

Request for Proposal (RFP)

For

Installation of Endpoint Security Solution

Pre-Bid Meeting : 23.12.2024

Last Date of Submission : 04.01.2025

Date of Opening of Bids : 06.01.2025

Contact Nos: 0177-2656306

Email :sps@hpsc.com

General Manager

The HP State Cooperative Bank Ltd

Head Office, The Mall Shimla-171001

1. Request for Proposal

This Request for Proposal (RFP) has been issued by the Bank for Procurement, Implementation, Integration, Maintenance, Administration, Onsite-Support and Licenses for Centralized Endpoint protection platform (EPP), Application Change Control (ACC), File Integrity Monitoring (FIM) and Early Detection and Response (EDR) as a comprehensive solution for HP State Cooperative Bank. The overall project will be termed herein after as “**Endpoint Security Solution**” in this RFP. However, the Bank reserves the right to extend the validity of contract on mutual consent on the same rates and terms & conditions for a maximum of two more years, one year at a time upon the satisfactory functioning of the service provider.

2. Introduction

The Himachal Pradesh State Cooperative Bank Limited (HPSCB) is an Apex Scheduled State Cooperative Bank working since 1954. The HPSCB is one of the fast growing Banks in India having 239 branches and 23 extension counters spread across six districts of the State. The HPSCB Ltd. offers a full range of financial products and services in Himachal Pradesh including deposit acceptance, loan disbursement, mobile and internet Banking etc.

The Bank mainly caters to the needs of the farmers directly by advancing loans under various schemes or through the Cooperative Societies viz. Primary Agricultural Cooperative Societies, District Federations, Tehsil Unions and Apex Cooperative Societies etc. Apart from this, the Bank also caters to the needs of individuals and Government employees/Companies.

Sealed tenders are invited from eligible bidders to supply, install and implement the **Endpoint Security Solution** in the Bank branches and offices. The quantity of this endpoint solution would be 1500 for PC's and 30 For Servers.

3. Instructions to the Bidders

3.1. General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by The Himachal Pradesh State Cooperative Bank Ltd on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of HPSCB Ltd. Any notification of preferred bidder status by The Himachal Pradesh State Cooperative Bank Ltd shall not give rise to any enforceable rights by the

Bidder. HPSCB Ltd may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of HPSCB Ltd.

- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) The price charged for the services provided under the contract by the Bidder shall in no event exceed the lowest price at which the said Bidder provides the services of identical description to any person/organizations including Govt. agencies/PSUs/State Govt. / Central Govt.

3.2. Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected.

Bidders must:

- Include all documentation specified in this RFP;
- Follow the format of this RFP and respond to each element in the order as set out in this RFP
- Comply with all requirements as set out within this RFP

3.3. Pre-Bid Clarifications

- a) The queries should necessarily be submitted in the following format, three days before the date of Pre-bid meeting:

Sr. No	RFP Document Reference Page Number	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			

- b) HPSCB Ltd shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the HPSCB Ltd.

3.4 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the HPSCB Ltd will Endeavour to provide timely response to all queries. However, HPSCB Ltd makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does HPSCB Ltd undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, HPSCB Ltd may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder} modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the HPSCB Ltd website.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.

In order to provide prospective Bidders reasonable time for taking the corrigendum into account, HPSCB Ltd may, at its discretion, extend the last date for the receipt of Proposals.

3.5 Tenure of the Contract

The purchase contract will be valid for Three years with effect from signing of contract between HPSCB Ltd and selected bidder.

3.6 Key Requirements of the Bid

Right to Terminate the Process

- a) HPSCB Ltd may terminate the RFP process at any time and without assigning any reason. HPSCB Ltd makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by HPSCB Ltd. The bidder's participation in this process may result HPSCB Ltd selecting the bidder to engage towards execution of the contract.

3.7 RFP Document Fees

RFP can be downloaded free of cost from the Banks website.

3.8 Earnest Money Deposit (EMD)

- a) Bidders shall submit the EMD amount of Rs 100000/- (Rs one lakh only) in the form of FDR issued by any nationalized Bank in favour of General Manager HPSCB Ltd., for a period of one year..
- b) EMD of all unsuccessful bidders would be refunded by HPSCB Ltd within 1 month or on 30th day of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee or equivalent.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:

If the Bidder withdraws or amends its tender or impairs or derogate from the tender in any respect within the period of tender.

- f) The EMD should be enclosed with the technical bid.

3.9 Submission of Proposals

- a) The Response to Technical Proposal and Commercial Proposal should be submitted in separate sealed envelopes super-scribed with RFP subject, ref. no. and last date of receiving quotation. Both the sealed envelopes are to be put in a bigger cover which should also be sealed and super scribed in the same manner.
- b) Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

3.10 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal issued by the company/ Firm.

3.11 Preparation of Proposal

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by HPSCB Ltd to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid

process. HPSCB Ltd will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.12. Language

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

3.13 Consortium

No consortium, subletting or hiring services of other company/firm for execution of this job shall be allowed.

3.14 Evaluation Process

- a) HPSCB LTD shall constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by HPSCB Ltd shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4. Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 90 days from the date of submission of Tender.

4.1. Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive, if Proposals:
 - Are not submitted in as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Are found with suppression of details

- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period In case of rejection of bid, HPSCB Ltd shall notify the concerned bidder along with reasons of rejection.

b) All responsive Bids will be considered for further processing as below. HPSCB Ltd will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

4.2. Financial Bid Evaluation

- a) The Financial Bids of technically qualified bidders in technical evaluation criteria will be opened on the prescribed date.
- b) The bidder which has the lowest qualifying financial bid will be declared as L1 and may be considered.
- c) Errors & Rectification: If there is any discrepancy between words and figures in the financial bid, the amount in words will prevail.

5. Appointment of Successful Bidder

5.1. Award Criteria

HPSCB Ltd will award the Contract to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions and process outlined in this document.

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

HPSCB Ltd reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for HPSCB Ltd action.

5.3. Notification of Award

Prior to the expiration of the validity period, HPSCB Ltd will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the

stipulated period, HPSCB Ltd may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, HPSCB Ltd will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

5.4. Performance Guarantee

HPSCB Ltd will require the selected bidder to provide an *irrevocably, unconditionally* Performance Bank Guarantee, within 15 days from the award of work order, for a value equivalent to 10% of the value of contract. The performance guarantee will be valid for a period of sixty days beyond the date of completion of contractual obligations. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, HPSCB Ltd at its discretion may cancel the order placed on the selected bidder without giving any notice. HPSCB Ltd shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or HPSCB Ltd incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

5.5. Signing of Contract

After HPSCB Ltd notifies the successful bidder that its proposal has been accepted, HPSCB Ltd shall enter into a contract, incorporating all clauses and the proposal of the bidder between HPSCB Ltd and the successful bidder.

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

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

6. Scope of Work

Bidder is required to supply, install and implement **Endpoint Security Solution** as per technical specifications mentioned in **Annexure I** that can be integrated securely and seamlessly without any additional cost to Bank.

The brief scope of work is given below:

1. Supply installation configuration and implementation of total security Solution complying with the technical specifications along with associated software licenses and necessary documents/manuals on site. The costs related to these will be a part of the bid amount and no additional payment will be done by Bank for the same.
2. All Security Solution must be of same make and also with 3 years of Subscription.
3. Security being prime concern, the proposed Solution should not breach the security of any other installation of Bank in any way.
4. Any corruption in the software or media shall be rectified during the full period of the contract at no extra cost to Bank.
5. The Security Solution supplied must be seamlessly integrated with the existing network of Bank.
6. Specialized Antivirus and Anti-RANSOMWARE, malware for servers.
7. Initial scanning and cleaning of all PCs/Laptops/Servers etc to be done before installing antivirus Solution
8. Application of machine behaviour learning – classification to block zero day threats before they are executed and stop live execution of threats that evaded previous detection.
9. Remote Support 24X7 for any call reported and Solution to be provided within 1 hour of reporting.
10. Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.
11. Training of all security Items to BANK IT officials.
12. The vendor has to resolve any operating system and application software, etc. problems for successful installation and operations.

If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Bank, it will be a breach of contract. In the event of Bank

In case of serious discrepancy in hardware/software supplied, Bank may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

7. Eligibility Criteria

- i. The interested bidders should have provided these devices in at least two Banks of similar size for the last three years.
- ii. The interested bidder should have authorization from OEM of these machines installed in the Bank.
- iii. Bidder must have minimum turnover of one crore in past 3 years.
- iv. Bidder Company must have positive net worth as on date of submission.

8. Service Level Agreement

Successful bidder shall provide services as per SLA matrix, which defines maximum acceptable response as well as rectification time for resolving the problem.

9. Payment Terms:

100% Payment shall be made after successful implementation of the product in all the branches/Offices of the bank.

10. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, HPSCB LTD shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, HPSCB LTD shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of HPSCB LTD who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of HPSCB LTD , shall be deemed to constitute influencing the

actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of HPSCB LTD in relation to any matter concerning the Project;

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

11. Force Majeure

HPSCB LTD or the selected bidder, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock-outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not) civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

Has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part.

Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

12. Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this tender document or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, in that event, the same shall be referred for arbitration under section 72,73 of the HP Cooperative Societies Act, 1968 (Act No 3 of 1969) to Registrar Cooperative Societies, HP for decision and his decision will be final and binding on the parties.

During the arbitrations proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. The successful bidder shall have to become "B" Class nominal membership of the Bank

The venue of the arbitration shall be Shimla.

13. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, HPSCB LTD shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to HPSCB LTD for, *inter alia*, the time, cost and effort of HPSCB LTD including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to HPSCB LTD hereunder or otherwise.

ANNEXURE-1

Sr.No.	Technical Specifications for Endpoint security	Qty
For Desktops/Laptops		1500
1	The antivirus solution should provide enhanced dedicated antivirus protection for windows and mac OS of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code.	
2	The antivirus solution Should have a Centralized Management Console with off-premise model.	
3	The antivirus solution Should Support Multi-Platform operating system (Windows OS,Mac OS) and the same should be managed from a single Centralised Management console	
4	The antivirus solution Should have single, Configurable Installation with centralized configuration & policy management.	
5	Solution must offer the Device Control/Peripheral control, with the Option of Read Only, Allow,Block access to the device and previleige to whitelist the USB device on the basis of Hardware ID	
6	Solution must support Malicious Traffic Detection to monitor non-browser based traffic for any Command & Control (C&C) Servers connection.	
7	Antivirus should be able to capture Viruses, Trojans, Worms, Spyware and Malware, Adware and PUA from single agent.	
8	Administrator should be able to lock down all anti-virus configurations at the endpoint & User should be prevented from being able to uninstall the anti-virus software.	
9	Solution must have the Anti exploit technology on signature less basis so that it protects against browser, plugin, or Java-based exploit kits even if your servers are not fully patched and Deep Learning Neural Network	
10	Solution must protect against ransomware running locally or remotely using cryptoguard.	
11	Solution should have Extended Detection and Response (XDR),XDR Query engine based on industry-standard SQL,XDR Pre-defined queries for many common use cases	

	Three Year Subscription license for endpoint protection like Anti-malware, Live Protection, Web Security, Category base Web Control, Malware Removal, Peripheral Control, Category base Application Control, Synchronized Security Heartbeat (Windows only) Behaviour Analysis/HIPS, Data Loss Prevention, Download Reputation, Malicious Traffic Detection, Exploit Prevention (Windows only), Cryptoguard Anti-Ransomware, Threat Cases. Endpoint detection and response (Windows only) including threat searches, Lab threat intelligence, on-demand isolation, clean and block, and malware analysis, Extended Detection and Response (XDR) .	
12	On premise training to staff of Bank for configuration and troubleshooting.	
For Servers		Qty
1	The antivirus solution Should Support Multi-Platform operating system (Windows Server OS, Linux) and the same should be managed from a single Centralised Management console	30
2	Solution must offer the Device Control/Peripheral control, with the Option of Read Only, Allow, Block access to the device and privilege to whitelist the USB device on the basis of Hardware ID, able to capture Viruses, Trojans, Worms, Spyware and Malware, Adware and PUA from single agent, protect against ransomware running locally or remotely using cryptoguard	
3	Solution must offer default monitored locations for File integrity monitoring for Files/registry entries for Windows 2012, Windows 2012 R2, Windows 2016, Windows 2019 platforms	
4	Solution must have the Server Lockdown facility to lock the state of server to protect its integrity.	
5	Solution should have Extended Detection and Response (XDR), XDR Query engine based on industry-standard SQL, XDR Pre-defined queries for many common use cases	
6	Three Year Subscription license for server protection like Anti-malware, Live Protection, Web Security, Web Control, Malware Removal, Peripheral Control, Application Control, Synchronized Security Heartbeat (Windows only) Behaviour Analysis/HIPS, Data Loss Prevention, Download Reputation, Malicious Traffic Detection, Exploit Prevention (Windows only), Crypto guard Anti-Ransomware, Threat Cases. Endpoint detection and response including threat searches, threat intelligence, on-demand isolation, clean and block, and malware analysis, Extended Detection and Response (XDR).	

7	On premise training to staff of Bank for configuration and troubleshooting.	
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Appendix I: Technical Bid Templates
Form 1: Particulars of the Bidder

S.No	Information Sought	Details to be furnished
A	Name and address of the bidding Company/Firm	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Local address of the bidding Company/ Firm	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of company/ Firm registration	
H	Details of registration with appropriate authorities for service tax, I GST, SGST, CGST, UTGST	
I	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Appendix II: Financial Proposal Template

Form 2: Financial Proposal

To, Date:

General Manager Location:

The HP State Cooperative Bank Ltd
Head Office, The Mall Shimla-171001,

Dear Sir,

I/We hereby submit our price bid for bid for Supply, installation and maintenance of Endpoint Security Solution for H.P State Cooperative Bank Ltd.

Summary of Costs

Detail of Financial Bid

S. No.	Item Description	Qty.	Unit price	GST	Total (inclusive of all taxes)
1	Endpoint Security Solution (detailed technical specifications at Annexure I)	1500			

Note: - The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies etc. - L1 bidder will be decided on the basis of Grant Total.

List of Abbreviations

S. No.	Abbreviation	Definition
1.	AMC	Annual Maintenance Contract
2.	HPSCB	Himachal Pradesh State Cooperative Bank
3.	EMD	Earnest Money Deposit
4.	EOI	Expression of Interest
5.	ICT	Information and communication Technology
6.	INR	Indian National Rupee
7.	ISO	International organization for Standardization
8.	NCT	National Capital Territory
9.	NDA	Non – Disclosure Agreement
10.	Participants	Participating Firms/Companies/Agencies
11.	RFP	Request for proposal
12.	SLA	Service Level Agreement
13.	PSU	Public Sector Undertaking
14.	LOA	Letter of Award

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