below) or an Affiliate; and (ii) a third party entity in connection with the transfer of all or substantially all of the business and assets of that party to such entity. For purposes of this Agreement, a “Parent Corporation” shall mean a company or entity owning over 50% of a Party and an “Affiliate” shall mean a company directly or indirectly controlling, controlled by, or under common control with, a Party. Except as provided above in this Section, either Party may assign its rights and obligations under this Agreement to a third party only upon receiving the prior written consent of the other Party, which consent may be reasonably conditioned but will not be unreasonably withheld or delayed. The Parties agree that no assignments will be made unless the assignee agrees to accept in full the responsibilities and obligations of the assigning Party.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

**ANNEXURE - 1 - Details of Bidder's Profile
(To be submitted along with technical bid on Company letter head)**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No	Parameters	Response		
1	Name of the Firm/Company			
2	Year of Incorporation in India			
3	Names of the Partners/Directors			
4	Company PAN no			
5	Company GSTN no.			
6	Addresses of Firm/Company			
	a) Head Office			
	b) Local Office in Mumbai(if any)			
7	Authorized Contact person			
	a) Name and Designation			
	b) Telephone number			
	c) E-mail ID			
8	Years of experience in implementation of the NGFW solution in India			
9	Financial parameters			
	Business Results (last three years)	Annual Turnover	Net Worth	
		(₹ in Crores)	(₹ in Crores)	
		2022-23		
		2023-24		
		2024-25		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)		(Mention the above Amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet/CA Certificate along with enclosures
Dated this..... Day of 2025

(Signature)

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 2 – Eligibility Criteria

Sl. No.	Criteria	Documents to be submitted by Bidder
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 or a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 with experience in providing IT security services / business (i.e. in the area of implementation, monitoring and management of proposed Next generation firewall solution) during last five years.	Copy of Certificate of Incorporation issued by the Registrar of Companies / Ministry of Corporate Affairs and Self declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
2	Bidder should have an average annual turnover of at least ₹14 Crores per annum for last three financial years (2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.
3	Bidder should have Positive Net worth (minimum ₹1.7 crores) for all the last 03 (three) audited financial years i.e. 2022-23, 2023-24 and 2024-25.	Certificate from CA mentioning networth or Balance Sheet for last three financial years.
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
5	The bidder shall be authorized by the OEM to provide and support the solution for the proposed NGFW.	The bidder should provide Manufacturer's Authorization Letter (MAF). If bidder is OEM itself, MAF not required.
6	The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects in India of the proposed NGFW solution of the OEM of which 01 (one) should be in the BFSI sector in the last 03 (three) years as on RFP date.	Copy of order and/ or completion certificate of work
7	The proposed OEM should have ISO 27000 and/or SOC2 Type2 series certifications.	Copy of valid certifications
8	OEM must be Leader's quadrant in latest IDC MarketScape / Gartner Magic Quadrant / Forrester Wave / any other equivalent report for Enterprise Network Firewalls.	Copy of IDC MarketScape / Gartner Magic Quadrant / Forrester Wave / any other equivalent report for Enterprise Network Firewalls
9	OEM should provide 5 years direct support for both hardware and software along with security subscription updates for the proposed NGFW.	Self-declaration by the OEM

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

10	Bidder shall have support office in MMR and Bengaluru.	Bidder to provide office address with contact details.
11	The bidder should have shall have minimum 5 certified / trained professionals in the proposed OEM's Firewall solution.	Training certificate from bidder required for Trained professionals.
12	Bidder to provide Escalation Matrix on letterhead with sign and stamp	Escalation Matrix on Bidders' Company Letter Head

Note:

- a. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- b. Bidder response should be complete, Yes/No answer is not acceptable.
- c. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2025
(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 3 – Technical Criteria

Sl. No	Parameter	Scores	Min. Scores	Max. Scores
A. Experience of Bidder & Proposed Solution (80 Marks)				
1	The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects in India of the proposed NGFW solution of the OEM of which 01 (one) should be in the BFSI sector in the last 03 (three) years as on RFP date.	• 3 projects : 20 Marks • 4-5 Projects: 25 marks • More than 5 Projects: 30 Marks	20	30
2	The Bidder should have supplied, implemented, and maintained minimum 1 NGFW solution with 50 Gbps throughput and above in the BFSI sector with minimum 200 branches in India in the last 03 (three) years as on RFP date.	• 1 project : 18 Marks • 2 Projects: 20 marks • More than 2 Projects: 25 Marks	18	25
3	Customer reference for proposed NGFW solution during the last 3 years as on RFP date	3 Customer reference Feedback from existing customer • 3 = Average, • 4 = Good, • 5 = Excellent	12	15
4	The bidder should have shall have minimum 5 certified / trained professionals in the proposed OEM's Firewall solution.	• 5 certified / trained professional in the proposed solution : 6 Marks • More than 5 certified / trained professional in the proposed solution : 10 Marks	6	10
B. Presentation & Solution Demonstration (20 Marks)				
5	Bidder's capabilities in terms of product expertise and experience in implementation with architecture diagram related to project. Following parameters will be considered for the evaluation, but not limited to: 1) Solution Architecture, Solution Design, Scalability Architecture – 3 Marks 2) Migration Plan for migration from existing Firewall deployed – 4 Marks 3) Policy Implementation plan – 3	Technical Presentation delivered by Bidder	14	20

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

	Marks			
4)	Project Management Plan inclusive of Project Methodology/ approach/ Detailed Project plan with time frame for various activities with adherence to project plan mentioned in RFP – 4 Marks			
5)	Experience & Expertise of Bidders & OEMs across BFSI sector in execution of similar assignment – 4 marks			
6)	Any additional module included in proposed solution other than StockHolding's requirement – 2 Marks			

Note:

- The bidder is required to provide documentary evidence for each of the above criteria.
- The technical score will be allotted by StockHolding to each bidder against each section and will be considered final.
- Technical proposals will be evaluated based on the total marks obtained across all technical evaluation criteria. Only those bidders who achieve a minimum cumulative score of 70 marks in the technical evaluation will qualify for the commercial bid evaluation.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 4 – Commercial Bid Format

Sr. No.	Particulars	Cost (₹)
1	Firewalls (Hardware + Software + Licenses + 3 Years Warranty)	
2	**One Time Implementation Cost	
A – Total Cost of Hardware + Software + Licenses + 3 Years Warranty		
3	Support Cost – Year 1 (including Onsite Support person for 3 months)	
4	Support Cost – Year 2	
5	Support Cost – Year 3	
B – Total Support Cost for 3 years		
Total Cost without GST [D = A + B]		
GST on D [E]		
Total Cost without GST [D + E]		

Notes:

- a Price to be quoted is for contract period of 03 (three) years including GST while uploading financial bids on GeM portal.
- b StockHolding reserves the right to negotiate with L1 bidder.
- c Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly.
- d All payments will be made in INR.
- e **One-time Implementation cost – Amount to be quoted under 1st year price. The cost proposed by the selected bidder will be considered for payment even if the component install on 2nd or 3rd year of the Contract period. And support will be considered from the respective year till the end of the said contract.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 5 – Integrity Pact

(To be executed on plain paper and submitted only by the bidder)

(_____ **Name of the Department / Office**) **RFP No.** _____
for _____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s. _____

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

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

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

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

- a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
- b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party (ies) the same information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.
- c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.

2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.
4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).
15. The term `relative` for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.
2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal / StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / StockHolding has appointed Shri Shekhar Prasad Singh, IAS (Retd.) as Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 50 lakhs or more , the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit nonbinding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word `IEM` would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding / Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

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

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

(For and on behalf of Principal / Owner / StockHolding

(For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:

1. _____ (Signature, name and address)

2. _____ (Signature, name and address)

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

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 6 - Covering Letter on bidder's Letterhead of Integrity Pact

To,

Sub: RFP REF NO: CPCM-19/2025/26 - Procurement of Next Generation Firewall for 03 (three) years for StockHolding

Dear Sir,

DECLARATION

Stock Holding Corporation of India Limited (StockHolding) hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----- Dated ----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of StockHolding

Yours faithfully,

For and on behalf of Stock Holding Corporation of India Limited
(Authorized Signatory)

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

**ANNEXURE – 7 – Compliance Statement
(To be submitted on Company Letter Head)**

Sub: RFP REF NO: CPCM-19/2025/26 - Procurement of Next Generation Firewall for 03 (three) years for StockHolding

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by StockHolding. We also agree that StockHolding reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Sr. No.	Item / Clause of the RFP	Compliance (Yes / No)	Remarks / Deviations (if any)
1	Objective of the RFP		
2	Scope of Work		
3	Eligibility Criteria		
4	Service Level Agreement (SLA)		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Requirement		

(If Remarks/Deviations column is left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with seal

Name & Designation:

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE – 8– Format of Bank Guarantee

This Bank Guarantee is executed by the ----- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ----- and branch office at ----- (hereinafter referred to as the “Bank”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at ----- in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as “StockHolding”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of -----, a Company incorporated under the Companies Act, 1956 and having its Registered Office at ----- (hereinafter referred to as the “Service Provider”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

- A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
- B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
- C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

- 1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.
- 2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____/- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.
- 3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
- 4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.

6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).

2. This Bank Guarantee will be valid for a period up to _____ (date).

3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID:

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE – 9 – Format of Non-Disclosure Agreement

This Non-Disclosure Agreement (hereinafter “Agreement”) is executed on this _____ day of _____, 20xx by and between

Stock Holding Corporation of India Limited, a company incorporated under the Companies Act, 1956 and having its registered office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400012 (hereinafter referred to as “**StockHolding**” which expression shall mean and include its successors and assigns), of the One Part;

And

Company Name, a company incorporated under the Companies Act, 1956 and having its registered office / corporate office at **Complete Address** (hereinafter referred to as “**Company Name**” which expression shall mean and include its successors and assigns), of the Other Part. (StockHolding and **Company Name** are individually referred to as ‘Party’ and collectively as ‘Parties’.)

The Party disclosing Confidential Information under this Agreement shall be referred to as Disclosing Party and the Party receiving Confidential Information shall be referred to as Receiving Party.

1. **Purpose:** Whereas, the Parties wish to explore possible business opportunity, during which either Party will be required to disclose certain Confidential Information to the other.
2. **Confidential Information and Exclusions:** Confidential Information shall mean and include (a) any information received by the Receiving Party which is identified by Disclosing Party as confidential or otherwise; (b) all information including technical, data security, cyber security business, financial and marketing information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, know-how, ideas, concepts, strategies, trade secrets, product or services, results obtained by using confidential information, prototype, client or vendor list, projects, employees, employees skills and salaries, future business plans disclosed by Disclosing Party whether orally or as embodied in tangible materials. Confidential Information shall however exclude any information which a) is in the public domain; (b) was known to the Party of such disclosure or becomes known to the Party without breach of any confidentiality agreement; (c) is independently developed by the Party without use of Confidential Information disclosed herein; (d) is disclosed pursuant judicial order or requirement of the governmental agency or by operation of law, provided that the recipient party gives disclosing party a written notice of any such requirement within ten (10) days after the learning of any such requirement, and takes all reasonable measure to avoid disclosure under such requirement.
3. **Confidentiality Obligations:** The Receiving Party shall, at all times maintain confidentiality and prevent disclosure of Confidential Information of Disclosing party with at least the same degree of care as it uses to protect its own confidential information but in no event with less than reasonable care. The Receiving Party shall keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party. The Receiving Party agrees not to disclose, transmit, reproduce or make available any such Confidential Information to any third parties and shall restrict disclosure of Confidential Information only to a limited group of Recipient's directors, concerned officers, employees, attorneys or professional advisors who need to have access to the Confidential Information for the purposes of maintaining and supporting the services and each of whom shall be informed by Receiving Party of the confidential nature of Confidential Information and agree to observe the same terms and conditions set forth herein as if

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

specifically named a Party hereto. The Receiving Party shall not, unless otherwise agreed herein, use any such Confidential Information and Confidential Materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects. The Receiving Party shall not use the Confidential Information in any way to create a derivative work out of it or reverse engineer or use for any commercial purpose or for any purpose detrimental to the Disclosing Party. The Receiving Party shall not make copies of Confidential Information unless the same are reasonably necessary. The Receiving Party shall immediately notify Disclosing Party in the event of any unauthorized use or disclosure of the Confidential Information and reasonably support Disclosing Party in taking necessary remedial action.

4. **No Warranty:** All Confidential Information is provided 'as is.' Neither Party makes any warranty, express, implied or otherwise, regarding its accuracy, completeness or performance.

5. **No License:** Each Party recognizes that nothing in this Agreement is construed as granting it any proprietary rights, by license or otherwise, to any Confidential Information or to any intellectual property rights based on such Confidential Information.

6. **Return:** The Receiving Party who receives the Confidential Information and Confidential Materials agrees that on receipt of a written demand from the Disclosing Party:

a. Immediately return all written Confidential Information, Confidential Materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control; (SUCH RETURN OF DOCUMENTS SHOULD BE DONE BY SIGNING A LETTER).

b. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;

c. So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control; and

d. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

e. Receiving party will attempt to maintain, to the best possible extent, physical and logical segregation of the Confidential Information of the data of the Receiving party from data of any third party.

7. **Term:** The term of this Agreement shall be ____ (____) years from _____ (the Effective Date). Either Party may terminate this Agreement by giving a thirty (30) days written notice to the other. The confidentiality obligations stated in this Agreement shall survive for a period of three (3) years from the date of termination or expiration of this Agreement.

8. **Remedies:** The Confidential Information and Confidential Materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.

The Parties acknowledge and agree that the Disclosing Party will suffer substantial and irreparable damage, not readily ascertainable or compensable in monetary terms, in the event of any breach of any provision of this Agreement by the Receiving Party. The Receiving Party therefore agrees that, in the event of any such breach, the Disclosing Party shall be entitled, without limitation of any other remedies otherwise available to it, to obtain an injunction or other form of equitable relief from any court of competent jurisdiction.

9. **Governing Law and Jurisdiction:** This Agreement may be governed and construed in accordance with the laws of India and shall be subject to the jurisdiction of courts in Mumbai, India.

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

10. **Miscellaneous:** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior commitments/ understanding in this regard and may not be amended or modified except by a writing signed by a duly authorized representative of the respective Parties. This Agreement may be executed in several counterparts (physical or electronic form), each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. This Agreement may not be assigned or transferred except by a mutual written consent of both the Parties.

For Stock Holding Corporation of India Limited	For Company Name
Name:	Name:
Title:	Title:
In the Presence of	
Name:	Name:
Title:	Title:

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

ANNEXURE - 10 - Technical Specifications

The bidder must submit the proposed NGFW solution fully compliant with all the specifications listed below, with no deviations.

Sr No.	Specifications	Compliant (Y/N)
1. Hardware		
1.1	Firewall appliance should have Console port and USB Ports.	
1.2	Appliance should be rack mountable and included with support side rails if required.	
1.3	Firewall should have Hardware Sensor Monitoring capabilities.	
1.4	The proposed NGFW solution architecture should have Control Plane separated from the Data Plane in the Firewall appliance architecture itself, whereby Control Plane should handle Management functions like configuration, reporting and route update & Data Plane should handle Signature matching (like exploits, virus, spyware, CC#), Security processing (like apps, users, content/URL, policy match, SSL decryption, app decoding etc) & Network Processing (like flow control, route lookup, MAC lookup, QoS, NAT etc). Control plane must have dedicated resources such as CPU, RAM etc. This is to ensure Stockholding Corporation always has management access to NGFW irrespective of Firewall load / Traffic Spike / Cyber Attack driving higher CPU utilization. Stockholding Corporation should be able to login to the firewall and carry out reporting / management / packet capture etc to identify the root cause and accordingly take necessary action to remediate it.	
1.5	The platform should support VLAN tagging (IEEE 802.1q)	
1.6	The firewall should support ISP link load balancing. Stockholding should be able to terminate links on firewall appliances.	
1.7	Firewall should support Link Aggregation functionality to group multiple ports as single port.	
1.8	Firewall should support Ethernet Bonding functionality for Full Mesh deployment architecture.	
1.9	The proposed system should be able to operate in Transparent (Access) mode and NAT/Route mode.	
1.10	The physical interface should be capable of link aggregation as per IEEE 802.3ad standard, allowing the grouping of interfaces into a larger bandwidth 'trunk'. It should also allow for high availability (HA) by automatically redirecting traffic from a failed link in a trunk to the remaining links in that trunk	
2. Performance Requirement		
2.1	Setup-1 (SHCIL): The proposed firewall must provide minimum throughput (mentioned in Table 1.1) of NGFW throughput with Application control and logging enabled, utilizing appmix transactions	

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

2.2	Setup-2 (E-stamping): The proposed firewall must provide minimum throughput (mentioned in Table 1.1) of NGFW throughput with Application control and logging enabled, utilizing appmix transactions	
2.3	The Firewall Appliance shall provide a Throughput as mentioned in the table 1.1 with Application Control, IPS, antivirus, antispysware, Anti-malware, DNS Security, file blocking, and logging enabled on day 1. The Bidders must provide publicly accessible technical datasheet from OEM supporting offered make and model. The proposed device to be certified by OEM on their letterhead signed by authorized signatory) for the following features and their test results (as per IETF 'Benchmarking Methodology for Network Security Device Performance). a) SSL Inspection- must be supported for 10% of the total throughput/traffic. b) IDS & IPS c) Anti-Spyware d) Anti-Botnet e) Anti-APT f) Logging and Reporting g) Application Identification h) Firewall	
2.4	The proposed appliance must support minimum 3.2 Million concurrent sessions with Real world HTTP applications and not based on UDP / Lab environment / ideal testing environment.	
2.5	The proposed firewall must support minimum 185,000 new session per second.	
2.6	The Proposed NGFW should have a capability to support minimum 600 Remote VPN users supporting Windows , MAC , Linux endpoint Operating Systems	
2.7	The proposed NGFW should be capable to create 4 virtual instances within the firewall instead of multiple firewalls to separate the segments and the subscriptions to be included from day 1	
3. NGFW Features		
3.1	It must allow to create security policies based on L7 parameters such as Application, Users, and File Type etc. in addition to IP & Port numbers.	
3.2	While creating application based policy the firewall must auto select all default port numbers without need of admin to mention it separately. Example - while allowing Active Directory as an application, firewall must auto include all relvant port numbers used for AD communications such as 135, 138, 139, 389, 445 etc	

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

3.3	While creating application based policy the firewall must inform admin about dependent application to be included in the policy to avoid application misbehaviour. Example: Active Directory application is dependent on "kerberos, ms-ds-smb-base, ms-netlogon, netbios-dg, netbios-ns, netbios-ss" applications. While Allowing Active Directory communications, NGFW must alert security admin to include these applications in the policy as well.	
3.4	The firewall must able to identify users behind Proxy server by reading information in XFF header and perform User mapping. The firewall must strip XFF information before forwarding traffic to internet for privacy reason.	
3.5	The Firewall must support Active - Passive & Active - Active deployment option with seamless failover between HA pairs.	
3.6	The proposed firewall must support dynamic security policy to self-adjust & updated based on received IOC without needing to commit the Firewall Configuration. Example - Stockholding Corporation can configure NGFW to ingest threat feed from a central Server within Stockholding Corporation. Once this information is added in to this central server, all NGFW must ingest this IOC in an automated fashion and update security policy instantly. The policy update should be completed within 10 minutes & new IOC should be added in Firewall Config & firewall should start blocking traffic.	
3.7	The firewall must able to identify end user ip addresses even if user traffic is coming via content delivery network example Akamai by reading information in XFF header. The Firewall must allow Stockholding Corporation to create security policy based on IP Address information in XFF. Example - If Stockholding Corporation want to block bad ip addresses from China, Firewall must able to detect these Bad IP Addresses even if chinese attackers are coming via Akamai CDN in USA / Europe / India and hiding their original source IP with Akamai IP. NGFW as source IP and block such traffic instantly.	
3.8	The NGFW must have GUI based packet capture utility within its management console with capability of creating packet capture filters for IPv4 and IPv6 traffic and ability to define the packet and byte count limit for the capture.	
3.9	The firewall must support FQDN instead of IP address for static route next hop, policy based forwarding next hop and BGP peer address	
3.10	The proposed solution must support Policy Based forwarding based on:- Zone- Source or Destination Address- Source or destination port- Application (not port based)- AD/LDAP user or User Group- Services or ports	

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

3.11	The proposed solution should support the ability to create QoS policy on a per rule basis: -by source address -by destination address -by application (such as Skype, Bittorrent, YouTube, azureus) -by static or dynamic application groups (such as Instant Messaging or P2P groups) -by port and services	
3.12	The NGFW must provide immediate visibility into Covert communication traversing in Stockholding Corporation environment without any manual effort and additional configurations required. This should be Plug-n-Play feature. Applications bypassing traditional security policy & running on nonstandard ports in the Stockholding Corporation environment. The Firewall must able to provide comprehensive report with Source/Destination IP, Application name (real application name & not protocol), source & destination Zone, data transfer amount & file name transfer. So Stockholding Corporation team can take preventive action accordingly. Example DNS application running on any other port then 53.	
3.13	The users should not be able to uninstall or Disable the VPN Agent installed on the users machines unless until mandated by Stockholding Corporation Security Team	
3.14	The Remote Access VPN solution should provide automatic connectivity to VPN immediately after user logs in to his machine so that all the endpoint VPN traffic is routed securely through Stockholding Corporation NGFWs while the users are working remotely. The Remote Access VPN Solution must also have the capability to connect VPN when the user machines starts/boots-up so as to have Secure VPN tunnel build up even before the user logs in to the machine. This will help Stockholding Corporation to have secure VPN connectivity and visibility across all network traffic going out of the end users machine	
3.15	The VPN solution should have the Ability to block full network access if client is unable to connect to cloud gateway	
3.16	The VPN solution should have the Ability to block full network access and allow only specific IP/host/portals when client is enable to connect to cloud gateway	
3.17	The Remote Access VPN solution should have a User/device Posture Assessment - Certificate check, Domain check, Antivirus / Antimalware agent check, Custom apps check, Patch management check, process and registry check on endpoints so as to make dual inspection with posture + user authentication before user connects to Stockholding Corporation Infrastructure.	

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

4. Security Features		
4.1	The firewall must support comprehensive threat prevention security features including IPS, Antivirus, Anti Spyware, Anti Bot, DoS/DDOS, File Blocking etc from day one.	
4.2	The proposed firewall must have integrated Intrusion Prevention Systems - IPS with ability to prevent Stockholding Corporations critical IT/OT applications and digital assets against minimum 20,000 + vulnerability exploit attempts. The firewall must detect & prevent minimum 15,000 + CVE exploit attempts to safeguard Stockholding Corporation environment. OEM to provide full list of IPS signatures along with CVE numbers.	
4.3	The proposed firewall must support attack recognition for IPv6 traffic the same way it does for IPv4	
4.4	The proposed solution must support different actions in the policy such as deny, drop, reset client, reset server, reset both client and server.	
4.5	The proposed solution must have functionality of Geo Protection to Block the traffic country wise per policy and per applications as per customer requirement and shouldn't be a global parameter	
4.6	The proposed solution must have an option to create your own signatures using SNORT. The firewall must provide IPS Signature Converter to automatically convert Snort and Suricata rules into custom threat signatures instead of manually performing the process of creating signature.	
4.7	The Firewall must support ability to decrypt & inspect TLS 1.3 traffic.	
4.8	The proposed firewall must support ingesting 3rd party IOCs such as IP Addresses, Domain Names & URLs from different sources including existing security solution such as Crowdstrike & Open source threat intel such as MDR, SIEM etc. NGFW must automatically update the Security policy in less than 10 minutes without requiring any manual intervention and commit required by Security Admin. The traffic must be blocked to & from such IOC in less than 10 minutes.	
4.9	The proposed firewall should have the ability to create custom application signatures and categories directly on firewall without the need of any third-party tool or technical support. Also the device should have capability to provide detailed information about dependent applications to securely enable an application	
4.10	All the proposed threat prevention functions like IPS/vulnerability protection, Antivirus, C&C protection etc. should work in isolated airgapped environment without any need to connect with Internet.	

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

4.11	The NGFW must provide list of applications using TLS1.0, TLS1.1, TLS1.2 & TLS1.3 in Stockholding Corporation environment so that Stockholding Corporation team can disable weaker TLS protocol on given applications. Additionally NGFW must provide list of SSL application using SHA-1 (weaker cipher) so Stockholding Corporation team can work with application team to change SHA-1 with SHA-2.	
4.12	The NGFW must block & sinkhole queries made to malicious domain DNS queries. The NGFW must respond back with a fake IP or Loop Back IP so NGFW must identify the real end user or infected machine trying to connect to malicious domains. Since DNS request traverse through multiple servers it is impossible to identify the real users & infected machine. DNS Sinkholing will help block malicious request and help identify the real user / machine as well. So Stockholding Corporation can reach out to user / machine and remediate it.	
4.13	The NGFW Antivirus & anti Malware must able to analyse & prevent malicious file, virus, malware, ransomware etc. traversing on following protocols: HTTP, HTTPS, SMTP, SMTPS, IMAP, IMAPS, FTP, and SMB.	
4.14	The NGFW must be able to support decryption of the following protocols: SSL, SSH	
4.15	The proposed NGFW must identify over provisioned security rule configured in NGFW using AI / ML technology. The NGFW must provide comprehensive details with list of applications traversing on each security policies over a period of time. NGFW must provide information about number of days since no new app observed, bytes transferred by specific security rule & total number of applications observed on security policy to provide confidence to operation team to fine the security policy. NGFW must offer quick rule optimization to allow only business applications and block unwanted applications. The NGFW must provide report of over permissive rule & unused rule over a period of time such as 30 / 90 days etc.	
4.16	The NGFW must provide seamless approach to migrate existing L3/L4 policies to L7 Application based policies without any disruption. The migration must be completely risk free and automated. The OEM must have a mature migration tool to migrate configuration seamlessly. The migration tool must preserve Comments & Description mentioned in existing Rules while migrating it to new NGFW. The migration tool must able to stimulate Stockholding Corporation environment and test migrated config even before applying it to Firewall and need to test it live. So Stockholding Corporation can minimize the failure risk during migration.	
4.17	Same Hardware platform should be scalable to provide URL filtering and web protection and should maintain same performance/throughputs mention in primary scope	

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

4.18	The proposed NGFW firewall shall be able to protect the user from the malicious content upload or download by any application. Example Blocking a malicious file download via a chat or file sharing application.	
4.19	The solution must employ a cloud sandbox analysis engine using virtual execution to detect zero day and unknown threats and must not be reliant only on signatures. All licenses and components should be proposed from day 1.	
4.20	The Sandbox functionality of proposed solution should utilize a state-full attack analysis including Bare-Metal Analysis to detect the entire infection lifecycle, and trace the stage-by-stage analysis of an advanced attack, from system exploitation to outbound malware communication protocols leading to data exfiltration.	
4.21	The Sandboxing environment should provide an update signature in real time or less than equal to 5 minutes for unknown threats Bidder should provide OnPrem or Cloud Sandbox , If cloud Sandbox is proposed then the Cloud Sandboxing Environment should be available within India	
4.22	The proposed firewall shall perform content based signature matching beyond the traditional hash base signatures	
4.23	The solution should have a provision of URL filtering service and the same should be able to categorize a site by multiple categories and not just a single and custom category	
4.24	Should protect against never-before-seen phishing and JavaScript attacks inline. Solution should be capable to use both signature based and ML based signature less technology	
4.25	The NGFW should prevent this kind of credential theft attack (without the need of endpoint agents). Vendors should provide features with the ability to prevent the theft and abuse of stolen credentials, one of the most common methods cyber adversaries use to successfully compromise and maneuver within an organization to steal valuable assets. It should also complement additional malware and threat prevention and secure application enablement functionality, to extend customer organizations' ability to prevent cyber breaches. 1) Automatically identify and block phishing sites 2) Prevent users from submitting credentials to phishing sites	
4.26	The proposed solution must support protection/mitigation against Fast Flux DNS, Ultra-Slow DNS Tunneling, Dictionary DGA, Dangling DNS, and Malicious Newly Registered Domains types of attacks.	
4.27	Should support prevention against advance DNS based attacks trying to abuse DNS Protocols. Proposed solution should support DGA Based attacks, Cybersquatting attacks.	

Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at StockHolding

4.28	The Solution must have DLP controls to allow/block specific file types for upload / download such as PDF, Office, Password protected ZIP? The controls should apply even if user has changed the extension.	
4.29	The Solution must support Machine Learning Pattern based DLP controls to block/alert on transfer of specific patterns such as Aadhar Card, PAN Card, Source code, Legal documents, financial documents.	
4.30	The Solution must support proximity detection for DLP Pattern matching to reduce false positives and increase accuracy of the DLP solution.	
4.31	The Solution must support Data Fingerprinting based DLP to enable organization to upload their own data / document formats for better accuracy of DLP incidents.	
4.32	The Solution must allow administrators to train their own ML model on the organizations document types to increase accuracy of DLP matching.	
4.33	The Solution must support Optical Character Recognition based DLP to protect from image based data leakage.	
4.34	The Solution must support Exact Data Matching based DLP to protect evidence based dataset leakage.	
4.35	The Solution must support Data Dictionaries to support common phrases keywords in industries. Custom Dictionaries should be supported.	
5. Management		
5.1	The firewall must support on device management using SSH & HTTPS GUI for management, reporting & config changes in case of emergency & non availability of centralized management.	
5.2	The NGFW management solution shall be offered as dedicated Hardware Appliance which can be hosted Stockholding Corporation Infrastructure. The offered form factor should be in Blade form.	
5.3	The firewall must have CLI, SSH & HTTPS based on device management	
5.4	The firewall must have full-fledged on device management allowing all possible config to be performed directly on the firewall.	
5.5	The firewall must have comprehensive logging, log analyser, log correlation, search, filter, unified logs available directly on firewall.	
5.6	The management solution must provide Executive Dashboard - Highly Customizable Dashboard to provide quick insight to Applications / Users / Content / Files / Threat / Top Country / Top Rule Usage	
5.7	The proposed management solution must have the capability to support upto maximum of 20 devices at zero cost considering current + future requirements	
5.8	The management solution shall provide a single console to manage all the firewalls and provide visibility across the infrastructure	

**Request for Proposal (RFP) for Procurement of Next Generation Firewall (NGFW) at
StockHolding**

5.9	The solution shall allow creation of objects and policies at a central place and allow it to be deployed to the managed devices.	
5.10	The solution shall allow detailed revision tracking of policies and have auditing mechanism to track changes.	
5.11	The solution shall allow configuration backup of the managed devices.	
5.12	The solution shall support multiple administrator accounts. Each administrator account shall be configurable with the desired level of management privileges.	
5.13	In order to ensure NGFW is deployed as per industry best practices such as NIST & CIS benchmarks + OEM best practices + avoid misconfiguration + avoid Human error, Stockholding Corporation Would like to review the NGFW config on a monthly basis for entire contract period of Five / Seven Years. Bidder / OEM to provide online, GUI based, easy to use tool for best practice assessment. Bidder / OEM to provide comprehensive report highlighting config gap against best practices & provide steps to rectify them. This assessment needs to be conducted on monthly basis and progress (to fill identified gaps) needs to be tracked & presented to Stockholding Corporation on monthly basis. Stockholding Corporation must able to generate the report directly by themselves without involving bidder & OEM.	
5.14	In case of wrong config push / human error resulting in the locations firewalls isolation & loosing communication with centralized management, the firewalls must auto restore last known good config and restore communication with Central management console without any manual intervention.	
5.15	The administrator must be able to import the NGFW configuration into the central management platform	
5.16	The administrator must be able to view report on the CPU usage for management activities and CPU usage for other activities.	
5.17	The firewall must have the ability to manage firewall policy even if management server is unavailable	
5.18	The management solution must have the native capability to optimize the security rulebase and offer steps to create application based rules. Bidder can share additional tool or services required as a part of the solution.	
5.19	The NGFW must support the ability to create custom reports directly from the WebGUI of the NGFW	
5.20	The NGFW must support the ability to dynamically and automatically regroup user/s based on security events relating to that user, no manual response needed	