1. The OEM must ensure 24 * 7 * 365 service support during warranty period. (Document: letter from OEM).

2. SLAs and penalties are as under:

   a) All support tickets must be responded within 15 minutes of raising of requests. In case of non-compliance, a penalty @ Rs. 500 per hour of delay (or part thereof) beyond 15 minutes shall be applicable.

   b) In case of any one of the equipment in HA mode is working and the other is faulty due to any issue, the faulty equipment must be made functional within 36 hours of raising of complaint. In case of non-compliance, a penalty @ 0.1% of the faulty equipment cost per day of delay (or part thereof) beyond 36 hours shall be applicable.

   c) In case both the equipment in HA mode are faulty due to any issue which does not require hardware replacement (part or whole), at least one equipment must be made functional within 2 hours of raising of complaint. In case of non-compliance, a penalty @ 0.1% of the contract value per day of delay (or part thereof) beyond 2 hours shall be applicable. The other equipment must be made functional as per SLA mentioned in Clause 2.b above.

   d) In case both the equipment in HA mode are faulty and require hardware replacement (part or whole), at least one equipment must be made functional within 24 hours of raising of complaint. In case of non-compliance, a penalty @ 0.1% of the contract value per day of delay (or part thereof) beyond 24 hours shall be applicable. The other equipment must be made functional as per SLA mentioned in Clause 2.b above.

   e) During the warranty period, the successful bidder would be required to carry out Preventive Maintenance of the equipment at least twice a year (in the months of January and June each year) or within 2 days after a request for the same is raised by PSeGS. In case of non-compliance, a penalty @ Rs. 500 per day of delay shall be applicable.

   f) The maximum penalty that can be levied due to the above mentioned SLAs shall be capped at 10% of the contract value. For each failure, OEM would be required to submit a RCA report.

3. The OEM shall ensure the availability of spares for atleast seven years. (Document: letter from OEM).

4. The bidder must submit data sheet of the products proposed in the solution.

5. The bidders would be required to provide Proof of Concept (PoC) for the solution being proposed. In the PoC, the technical specifications of the solution would be checked practically. The generation of required network traffic for the PoC would be the responsibility of the OEM.

6. Hardware equipment should be covered under 5 years onsite comprehensive warranty from the OEM. (Document: letter from OEM)

7. Installation, commissioning (in HA mode) and migration activities from the existing to the proposed solution will be done by the OEM. (Document: letter from OEM).

8. 1 week onsite training needs to be provided by the OEM after installation of the proposed solution. (Document: letter from OEM).

9. The proposed solution should have the following facilities from day 1:

    a) The equipment supplied must be compliant with the racks installed in State Data Centre, Mohali which are of size 600 mm X 1000 mm and 4.5 KVA power capacity.
    b) There is no limit on the RU that the equipment can occupy.
    c) “Throughput with all features enabled (Under Test Condition)” refers to “NGFW Throughput (including Firewall, Application Control and IPS)”: 30 Gbps
    d) “Throughput (Real World / Prod Performance) (Under Test Condition)” refers to “NGFW Throughput (including Firewall only): 35 Gbps
    e) Type of interface Supported: 10G SFP+, GE Copper or optical, GE SFP, QSFP+40 G
    f) Number of Ipsec VPN Peers required (Site to Site): 1,000
    g) Number of Ipsec VPN Peers required (Client to Site): 1,000
    h) Number of SSL VPN Peers required (Client to Site): minimum 500 but scalable to 2,000.
    i) Type of storage disk: Any value
    j) Storage Capacity (GB): 2000 or higher either on NGFW or on management server.
    k) In case any of the fan becomes faulty, either the concerned fan would be replaced or the complete PSU would have to be replaced by the successful bidder. Replacement of the complete hardware would be allowed only in exceptional circumstances.
    l) Multicore CPU architecture with 64 bit OS / ASIC.

m) High Availability Support is required either in active-active or in active-passive mode.

n) Interface Expansion slots required: 2x10G ports either fixed or modular

o) Gateway anti spam is optional.

p) NGIPS signature supported: 7,000 or higher

q) Sandbox: There should be a separate appliance OR a cloud based sandbox hosted in India for zero day / sandbox / ATP with minimum 4x 1 GE SFP or 4 x RJ 45, 2x2 TB storage on-appliance in RAID 1, minimum 20 VMs support, VM sandboxing throughput of minimum 1,000 unique files per hour or 24,000 unique files day or 5,000 unknown files per day and sniffer throughput of 2 Gbps and should have all Win / Linux OS (which are not out of support) and MS office licenses. In case of appliance failure, there should be provision of HA appliance for redundancy with equivalent sandboxing throughput.

r) Automatic real-time signature generation within 5 minutes without human intervention.

s) In addition to the storage capacity, offloading and uploading facility should be available over SAN / Network.

t) Support for NAT64, DHCPv6 and DNS64.

u) Ability to detect, log and take action against network traffic based on minimum 3,500 application signatures.

v) Bids proposing N + 1 clustering or stacking solution shall be rejected.

w) SDWAN / multi-link load balancing facility.

x) Fully loaded SFPs.

y) Support for at least 10 virtual firewalls.

z) DNS sinkholing / trap / filtering / IP reputation and DNS threat feeds for malicious DNS request from inside hosts to outside bad domains / IP addresses and integrate and query third party external threat intelligence databases to block bad IP addresses, domains and URLs.

aa) Detecting and blocking IPv6 attacks.

ab) Retain logs for a minimum period of 60 days. The solution should be able to migrate the logs older than 60 days and upto 1 year to log archival systems for future reference.

ac) Centralized management solution

ad) Integrated Traffic shaping / Quality of Service functionality.

ae) 10G SFP+ interface should also support 1 GE SFP.

af) IPS signatures should have option to configure actions like terminate a TCP session by issuing TCP Reset packets to each end of the connection or silently drop traffic.

10. The bidders requiring any clarification on the bid document may submit their queries via email to sidharath.verma@punjab.gov.in by 2:30 PM on 19.07.2020 in the following format in a spreadsheet file:

SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause detail	Amendment Sought / Suggestion	Justification

11. Date and time of pre-bid meeting: 3:00 PM on 20.07.2020.