

Request for Quotations

(RFQ)

**Supply, Installation, Integration, Implementation and Support
of
Secured Socket Layer (SSL) and Single Sign-On Solution.**



Requested by:

Druk Holding and Investments Limited,
P.O Box 1127, New BOBL Building, Norzin Lam, Thimphu, Bhutan
Tele# +975-2-336257/58, Fax# +975-2336259
Website: www.dhi.bt

Part- 1: Notice Inviting Quotations

NIQ No.: DHI/Procurement-06/2020/372

June 19, 2020

Notice Inviting Quotation

The Druk Holding and Investments Limited, (DHI) invites e-Bid from eligible firms (hereafter referred to as the “bidder”) with valid trade license for providing SSL and Single Sign-On solution and implementation.

DHI would like to inform the interested firms to kindly visit the website **www.tender.bt** for vendor registration and to submit the proposal online.

The EMD amount must be submitted physically to DHI office before the tender submission date. In case of failure, the respective firm will not be considered.

The user manual for vendor registration and bidding process is available on the website **www.tender.bt** or else can be downloaded from following links:

- i. User manual for vendor registration
- ii. User manual for Bidding process

Interested firms may obtain further information at the address below during office hours [9am to 5pm].

Proposal must be submitted online by **20th July, 2020 before 12 noon.**

Druk Holding and Investments Ltd., (DHI)
Attn: Procurement Unit,
New BOBL Building, Norzin Lam, Thimphu
Tel: [+975-2-336257/8], Fax: [+975-2-336259]

Part-2 General Terms and Conditions

1. SCOPE OF WORK

DHI is currently looking for the following solution with implementation to be completed within 60 days from the work award. The winning firm need to carry out the current environment and implement the proposed solution accordingly.

- i. **Secured Sockets Layer (SSL):** DHI is looking for a solution to supply, install and configure the SSL certificate for DHI website, sub domains and also on web-based application provided. DHI currently has its website hosted at Bhutan Telecom, whereas application like SAP ERP is hosted in Bhutan Power Corporation Limited's Data Centre at Thimphu. DHI also has some in-house application hosted in its own office.

The following features are mandatory requirement, but not limited to.

- Latest version.
 - Site visitors should see the padlock icon in the browser and validated organizational details in the SSL certificate.
 - Support web browsers to servers and servers to servers connections and authentications.
 - Unlimited free re-issuance of certificate during lifetime validity of SSL.
 - Expiry notifications.
 - Minimum 128 bit or 256 bit SSL encryption.
 - Min. 2048-bit key strength.
 - Should not be limited to one single VM/physical server, rather it should support as many VM(s)/physical server(s).
 - Should support primary domain e.g. www.dhi.bt & all the sub domains under it.
 - SSL Certificate shall be Trusted and Supported by 99% of all the versions of all the Web Browsers in Windows and Mac OS viz. Google Chrome, Mozilla Firefox, Opera/Safari, Microsoft Edge, Netscape and Internet Explorer.
 - Customer/Technical Support should be available
 - It should secure all the sub-domains belonging to DHI primary domain and other application belonging to DHI.
- ii. **Single Sign-On Solution:** The following features are mandatory requirement, but not limited to. Therefore, firms can provide and mention the additional features available.
 - The solutions must allow users to input just one username and password for access to multiple application.
 - Must be customizable for user experience.
 - Must be able to custom integrate with all applications (e.g. Gmail, SAP Fiori, Frappe, etc...).
 - Easy to use mobile interface.
 - Secure directory and authentication.
 - Should be able to scale easily with the increase in number of application and growth of the company.

- Should be reliable, with uptime approach of at least 97%.
- Tools to monitor the usage such as real-time security reporting.

General Scope of Work:

- The bidder shall integrate the above mentioned components with all the existing as well as new & upcoming modules and successfully implement the complete solution in consultation with the concerned teams.
- Technical support, Installation, upgrades, updates and applying patches should be provided during support period without any additional cost. The support should include fixes, patch upgrades and any other appropriate correction required for the solution to be always on the latest available version.
- For the installation, testing and post installation support activities the bidder should coordinate with DHI team.
- Customer/Technical Support should be available 24x7 Telephonic, E-mail and Ticket.
- The bidder shall provide the training on technicalities of integration and deployment along with technical documentation in respect of the same.
- The bidder shall carry out User Acceptance Testing in coordination with the DHI Technical team.

Post Implementation Support:

System Maintenance & Support services will include the following activities:

- 24 x 7 online support/Telephonic support during business hours
- Any Problems/Issues/Defects in the solution, the bidder should be liable to replace the same without any additional cost to DHI.
- Technical / User support to DHI Technical team.
- Free web/mail support.
- Installation and usage help.
- Any problems / issues faced during the generation / installation and implementation of the solution should be taken care of. Also, the bidder should incorporate any changes, during the validity period.

Service Level Support:

- Provide timely notification to client for upcoming renewals if any.
- Provide technical support to DHI for SSL certificate installation issues.
- In case if there are any regulatory changes, the bidder should incorporate the same.

2. BIDDING DOCUMENTS

DHI would like to inform the interested firms to kindly visit the website www.tender.bt/www.dhi.bt for bidding documents. For further information at the address below during office hours [9am to 5pm].

Druk Holding and Investments Ltd., (DHI)

Attn: Procurement Unit,

New BOBL Building, Norzin Lam, Thimphu

Tel: [+975-2-336257/8], Fax: [+975-2-336259]

3. SUBMISSION AND OPENING OF THE BID

- i. Quotations for the items should be submitted on or before **20th July, 2020 before 12 noon and will be opened on the same date at 14:30 hrs. in DHI, Meeting room 1.**
- ii. Quotations with complete details in form of **Annexure 1 & 2** should be addressed to **The Associate Director, Druk Holding and Investments Limited, New BOBL Building, Norzin Lam, Thimphu.** For any further information please contact **Procurement Unit**, contact no. +975-2336257/58 (135). The quotation submitted by the firm shall comprise the following:
 - (a) Bid Submission Form (Annexure-1)
 - (b) A duly completed and signed price quotation as per the Schedule of Item(s) and the Price Quotation. (Annexure -2)
 - (c) A valid Trade License;
 - (d) A valid Tax Clearance Certificate;
 - (e) The required bid security
 - (f) Any other requirements specified in this document

4. PRICE OF BID

All prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies to the final place of delivery. The final place of delivery is DHI, New BOBL Building, Norzin Lam, Thimphu.

5. BID SECURITY

The quotation shall be accompanied by lump sum amount of Nu. 5,000/- Earnest Money Deposit (EMD/Bid Security) in the form of cash warrant, demand draft or unconditional Bank Guarantee valid for 6 months in favour of **The Associate Director, CSD, Druk Holding and Investments Limited, Thimphu** in and separate envelope marked as “Bid Security”.

- 5.1 Any bid not accompanied by bid security shall be treated as non-responsive.
- 5.2 The bid security of unsuccessful bidders shall be returned within 15 days from the date of finalisation of the tender.
- 5.3 The bid security of the successful bidder shall be returned immediately after or adjusted against the submission of the performance security by the successful bidder to whom the contract is awarded.
- 5.4 The bid security shall be forfeited:
 - 5.4.1 if a bidder withdraws its bids during the bid validity period,
 - 5.4.2 if a bidder doesn't accept the arithmetical corrections of its bids,
- 5.5 In the case of successful bidder, if the bidder fails to:
 - 5.5.1 sign the contract within the specified prescribed time and
 - 5.5.2 Furnish the performance security within the prescribed time.

6. PERFORMANCE SECURITY

- 6.1 The successful bidders are required to submit lump sum amount of Nu. 15,000/- as Performance Security prior the signing of the contract and it shall be refunded upon the completion of the supply.

- 6.2 The performance security should be deposited in the form of unconditional bank guarantee/cash warrant/demand draft in favour of **The Associate Director, CSD, Druk Holding and Investments Limited, Thimphu.**
- 6.3 The performance security shall be discharged and returned to the owner/firm after completion of the supply.
- 6.4 The performance security shall be forfeited if the successful bidder fails to adhere by its obligations within the contract period.

7. DELIVERABLES BY THE SELECTED BIDDERS

The selected bidder would be required to

SL.	DELIVERABLE	TIMELINE
1	Issuance, installation and implementation of the solutions at DHI office.	60 days from the date of issue of work order.
2	Resolving the technical issues through Customer/Technical Support by Telephonic, E-mail and Ticket.	Within 48 Hours from logging the issue by DHI official through Telephonic, E-mail and Ticket.
3	Support, Reissuance and implementation of SSL Certificates in Support period during SSL validity lifetime.	Within 07 days from the date of reporting the issue to the bidder by DHI Officials.

8. PAYMENT TERMS

- No advance shall be provided.
- The payment will be processed after installation, commissioning and testing of the solutions.
- The payment will be made only after submitting satisfaction certificate by DHI officer in-Charge in the matter.
- No claim for interest in case of delayed payment will be entertained by DHI.
- The currency or currencies in which payments shall be made to the Bidder under this Contract shall be Bhutan Ngultrum (Nu) only and shall be paid only after successful completion, implementation, hosting and sign off of the User Acceptance Test of the solutions.
- All remittance charges will be borne by the bidder.
- In case the bidder fails to execute the contract, DHI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- Amount payable to the Service Provider as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract. The prices quoted shall not be conditional /optional.

9. EVALUATION OF QUOTATIONS

The bidder(s) may quote for one or more solutions, but it will be at the discretion of DHI for final consideration and evaluation. Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of their quoted prices.

10. AWARD OF CONTRACT

The award will be made to the bidder based on the evaluation of the solution provided and at the discretion and decision of the tender committee. DHI is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

11. QUALITY OF THE SUPPLY

The quality/standard of the supply shall be maintained strictly and the work order for the selected firm not meeting the quality/standard of the supply, will be cancelled and forfeit the performance security deposit. The work will be awarded to the next bidder.

12. VALIDITY OF THE OFFERS

Your quotation(s) shall be valid for a period of 03 months from the deadline for receipt of quotation(s). However the period of validity may be extended on mutual agreement.

13. LIQUIDATED DAMAGES

In case a delay in the supply of the solution, liquidated damages @ 0.1% maximum of 10% shall be levied for the number of days of delay. The work shall be completed within the stipulated date and time.

14. RESOLUTION OF DISPUTES

In case of any disputes, it shall be dealt as DHI Procurement Manual and the governing law and jurisdiction applicable within Bhutan.

15. FORCE MAJEURE

In the event, owner/firm delays in performing their obligations under the contract, and such delay is caused by force majeure, including but not limited to war, civil insurrection, fire, floods, epidemics, earthquakes, quarantine restrictions and freight embargoes, such delay may be excused and the period of such delay may be added to the time of performance of obligation delayed. If a force majeure situation arises, the supplier/bidder shall notify the Procuring agency in writing of such conditions and the cause thereof along with documentary or pictorial evidence acceptable to the Procuring agency. Unless otherwise directed by the Procuring agency in writing, the owner/firm shall continue to perform its obligation.

16. TERMINATION OF THE CONTRACT

The contract shall be terminated if in case the owner/firm fails to abide by its obligations and the contract may be awarded to next bidder.

17. GENERAL TERMS AND CONDITIONS

- 17.1 Depending on the final requirement, the purchaser may increase or decrease the quantities by fifteen percent (15%) of the purchase order.
- 17.2 The quotation(s) will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time.
- 17.3 DHI is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.
- 17.4 The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order.
- 17.5 The supply shall be nicely sealed in a box clearly specifying the quantities and shall be addressed to The Associate Director, CSD, DHI, New BOBL building, Norzin Lam, Thimphu during the delivery.
- 17.6 DHI reserves the right to reject any or all of the tenders without assigning any reason.
- 17.7 The decision of the tender committee will be final and binding.

18. ADDITIONAL WORK

If, in the opinion of the Client, it is necessary to carry out any work outside of the scope of work for the purpose of the project in addition to the Services, the winning bidder, with the prior authorization of the DHI, shall carry out such additional work and charge based on the negotiated rate.

Annexure -1

Bid Submission Form

(Use Official Letter Head)

To,

Associate Director,

Druk Holding and Investments Limited

DHI, Thimphu.

Subject: Quotations for

Dear Sir,

I/We _____ Individual/ firm herewith enclose quotation for selection of my/our firm/organization for providing SSL and Single Sign-On solution and implementation.

I, the undersigned, hereby declare to the best of my knowledge and belief, this information is true and correct.

Yours faithfully,

Signature _____

Full Name _____

Designation _____

Address _____

(Authorized Representative)

Annexure - 2

Price Quotation Form

Sl	Item	Description & Details (<i>minimum specifications</i>)	Unit	Rate (Nu.)
1	SSL	Quote rate of 1 & 3 years		
2	Single Sign-On			
3	Annual Maintenance Support			
4	Warranty	At least one year of warranty		