



भारतीय प्रबन्धन संस्थान राँची

(शिक्षा मंत्रालय, भारत सरकार के अधीन)

प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड, पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Notice Inviting e-Tender (NIT) for

**‘Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX
PFSENSE+ Security Gateway’**

e-Tender No.: IIM Ranchi/pfSense /2025-26/26

Dated: 26.09.2025

Issued by:
Administrative Officer - Purchase
Indian Institute of Management, Ranchi
(For & on behalf of the Director, IIM Ranchi)

Notice Inviting e-Tender (NIT) For Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSENSE+ Security Gateway: -

- 1. Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSENSE+ Security Gateway- Netgate 8300 MAX pfSense or Equivalent Security Gateway**
- 2. Netgate TAC Pro Support (SLA, 24/7 availability)- Annual Subscription**

1. Indian Institute of Management Ranchi (hereinafter referred to as “IIMR”) is an Autonomous Institute under the Ministry of Education, Government of India. IIM Ranchi is recognized as the premier management institution in the country. IIM Ranchi has established in 2009 and operates from its permanent campus located at Prabandhan Nagar, Pundag (Nayasarai Road), Ranchi, Jharkhand, with a present strength of approximately 1,200 (Twelve hundred only) students, faculty, and staff on campus.

2. IIMR invites an E-tender (online tender) from the reputed and experienced agencies (hereinafter referred to as “Agency” or “Bidder”) under two bid systems Technical Bid (Part-I) & Financial Bid (Part-II) for 1. Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSENSE+ Security Gateway- Netgate 8300 MAX pfSense or Equivalent Security Gateway.

3. **Bidders must read the complete Tender Documents:** This NIT is an integral part of the Tender Document and serves a limited purpose of invitation and does not purport to contain all relevant details for submission of bids. ‘Tender Information Summary’ (TIS) appended to this notice gives a salient summary of the tender information. The Bidders must go through the complete Tender Document for details before submission of their Bids.

4. **The Bidders shall sign and stamp each page of this tender document as a token of having read, understood, and complied with the tender, the terms and conditions contained herein. Only online bids/tenders will be accepted. Incomplete bids/documents shall be rejected without giving any reason.**

5. **Availability of the Tender Document** -This tender document containing eligibility criteria, scope of work, terms, and conditions, specifications, and other documents, can be downloaded at/from the Ewizard Portal of IIM Ranchi, <https://iimranchi.ewizard.in/> or Indian Institute of Management Ranchi website: www.iimranchi.ac.in.

6. **Clarifications** – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.

7. **Pre-bid Conference:** - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders’ technical specifications and commercial conditions, on the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained. **The procuring entity reserves the right to have multiple pre-bid meetings.**

8. **Submission of Bids and EMD:** - Bids shall be submitted through online mode under the e-procurement system. No manual Bids shall be made available or accepted for submission. The bidders have to apply online through the e-Procurement portal <https://iimranchi.ewizard.in/> only. The EMD may be submitted online on the Ewizard portal or NEFT to IIM Ranchi account or through DD.

To Administrative Officer- Purchase,

9. The EMD is exempted for bidders (Micro, Small & Medium Enterprises) registered with District Industries Centre or any other bodies specified by the Ministry of Micro, Small & Medium Enterprises for the relevant category (as indicated in scope of work) and having valid registration certificate as on date of tender submission. The MSMEs would not be eligible for exemption of EMD if.

- (a) They are not registered for providing services in the relevant category. OR
- (b) They do not have valid registration as on the date of tender submission for subject works.

The tenderers seeking exemption from “EMD”, being MSMEs, shall ensure their eligibility W.r.t. above and submit a registration certificate issued by the body under which they are registered, which clearly mentions the relevant category (as per the scope of work) and Terminal Validity of registration. In the absence of any of the above requirements, no exemption for “Cost of EMD” will be allowed, and tenderer eligibility shall be dealt with as if they are not registered Centre or any other body(s) specified by the Ministry of MSME.

10. The tenders without the Earnest Money shall be summarily rejected.

11. The tender security (EMD) may be forfeited:

- (i) If the Tenderer withdraws his tender during the period of tender validity specified by the Tenderer in the tender form; or
- (ii) In the case of a successful Tenderer, if the Tenderer
 - (a) Fails to sign the contract in accordance with the terms of the tender document.
 - (b) Fails to furnish required performance security in accordance with the terms of the Tender document within the time frame specified by the client.
 - (c) Fails or refuses to honor his own quoted prices for the services or part thereof

12. **Bid Opening-** Bids received shall be opened online at *the specified date and time given in TIS*. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

13. Disclaimers and Rights of Procuring Entity

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to:

- a. reject any or all of the Bids, or
- b. cancel the tender process, or
- c. abandon the procurement of the Services; or
- d. issue another tender for identical or similar services.

Note: For further details, please refer to the appended TIS and the complete Tender Document.

Administrative Officer-Purchase

APPENDIX TO NIT: TENDER INFORMATION SUMMARY

TENDER INFORMATION SUMMARY (TIS)			
1.0 Basic Tender Details			
Tender Title	Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSENSE+ Security Gateway		
Tender Reference Number	IIM Ranchi/pfSense/2025-26/26 dated 26.09.2025		
Estimated cost of tender	Rs. 11,78,000/-		
Earnest Money Deposit (EMD)	Rs. 25,000/-		
Tender Type	Open		
Tender Category	Goods	No. of Covers	Two
Tender Inviting Authority (TIA)	Director, IIM Ranchi	Address	IIM Ranchi, Prabandhan Nagar, Ranchi-835303
2.0 Critical Dates			
Published Date	26.09.2025 at 1500 hrs	Bid Validity (Days from the date of Tender Opening)	60 days
Document Download Start Date & Time	26.09.2025 at 1500 hrs	Document Download End Date & Time	17.10.2025 by 1500 Hrs
bid Submission Start Date & Time	26.09.2025 at 1500 hrs	Bid Submission Closing Date & Time	17.10.2025 by 1500 hrs
Tender Opening Date & Time on ewizard portal	17.10.2025 at 1600 hrs	Tender Opening (Financial bid) Date & Time	Will be intimated later
3.0 Obtaining the Tender Document and clarifications.			
e-Procurement Portal and helpdesk for Document availability and submission	https://iimranchi.ewizard.in/ www.iimranchi.ac.in		
Office/ Contact Person/ email for clarifications	Phone - 8797081204/ 0651-2280113 Email - purchase@iimranchi.ac.in		

PART-I: TECHNICAL BID

SITC of Open Source pfSense firewall

- **Pfsense MAX PFSENSE+Security Gateway-Netgate 8300 MAX Pfsense Security Gateway or equivalent**
- **Netgate TAC Pro Support (SLA, 24/7 availability) - Annual Subscription**

Supply, Installation, Configuration, Testing, Commissioning & Training of pfSense Firewall at the onsite, etc.

Recommended Use Limit: 2000

Firewall Features:

Multi-WAN load balancing and Fail Over, VPN: IPsec and OpenVPN, Website & Application Blocking: user based policy, Malware Protection, Ad block, spyware protection, User Authentication, Port Forwarding Captive portal for all users/guest network Intrusion Prevention System

1) pfSense Firewall Router software installed on all Netgate products with features: -

Firewall Capabilities

- Filtering by source and destination IP, IP protocol, source and destination port for TCP and UDP traffic
- Limit simultaneous connections on a per-rule basis
- pfSense software utilizes p0f, an advanced passive OS/network fingerprinting utility to allow you to filter by the Operating System initiating the connection. Want to allow FreeBSD and Linux machines to the Internet, but block Windows machines? pfSense software allows for that (amongst many other possibilities) by passively detecting the Operating System in use.
- Option to log or not log traffic matching each rule.
- Highly flexible policy routing possible by selecting gateway on a per-rule basis (for load balancing, failover, multiple WAN, etc.)
- Aliases allow grouping and naming of IPs, networks and ports. This helps keep your firewall ruleset clean and easy to understand, especially in environments with multiple public IPs and numerous servers.
- Transparent layer 2 firewalling capable - can bridge interfaces and filter traffic between them, even allowing for an IP-less firewall (though you probably want an IP for management purposes).
- Packet normalization - Description from the pf scrub documentation - "'Scrubbing' is the normalization of packets so there are no ambiguities in interpretation by the ultimate destination of the packet. The scrub directive also reassembles fragmented packets, protecting some operating systems from some forms of attack, and drops TCP packets that have invalid flag combinations."
- Enabled in the pfSense software by default
- Can disable if necessary. This option causes problems for some NFS implementations, but is safe and should be left enabled on most installations.
- Disable filter - you can turn off the firewall filter entirely if wish to turn your pfSense software into a pure router.

State Table

- The firewall's state table maintains information on your open network connections. The pfSense software is a stateful firewall, by default all rules are stateful.
- Most firewalls lack the ability to finely control your state table. The pfSense software has numerous features allowing granular control of your state table, thanks to the abilities of FreeBSD's ported version of pf.
- Adjustable state table size - there are multiple production pfSense installations using several hundred thousand states. The default state table size varies according to the RAM installed in the system, but it can be increased on the fly to your desired size. Each state takes approximately 1 KB of RAM, so keep in mind memory usage when sizing your state table. Do not set it arbitrarily high.
- On a per-rule basis:
- Limit simultaneous client connections
- Limit states per host
- Limit new connections per second
- Define state timeout

- Define state type
- State types - the pfSense software offers multiple options for state handling.
- Keep state - Works with all protocols. Default for all rules.
- Sloppy state - Works with all protocols. Less strict state tracking, useful in cases of asymmetric routing.
- Synproxy state - Proxies incoming TCP connections to help protect servers from spoofed TCP SYN floods.
- This option includes the functionality of keep state and modulate state combined.
- None - Do not keep any state entries for this traffic. This is very rarely desirable, but is available because it can be useful under some limited circumstances.
- State table optimization options - pf offers four options for state table optimization.
- Normal - the default algorithm
- High latency - Useful for high latency links, such as satellite connections. Expires idle connections later than normal.
- Aggressive - Expires idle connections more quickly. More efficient use of hardware resources, but can drop legitimate connections.
- Conservative - Tries to avoid dropping legitimate connections at the expense of increased memory usage and CPU utilization.

Network Address Translation (NAT)

- Port forwards including ranges and the use of multiple public IPs
- 1:1 NAT for individual IPs or entire subnets.
- Outbound NAT
- Default settings NAT all outbound traffic to the WAN IP. In multiple WAN scenarios, the default settings NAT outbound traffic to the IP of the WAN interface being used.
- Advanced Outbound NAT allows this default behavior to be disabled, and enables the creation of very flexible NAT (or no NAT) rules.
- NAT Reflection - NAT reflection is possible so services can be accessed by public IP from internal networks.
- Limitations: PPTP / GRE Limitation - The state tracking code in pf for the GRE protocol can only track a single session per public IP per external server. This means if you use PPTP VPN connections, only one internal machine can connect simultaneously to a PPTP server on the Internet. A thousand machines can connect simultaneously to a thousand different PPTP servers, but only one simultaneously to a single server. The only available work around is to use multiple public IPs on your firewall, one per client, or to use multiple public IPs on the external PPTP server. This is not a problem with other types of VPN connections. PPTP is insecure and should no longer be used.

High Availability

- The combination of CARP, pfsync, and our configuration synchronization provides high availability functionality. Two or more firewalls can be configured as a failover group. If one interface fails on the primary or the primary goes offline entirely, the secondary becomes active. The pfSense software also includes configuration synchronization capabilities, so you make your configuration changes on the primary and they automatically synchronize to the secondary firewall.
- The firewall's state table is replicated to all failover configured firewalls. This means your existing connections will be maintained in the case of failure, which is important to prevent network disruptions.
- Limitations: Only works with static public IPs, does not work with stateful failover using DHCP, PPPoE, or PPTP type WANs. Multi-WAN
- Multi-WAN functionality enables the use of multiple Internet connections, with load balancing and/or failover, Server Load Balancing

- Server load balancing is used to distribute load between multiple servers. This is commonly used with web servers, mail servers, and others. Servers that fail to respond to ping requests or TCP port connections are removed from the pool.
- for improved Internet availability and bandwidth usage distribution.

Virtual Private Network (VPN)

The pfSense software offers three options for VPN connectivity, IPsec and OpenVPN.

IPsec

IPsec allows connectivity with any device supporting standard IPsec. This is most commonly used for site to site connectivity to other pfSense installations and most all other firewall solutions (Cisco, Juniper, etc.). It can also be used for mobile client connectivity.

OpenVPN

OpenVPN is a flexible, powerful SSL VPN solution supporting a wide range of client operating systems.

PPPoE Server

The pfSense software offers a PPPoE server. A local user database can be used for authentication, and RADIUS authentication with optional accounting is also supported.

Reporting and Monitoring

RRD Graphs

- The RRD graphs in the pfSense software maintain historical information on the following.
- CPU utilization
- Total throughput
- Firewall states
- Individual throughput for all interfaces
- Packets per second rates for all interfaces
- WAN interface gateway(s) ping response times
- Traffic shaper queues on systems with traffic shaping enabled

Real Time Information

- Historical information is important, but sometimes it's more important to see real time information.
- SVG graphs are available that show real time throughput for each interface.
- For traffic shaper users, the Status -> Queues screen provides a real time display of queue usage using AJAX updated gauges.
- The front page includes AJAX gauges for display of real time CPU, memory, swap and disk usage, and state table size.

Dynamic DNS

- A Dynamic DNS client is included to allow you to register your public IP with a number of dynamic DNS service providers.
- Custom - allowing defining update method for providers not specifically listed here.
- DNS-O-Matic
- DynDNS
- DHS
- DNSexit

- DyNS
- easyDNS
- freeDNS
- HE.net
- Loopia
- Namecheap
- No-IP
- ODS.org
- OpenDNS
- Route 53
- SelfHost
- ZoneEdit
- A client is also available for RFC 2136 dynamic DNS updates, for use with DNS servers like BIND which support this means of updating.

Captive Portal

- Captive portal allows you to force authentication, or redirection to a click through page for network access. This is commonly used on hot spot networks, but is also widely used in corporate networks for an additional layer of security on wireless or Internet access. For more information on captive portal technology in general. The following is a list of features in the pfSense Captive Portal:
- Maximum concurrent connections - Limit the number of connections to the portal itself per client IP. This feature prevents a denial of service from client PCs sending network traffic repeatedly without authenticating or clicking through the splash page.
- Idle timeout - Disconnect clients who are idle for more than the defined number of minutes.
- Hard timeout - Force a disconnect of all clients after the defined number of minutes.
- Logon pop up window - Option to pop up a window with a log off button.
- URL Redirection - after authenticating or clicking through the captive portal, users can be forcefully redirected to the defined URL.
- MAC filtering - by default, pfSense filters using MAC addresses. If you have a subnet behind a router on a captive portal enabled interface, every machine behind the router will be authorized after one user is authorized. MAC filtering can be disabled for these scenarios.
- Authentication options - There are three authentication options available.
- No authentication - This means the user just clicks through your portal page without entering credentials.
- Local user manager - A local user database can be configured and used for authentication.
- RADIUS authentication - This is the preferred authentication method for corporate environments and ISPs. It can be used to authenticate from Microsoft Active Directory and numerous other RADIUS servers.
- RADIUS capabilities
- Forced re-authentication
- Able to send Accounting updates
- RADIUS MAC authentication allows captive portal to authenticate to a RADIUS server using the client's MAC address as the user name and password.
- Allows configuration of redundant RADIUS servers.
- HTTP or HTTPS - The portal page can be configured to use either HTTP or HTTPS.
- Pass-through MAC and IP addresses - MAC and IP addresses can be white listed to bypass the portal. Any machines with NAT port forwards will need to be bypassed so the reply traffic does not hit the portal. You may wish to exclude some machines for other reasons.
- File Manager - This allows you to upload images for use in your portal pages.
- Limitations: "Reverse" portal, i.e. capturing traffic originating from the Internet and entering your network, is not possible.
- Only entire IP and MAC addresses can be excluded from the portal, not individual protocols and ports.

2) Security Gateway Appliance with features: -

Eight Core 2.0 GHz Intel Xeon CPU

Delivers 36 Gbps routing using iPerf3-bidirectional traffic and over 26 Gbps of firewall throughput

11 Independent 1G, 2.5G, and 10G ports

Maximum port flexibility - with 1G, 2.5G, and 10G Ethernet configurable as WAN or LAN across the combination of 11 RJ45 and SFP ports

Expandability: 1 x PCIe 3.0 x8 for half-length low profile cards and 1 xPCIe 4.0 x16 for full-height three-quarters length cards

Dual hot-swappable PSU bays

Base: 1 x Internal 500W PSU (hot-swappable) included, 110V/240V AC

MAX: 2 x Internal 500W PSU (hot-swappable) included, 110V/240V AC

Warranty

Minimum One Year

SPECIFICATIONS

CPU: - Intel Xeon D-1733NT, 8-core @ 2.0 GHz (Ice Lake Family)

Physical Network I/O Ports: - (4) 10 GbE SFP+ cage ports

(4) 1 GbE SFP cage ports

(3) 2.5 GbE RJ-45 "direct" (unswitched) Intel i226 ethernet ports

Storage: - 512 GB NVMe 2280 M-Key M.2 SSD

Memory: - 16 GB DDR4, ECC, 2400MHz via 2x 8 GB 1G x 72-Bit UDIMM

(expandable to 32 GB via 2x 16 GB UDIMM)

MAX: 32 GB DDR4, ECC, 2400MHz via 2x 16 GB UDIMM

Console Port: - Auto-detect console port: "Cisco pinout" RJ45 micro-USB (cable included)

USB Ports: - 2 x USB 3.2 jacks (USB-A female)

LED: - 3x RGB LEDs – software/firmware controllable via Aspeed AST2620 BMC

Enclosure: - Sheet steel enclosure, powder-coated finish

16.92 x 13 x 1.72 inches 430 x 330 x 43.8 mm

Cooling: - Active - 7x chassis fans at the rear of the enclosure

Environmental: - 0°C (32°F) to 40°C (104°F) – ambient

Power: - Dual hot-swappable PSU bays.

BASE:

1 x Internal 500W PSU 100V/240V AC input (hot-swappable) included AC Inlet: IEC320-C16 (3-pin)

1 x NEMA 5-15P to IEC320-C15 US power cord included

MAX:

2 x Internal 500W PSU 100V/240V AC input (hot-swappable) included AC Inlet: IEC320-C16 (3-pin)

2 x NEMA 5-15P to IEC320-C15 US power cord included

Specification: - CE, CB, FCC (Class A), ISED (Class A), RoHS, UL, ACMA, UKCA, TAA (MAX only)

PERFORMANCE

iPerf3: - 2-- L3 Forwarding: 36.7 Gbps Firewall: 26.8 Gbps

Bidirectional: - IPsec VPN: 14.6 Gbps

Traffic: - (AES-GCM-128 w/AES-NI)

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

- (1) Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested bidders have to register online on the e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online at <https://iimranchi.ewizard.in/> duly signed and sealed on each page of the Tender. For details, kindly see the annexure of this tender: Instructions for Online Bid Submission.
- (2) Period of Contract:** Perpetual Licenses.
- (3) Earnest Money Deposit (EMD):** The tenderer shall deposit Earnest Money as mentioned in the TIS (Tender information summary) through a Demand Draft drawn in favour of “Indian Institute of Management Ranchi” payable at Ranchi. The Earnest Money Deposit will be refunded to the tenderers whose offers have not been accepted. The Earnest Money Deposit of the tenderer whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.
- (4)** In the event of a bidder backing out before the actual award or execution of the agreement, IIMR will have the right to forfeit the EMD. In case the successful tenderer (L1) declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
- (5)** In the case of the first lowest is more than one, then it would be at the discretion of the Institute to decide the L1.
- (6) Interpretation:** All the terms and conditions of the contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.
- (7) Bid Validity:** The quoted rates must be valid for a period for 90 (ninety) days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted a validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
- (8)** In case the tenderer withdraws, modifies, or changes his offer during the validity period, the bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions, etc. of their original tender.
- (9)** In exceptional circumstances, the IIMR may request the bidder’s consent for an extension of the period of bid validity. A bidder shall however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of the bid will not be allowed to modify his bid.
- (10)** Anyone or more of the following actions/commissions/omissions are liable to cause summary rejection of tender:
- Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
 - Any conditional bid or bid offering rebate.
 - Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
 - Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.
- (11) Authority of person signing document:** A person signing the tender form or any documents

forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMR may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

(12) Payment of Bills: The payment for services under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.

(13) ARBITRATION:

Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before / after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by Court.

It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the Arbitrator at the time of invocation of arbitration under this clause. It is also the term of the contract that the cost of arbitration shall be borne by the party themselves.

The venue of arbitration shall invariably be at Ranchi.

Subject as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

(14) FORCE MAJURE:

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party within 07 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIM Ranchi as to whether the operation has been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

(15) PENALTY: -

Penalties for complaint, non-adherence of terms & conditions specified in the tender document, unsatisfactory services, uptime percentage less than 99% and the incidences given in the various clauses of this document for the purpose, shall attract an 0.5% deduction of the invoice value on each occasion up to a maximum of 10% of the invoice value. The imposed penalty will be deducted/adjusted in final bill.

(16) IIM Ranchi reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary for the benefit of the IIMR.

(17) All exhibits/certificates/statements/supporting documents should be indexed serially page

numbered.

(18) The decision of the Director of IIMR will be final in all respects and will be acceptable to all the tenderers.

(19) Jurisdiction: All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Ranchi only.

ADDITIONAL TERMS AND CONDITIONS FOR THE BIDDERS

Sl. No.	Additional terms and conditions
1.	Rates are to be given in Indian Rupees (INR) only inclusive of all Taxes/Charges/GST.
2.	Income Tax (TDS) and GST (TDS), if applicable, will be deducted at source as per the Rules.
3.	The agency has to bid for all the sections/items mentioned in the tender document. The tender document shall be considered invalid for partial bidding or non-bidding of any section/item.
4.	The agency shall be responsible for managing and supervising the service as per the tender documents.
5.	Implementation and setup fees quoted should be inclusive of all the anticipated costs to be incurred by the bidder/agency for implementation & training purposes. No extra cost shall be paid.
6.	The vendor is required to ensure that adequate cyber security provisions are maintained for protection of cloud infrastructure, web portal and other related IT infrastructure.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Ewizard Portal of IIM Ranchi for e Procurement at <https://imranchi.ewizard.in/>

1. SUBMISSION OF TENDER

- 1) Registration process on online portal.
 - a. Bidders are required to enrol on the e-Procurement module of the portal M/s ITI Ltd., (if not registered earlier) <https://imranchi.ewizard.in/> by clicking on the link “Bidder Enrolment”.
 - b. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send User ID for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
 - c. Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
 - d. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
 - e. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - f. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- 2) Bidders should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 3) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4) **Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the pink-coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.**
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 7) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.
- 9) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 10) Any queries relating to the process of online bid submission or queries relating to Ewizard Portal in general may be directed to the Ewizard Helpdesk.
- 11) Not more than one tender shall be submitted by one Agency or Agencies having a business relationship. Under no circumstance will the father and his son(s) or other close relations who have a business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 12) Bidder who has downloaded the tender from the IIMR website www.iimranchi.ac.in and Ewizard Portal of IIM Ranchi website <https://iimranchi.ewizard.in/> **shall not alter/modify the tender form including the downloaded price bid template in any manner**. In case the same is found to be altered/ modified in any manner, the tender will be completely rejected and EMD will be forfeited, and Bidder is liable to be banned from doing business with IIMR.
- 13) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is Gagan (8448288987 / eprochelpdesk.01@gmail.com), Vijay (8448288989 / eprochelpdesk.03@gmail.com), Suriya (8448288994 / eprochelpdesk.06@gmail.com), 8448288992, 8448288984, 8448288986, 8448288982, 8448288988

2. TENDER OPENING PROCEDURE

The tender will be opened online on the Ewizard Portal of IIM Ranchi.

3. CLARIFICATION ON TENDER EVALUATION

3.1 The Tender shall be evaluated based on the available documents submitted by the tenderer.

3.2 The Client also reserves the right to seek confirmation/ clarification on the supporting documents submitted by the tenderer.

4. RIGHT OF ACCEPTANCE

4.1 The Director, IIM Ranchi, reserves all rights to reject any tender including of those tenderer's who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of the Competent Authority in this regard shall be final and binding.

4.2 Any failure on the part of the Tenderer to observe the prescribed procedure and any attempt to canvass shall render the Tenderer liable for rejection.

4.3 The Competent Authority reserves the right to award any or part or full contract to any successful tenderers at its discretion and this will be binding on the Tenderer's.

4.4 The Office of Director, IIM Ranchi, may terminate the contract if it is found at any stage that the Contractor is blacklisted on a previous occasion by any institution.

5. LETTER OF AWARD (LoA)

5.1 After determining the successful evaluated Tenderer, Client shall issue a Letter of Award (LoA) in duplicate, who will return one copy to the client duly acknowledged, accepted, and signed by the authorized signatory, within 05 working days of receipt of the same.

5.2 The issuance of the Letter of Award to the Tenderer shall constitute an integral part of the contract and it will be binding on the contractor.

AGENCY DETAILS

Sl No.	Particulars	Details
1.	Name of Tendering Agency	
2.	Name of the Proprietor / Director / Partner	
3.	Full Address of registered office with pin code, Telephone Number	
4.	E-mail ID of the agency	
5.	Website of the agency, if any	
6.	Telephone No. (Office) of five top officials with name, designation and E-mail ID	
7.	Name and designation of the authorized person with telephone/mobile number. (Authorization letter to be enclosed)	

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

Eligibility Criteria

Only those agencies that meet the following minimum criteria will be considered for the opening of the financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.

- (1) The agency should be a registered. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this, along with the format given below.
- (2) The agency shall submit the original EMD, if as a demand draft then in a sealed envelope superscribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of the Bid. A photocopy of the same EMD should be enclosed to support this along with the format given below.

1	Earnest Money Deposit (EMD)	DD No. _____ of Rs. 25,000.00/- (Rupees Twenty-Five Thousand only) of Dated _____ drawn on Bank _____ Branch _____
---	-----------------------------	---------------------------------------------------------------------------------------------------------------------------

DD will be made in favour of “Indian Institute of Management Ranchi” payable at Ranchi.

- (3) The service provider should have a valid Indian Permanent Account (PAN) No. as per the details given below: -

SI No	Name	PAN No.	Copy attached	Remarks
-------	------	---------	---------------	---------

- (4) The Agency must have experience of successfully completing/operating at least one single contract of Rs. 15 Lakh or more from a single customer/ entity. Related work in any of the last three financial years. The agency should provide the following documentary evidence duly certified by CA, Profit & Loss Statement & Balance Sheet in the following formats:

<u>Name of the Customer/ Entity</u>	<u>Financial Year</u>	<u>Turnover Software related contract in Rupees (in words and figures)</u>	<u>Certificate from the Customer</u>	<u>Page no. of copy of Agreement</u>

- (5) Details of last 03 (three) years of experience in Network Related software and hardware supply/installation in reputed organizations/ institutions, preferably IIMs/IITs/Central or State Government Higher Education Institutions in the following format (Please attach Purchase Order/Letter of Award). At least One order in Govt organisation/PSU is must.

Year	Name of Customer/Entity Address, Tel. No	Contract Commencement and completion dates	Name of the organization s/ institutions	Number of employees in the organisation	Page no. of supporting document
2022-23					
2023-24					
2024-25					

- (6) There should be no case pending against the Proprietor/Firm /Partner or the Company (agency) and should not be blacklisted by any Govt agency. A self- undertaking to this effect on the agency’s letterhead should be attached.

(To be provided on letterhead of the Firm/LLP)

Declaration regarding Blacklisting

To,
The Director,
IIM Ranchi,

Tender Reference No.

Name of Work/ Service: -

I hereby certify that our firm (name) has never been blacklisted or debarred or disqualified in the past by any Central/State Government/Public Undertaking/Autonomous Institute/ any International/National agency from taking part in tenders or for corrupt or fraudulent practices nor any criminal case is pending against the firm/LLP or its owner/partners anywhere in India.

I also certify that the above information is true and correct in every respect, and in any case, at a later date, it is found that any details provided above are incorrect, any contract given to our firm/LLP (name) may be summarily terminated, and the firm/LLP blacklisted.

Date:

Firm Name:

Place:

Name of the authorized person:

(7) The agency should possess all mandatory statutory requirements mentioned in **Annexure-I (Agency Details)** in this tender document.

No price should be specified in the technical bid, including such information will entail rejection of the bid.

NOTE: All third-party certificates should be duly signed and stamped by the bidding agency.

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

**TENDER ACCEPTANCE LETTER
(To be given on Agency Letter Head)**

Date:

To,

Director,
IIM Ranchi

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIM Ranchi/pfSense /2025-26/26 dated 26.09.2025

Name of Tender/Work: Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSENSE+ Security Gateway

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above-mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. __ to __ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide by with the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in its totality /entirety.
5. In case any provisions of this tender are found to be violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

FINANCIAL BID
(To be filled by the bidder)

Ref: - NIT for Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSense+ Security Gateway

Tender No.: IIM Ranchi/pfSense /2025-26/26 dated 26.09.2025

Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSense+ Security Gateway

Sl. No	Specification	Qty.	UOM	Period	Unit Rate	Total Amount	GST (as applicable)	Total Amount(incl. GST)
1	Supply, Installation, Testing and Commissioning of pfSense firewall- pfSense MAX PFSense+ Security Gateway	02	Nos.	NA				
2	Netgate TAC Pro Support (SLA, 24/7)	02	Nos.	1 Year				
	Total Cost							

Note:

1. All the taxes shall be inclusive in rates.
2. This financial bid is only for reference to the bidders. The Bidders are advised not to disclose price in Technical bid. (Part-I & Part-II). A separate excel sheet (BOQ) shall be provided on e-procurement portal to quote the price, failing which the bid shall not be considered for evaluation.

(Singed & Stamp of the bidder)

Date:.....