

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

Name of the Bid: Bid for Supply of Network Equipments with Access Control & Management System

General Information

UTI Infrastructure Technology And Services Limited (UTI ITSL) advertises regarding tenders/ invitation to bids/ invitation of Expression of Interest and other information on the website regularly. We request you to visit the website www.utiitsl.com daily for updates and download the details and respond to the tenders on a regular basis.

The Tender documents can be downloaded free of cost from the website <https://www.tenderwizard.com/UTIITSL>. However, to be able to participate in the tender, bidders are required to download tender document officially from the above website without which bidders will not be able to participate. Since this tender shall be conducted electronically, bidders are requested to go through the Special Instructions on E-Bidding given at Annexure D

Any information to the bidders on these tenders/ invitation to bids/ invitation of expression of interest and any other information will be uploaded on this website only.

Similarly, any corrigendum's or extension of dates or change in specifications or any other information will be uploaded for the information of the public on this website only. No individual letters / emails are sent regarding this.

The tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

Signature of the Bidder

PART – I

General Conditions

1. **Name of the Bid:** Bid for Supply of Network Equipments with Access Control & Management System.

2. **Important Dates :**

Last Date/Time of procurement of official copy of tender Documents:

To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 6:00P.M on 13th Aug, 2019

Last date and time of raising the queries on the tender documents:

The last date and time of raising the queries is before 3:00P.M on 30th July, 2019.

Last Date/Time of uploading of tender bids: The last date of receipt of tender bids is upto 3:00P.M on, 14th Aug, 2019. After this time, no bids can be uploaded.

Date of Online opening of the tender bids: The tenders will be opened on the same day i.e. the last date of the receipt of the tenders, at 3:30 pm. It is to be noted that the offline documents will be checked first to know if the specified offline documents are available and thereafter the bids will be opened. The process will start by opening the offline documents.

3. **Name and Address for the submission of the offline documents (documents in Hardcopy):** The documents should be addressed to “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614” and deposited in the specified Tender Box at this address by the due date and time of submission in a sealed envelope. Envelope containing the documents must be superscribed as **Bid for Supply of Network Equipments with Access Control & Management System**.

The Bids should be submitted online in two parts, the ‘**Technical Bid**’ and the ‘**Commercial Bid**’

The Technical bid should be complete in all respects and contain all information asked for except prices. The TECHNICAL BID should include all items with complete specification as per the set up / solution proposed by the prospective bidders. The Technical bid should not contain any price information.

4. **Bid Security / Earnest Money Deposit (EMD):** The tender should

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be accompanied by a Demand Draft / Pay Order / Banker's Cheque as Earnest Money Deposit (non-interest bearing) of Rs.3,00,000/-(Rupees Three Lakh Only).

The Earnest Money Deposit should be paid by way of Demand Draft/ Pay Order in favour of "UTI Infrastructure Technology And Services Ltd, Mumbai".

For unsuccessful bidders, the same instrument may be returned without encashing. However, the Bid Security / EMD of successful bidder will be returned on completion of project.

This Bid Security / EMD should be kept in a separate cover **superscripted as "Bid Security / EMD"** and kept into the envelope containing offline documents.

If the Bid Security / EMD is not submitted then UTI ITSL reserves the right to reject the bid.

The Bid Security / EMD may be forfeited if the bidder fails to honour the terms and conditions of work order placed on the basis of the tenders or does not start the work or does not supply the goods or does not render the services or fails to enter into an agreement, as the case may be, which in the opinion of UTI ITSL may delay or adversely affect the contract. Bid Security / EMD may also be forfeited if bidder fails to provide the correct pass-phrase.

5. **Bank Guarantee:** For successful bidder/s, a Bank guarantee of appropriate amount as decided by UTI ITSL will have to be given by the bidder at the time and date specified by UTI ITSL. The Bid Security / EMD would be returned thereafter.
6. **Validity of the bids:** Generally, the bids will be valid for a period of Ninety days (90 days) from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent. However, in case of rate contract, the rates will be valid for a period of minimum one year, extendable by mutual consent for one more year. The agreement which would be entered into with the bidder / vendor or the work order which would be issued to the bidder / vendor would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the purchase order will be issued as and when the requirement arises.
7. **Authorized Signatory:** The bid can be submitted online by **OEM/ OEM Authorized Channel Partner / Solution Provider**. **The Bid shall be submitted under Digital Signature of person duly authorized to bind**

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the Bidder to the Contract.

The Bid can be so signed and forwarded by bidder or bidder's representative.

The Representative will have to enclose the Letter of Authority/ the Power of Attorney (POA) **duly executed by the bidder as offline document**, otherwise the offer is liable to be considered null and void at any stage as per the decision of UTI ITSL. This POA shall empower the representative for all actions related to this bid as required from time to time. All actions by the representative in relation to this bid shall be binding on the Organisation for whom the bid is submitted.

8. **Conditions for offline documents sent by post/courier:** The offline documents may also be sent by post/courier to reach before the scheduled date and time as indicated above. The following are essential conditions to be followed for the documents sent by post, failing which the tender may be treated invalid:
- A. Offline Documents should be preferably sent by Speed Post or Registered Post or by depositing in the "Offline Documents Box".
 - B. Documents duly superscribed, should be sent only to the address mentioned as above, (i.e. **"Deputy Vice President (IT), UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614"**), if sent by Speed Post or Registered Post.
 - C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post.
 - D. UTI ITSL takes no responsibility for any tender not submitted in time.
 - F. UTI ITSL takes no responsibility for offline documents not reaching at all.
 - G. UTI ITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and are liable for rejection.
 - H. In case of offline documents received in proper condition by UTI ITSL, the role of UTI ITSL is limited and restricted to putting the same in the appropriate "Offline Documents Box" if the aforesaid documents are received in time as stipulated in the conditions laid out.
 - I. It is, therefore, advised that prospective bidders should deposit the offline documents directly in the "Offline Document Box" to avoid any delay in submission or to avoid any tearing / accidental opening during sending by post.

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- J. Envelope, containing offline documents should be superscribed as advised above. Envelopes, which are not superscribed, or not addressed, may not be considered.
- K. Envelopes, which are not addressed properly, may not be considered.
9. **Caution:** This is to be remembered that this is an e-tender and any tender document like bid, etc. if physically deposited in the "Offline Documents Box" would not be considered. The bid would be only considered when it is e-tendered. The physical offline documents are the supporting documents which cannot be uploaded and therefore be deposited in the "Offline Documents Box", however, **in no case should the bid per se may be deposited in the tender box.**
10. The authorized signatory of the Bidder is required to digitally sign on all the pages and submit the technical bid and financial bid as a token of acceptance of all the terms and conditions of the tender.
11. **The Bid submitted by the Bidder,** all correspondence and documents relating to the bid exchanged by the Bidder and the UTI ITSL shall be written in the English language. Any printed literature/certificate/any other document furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purpose of interpretation of the Bid the English translation shall prevail. In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder whenever demanded by UTI ITSL.
12. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
13. **No price quote figure/ amount shall be quoted in the supporting Offline Documents which are to be deposited in hard copy.**
14. In the **offline documents** all the over writings should be duly authenticated by signing beside such over writings. Any cutting made while filling in the forms would have to be authenticated by signing beside such cuttings, failing which the proposal is liable to be rejected.
15. The bid form which is to be filled by the bidder should be taken from the web site <https://www.tenderwizard.com/UTIITSL> and no attempt should be made for any changing or correcting it in any manner. It is clarified that only the conditions as appearing in the original bid form as uploaded at the above site will be treated as valid. If there are any changes / corrections in the form,

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then it is liable to be considered invalid.

16. Interpretation and decision by UTI ITSL on the terms of the tender will be final and binding.
17. All the conditions of the tender and the advertisement in the press (if advertisement released) will form a part of the agreement.
18. UTI ITSL reserve the right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTI ITSL is free to take any clarification or document or certificate from the associated banks and other agencies for scrutiny purpose or for deciding on the bid.
19. **Pre-bid Meeting:** There is no Pre-bid Meeting for this tender. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL>. And the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL>. The last date of receiving queries would be 30th July 2019, afterward which no queries would be entertained. No telephonic discussion or personal meeting would be entertained.
 - a) At any time before or after the submission of Technical Bid, UTI ITSL may, for any reason, whether at its own initiative or in response to a clarification request from a Bidder, carry out amendment(s) to the Bid document/ Bid process. The amendment will be made available in the website <https://www.tenderwizard.com/UTIITSL> and will be binding on the bidders.
 - b) The bidders are requested to regularly visit the website: <https://www.tenderwizard.com/UTIITSL> for any information. The final revised conditions, if any, as indicated in the corrigendum/ amendments/ clarifications/ extension/ changes regarding this tender as uploaded on the said website will be binding and may form a part of the agreement.
20. **The process:**
 - a. The Technical bids would be declared opened at 3.30 p.m. on the last day of submission of Bids.
 - b. A Tender Opening Committee of the officials of UTI ITSL would be formed for opening of the bids.
 - c. The bid would be opened in simultaneous online presence of intending bidders.
 - d. The Financial Bid will not be opened on the day of opening of Technical Bids.

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- e. After declaration of opening of the technical bids, an evaluation of the technical eligibility of the Bidders would be carried out by the UTI ITSL Technical Evaluation Committee, thereafter a Technical Evaluation Report shall be prepared which shall detail the qualified/ disqualified bidders. The decision regarding qualification/ disqualification of the Bidders shall lie with UTI ITSL and shall be final and binding on the bidders.
 - f. Thereafter, the date of opening of the Financial Bid will be intimated to the qualified bidders only. This would be informed through the posting on the website <https://www.tenderwizard.com/UTIITSL>.
 - g. No separate intimation would be sent. The bidders are advised to regularly visit the aforesaid website.
 - h. The financial bids will thereafter be opened by a Tender Opening Committee of the officials of UTI ITSL as per the mechanism set in the e- tenders.
 - i. The Financial Bids would be opened in simultaneous online presence of intending bidders.
 - j. It is clarified that the Financial Bids will not be opened/be valid, for the Bidders who do not qualify in the Technical bids.
21. **Taxes:** The bid should be exclusive of all the applicable taxes, cess and any other outgoing payable to any authority. The rate should be exclusive of any other present or future outgo (for the period of contract) by whatever name called. The service tax, GST as per applicability should be also exclusive. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source.
22. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ vendor merely by filling the tender form confirms if required under the applicable government law, they would get registered with Central Excise. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability from Central Excise by virtue of this contract coming into force.
23. **Insurance:** The insurance for the work carried out upto the stage of handover or insurance for the goods to be supplied upto the stage of handover and the requisite insurance policy as required by law for the personnel involved in the services to be rendered would have to be necessarily be taken by the bidder. In addition to this, the bidder should take insurance for any liability towards Third Party. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability on the part of UTI ITSL.

UTI ITSL may at its discretion take insurance policy and deduct the amount from the payment to the bidder/vendor. However, this does not absolve the bidder of his responsibility of not

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taking the requisite insurance policy as required. To clarify, the bidder is responsible for taking the insurance policy and is also responsible for the consequences of not taking it.

The liability of the work carried out or the goods supplied would remain with the bidder / vendor till such time UTI ITSL takes possession of the work / goods in writing. The bidder / vendor would be responsible for any loss before taking over by UTI ITSL.

24. **Safety Norms:** The bidder hereby undertakes to follow all the safety norms as specified in the law for the assignment awarded to him through this tender. The bidder, merely by filling in this tender, indemnifies UTI ITSL of any consequences due to non-adherence of the safety norms as prescribed by the law. It is also clarified that any order, whether verbal or written, given by any official / representative of UTI ITSL, would not be valid if it is in contravention of any safety norms prescribed by law and the bidder is advised to follow the prescribed safety norms.
25. **Agreement:** A suitable agreement would have to be entered into with UTI ITSL, failing which the EMD as given, may be forfeited or the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTI ITSL reserves the right to reject the tenders or forfeit the EMD. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTI ITSL, will constitute a contract between UTI ITSL and vendor / bidder.
26. **Right of Rejection:** UTI ITSL reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
27. UTI ITSL reserves the right:
 - i) To accept in its sole and unfettered discretion any tender for whole or part quantities/ part work.
 - ii) To award the contract to one or more number of bidders / vendors, either on lowest price, equal price or on different prices.
 - iii) To enter into parallel contracts simultaneously or at any time during the period of the contract with one or more tenderer(s) as UTI ITSL may deem fit.
 - iv) To place adhoc order simultaneously or at any time during the period of the contract with one or more tenderer(s) for such quantity and for such jobs as UTI ITSL may deem fit.
 - v) UTI ITSL does not bind itself to accept the lowest or any tender to assign any reason for non-acceptance of the same.
28. **Negotiation:** Generally, no negotiations would be carried out. However, if

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deemed fit, negotiation may be carried out only with the lowest bidder and if the order has to be split to more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.

29. **Testing:** UTI ITSL reserves the right to get the material tested at the cost of the vendor/bidder.
30. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per the address given herein above.
31. **Eligibility:** The bidder should adhere to the eligibility criteria. In any case, they should have prior experience in the same area as put to bid, for supply/service to other organizations of repute. UTI ITSL reserves the right to check their credentials with the organizations they have been associated with and if found incorrect, the tender is liable to be rejected.
32. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder/agency/contractor is required to follow all the statutory acts as may be applicable for such type of work / supply / services for which they are bidding through this tender.

It may or may not involve manpower. In case manpower is required, then the bidder merely by filling the tender confirms that the bidder has all the requisite permissions and licenses to carry out all the works as stipulated by this tender. Further, merely by filling the tenders, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws in force including manpower. The bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute.

Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the tenders only if they are eligible in this respect.

Valid registrations viz., GST / Sales Tax / VAT / Central Excise and with any other authorities as per requirement should be available with the vendor and be produced as and when required.

Consequences of insufficient permissions / licenses or compliances on the part of the vendor would be to the vendor's account and the vendor merely by filling in the tender indemnifies UTI ITSL of any or all such consequences.

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33. **Blacklisting/Debarring:** The bidder merely by filling the tender confirms that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. The bidder is advised not to fill in the tenders if they have been disqualified by any of the government agencies.
34. **False Information:** In case if it is found that the vendor has not given the correct information and flouted any condition or the vendor does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these tenders and allied works then UTI ITSL reserves the rights to cancel the work order issued to him and award his quantum of work in the manner as deemed fit. This can be done at any stage.
35. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies UTI ITSL for any of the consequences arising out of non availability of any of the requisite permissions/ licenses / insurances / any other statutory permission whatsoever required for carrying out this work. Also by submitting this bid, the vendor/bidder indemnifies UTI ITSL for any of the consequences arising out of noncompliance of any of the conditions laid by the statute for vendors/bidders or their representatives/ officials in carrying out this work.
36. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement.
37. **Extension of contract:** As stipulated by UTI ITSL, after the period of expiry of contract, the agreement can be extended on mutual consent for a further period of one year or upto the period till new contract comes in force. However this option can be exercised only by UTI ITSL.
38. **Readiness:** The Agency should ensure that the manpower/ machine/materials are procured well in time to ensure quality of work and adherence to the time period and the work / supply / service is not interrupted / delayed irrespective of volume assigned.
39. **Delay:** The supply, installation and implementation period stipulated is **Six (6) Weeks** from the date of work order. If the agency does not start the work or if it is felt at UTI ITSL that the pace of work is slow and is likely to delay the work/ service / supply, UTI ITSL reserves the right to terminate the contract, levy the penalty and also reserves the right apart from legal remedies available, to carry out such work / service / supply at the risk and cost of the contractor / bidder.
40. **Right to reject the work/ service which is not as per the**

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specifications or the terms: UTI ITSL has right to reject the work/ services if they are not found to meet the specifications laid out or are not as per the terms of the tender / work order. No Charges will be paid for the defective work. UTI ITSL reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.

41. **Penalty:** UTI ITSL reserves the right to levy penalty at its discretion for the delay in execution of the work/ delay in supply/ delay in service. The penalty amount would be **one percent** of the amount put to tender per week subject to a ceiling of 10% of work order value. This penalty would be more clearly specified in the agreement to be entered into.
42. **Termination of Contract:** In case it is found that the work/supply/service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then UTI ITSL retains the right to terminate the Contract with the selected vendor and in such case, the Vendor will not be entitled to claim any damages from UTI ITSL or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.

As also UTI ITSL reserves the right to terminate this contract if it is established on the basis of price discovery that it would be beneficial for UTI ITSL to go in for a fresh contract.

43. **Volume/Quantity of work:** Volume/Quantity is only indicative and the same may vary as per the requirement of UTI ITSL. The volume indicated is for one year or the period specified in the work order / tenders. The work order would be more specific and binding.
44. **Confidentiality:** The Agency shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Agency.

Only if applicable to this tender, the Agency should certify in writing that the design / color scheme of any document being printed/ processed for UTI ITSL is not used / shall not be used by the Agency for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages apart from taking action under the appropriate Law.

Only if applicable to this tender, the Agency will delete the data on daily basis, once the same is not legally required further. In short, no data / document of UTI ITSL should be with the agency once the work is over on a daily basis.

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45. **Usage of data / documents / information: Only if applicable** to this tender, the Agency shall ensure that the documents, data, information etc if imparted by UTI ITSL or if come to the knowledge of the bidder, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTI ITSL in writing. The confidential information will be safeguarded and the Agency shall take all necessary actions to protect UTI ITSL's, its customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the vendor / bidder/agency is terminated with UTI ITSL.
46. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTI ITSL. Apart from the above, UTI ITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
47. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTI ITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTI ITSL by the Vendor. Further the UTI ITSL shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify UTI ITSL against any loss, damage, expenses, costs etc, incurred by UTI ITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
48. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
49. **Submission of bills:** The Vendor shall submit the bills correct/accurate in all respects with required challans / receipts and with all relevant documents as specified by UTI ITSL from time to time, by 10th of every month (or any other date specified) for the work carried out / services rendered / material supplied in the previous month and the same shall be settled by UTI ITSL by the end of the month or earlier. Applicable TDS, etc. will be deducted at source as per rules. The bidder may choose to send

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the bills early if they decide to do so and UTI ITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTI ITSL.

The bidders/agencies / contractors/vendors are advised to submit the bills complete in all respects for immediate clearance.

50. **Inspection:** Wherever required, UTI ITSL reserves the right to depute its Officers, Auditors, other officials as it may decide etc. to visit the office / commercial / manufacturing site/s of the selected vendor/s for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the vendor/s will have to provide the necessary documents etc to UTI ITSL to help UTI ITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTI ITSL on periodic basis also.
51. **Nomenclature:** In the said tender, the bidder or the agency or the vendors or the contractor or the supplier and the service provider have the same meanings with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural also.
52. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of UTI ITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to UTI ITSL to decide in this matter.
53. UTI ITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
54. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
55. UTI ITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
56. In the event the resultant L1 rate(s) obtained through this tender are perceived to be substantially higher than the rates at which the goods or services were being procured on the earlier tender then, **UTI ITSL reserves the right to:**
 - a) Request the L1 bidder of this tender to negotiate and try to match the

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rate on which the order was placed as per the earlier tender.

- b) If L1 vendor agrees to do so, the work order will be placed to him. If not, this tender would be cancelled and the earlier bidder, who is presently carrying out the services / work would be then asked to continue on the old/ existing rates till new tender is floated and finalized.
- c) The idea is to obtain the most beneficial rates for UTI ITSL.
- d) The decision of the Tender Evaluation and Awards Committee would be final in this case

PART II – SPECIAL CONDITIONS

UTI Infrastructure Technology and Services Limited (henceforth referred as UTI ITSL) invites technically complete and commercially competitive sealed bids from prospective OEM / OEM authorized channel partner / solution provider / dealers for Supply of Network Equipments with Access Control & Management System.

The proposed Hardware and software Licenses / subscription and support should be of 5 (Five) years. In case of any new patches/ release / Firmware / upgrades / updates released by OEM then it should be available free of cost to the UTI ITSL from the Solution Provider/OEM / OEM Partners over the period of 5 (Five) years. UTI ITSL would not pay any additional amount other than the agreed/quoted price. Freeware or open source software solution will not be acceptable.

The selected vendor/agency has to Replace, install, commission, test, configure and maintain all the Network equipments mentioned below with associate software at UTI ITSL offices across the country as per the requirement. The vendor/agency has to supply the said Networking equipments with Access Control & Management System as and when required by UTI ITSL at the agreed price. Apart from the specification mentioned in the required configuration sheet, if any other additional features available may be highlighted in bid document.

The selected vendor/agency has to provide onsite comprehensive support for maintenance of Hardware, software and configuration related problem during the support period of **Five Years after the date of installation of equipments/software.**

Hardware and Software Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTI ITSL offices as per the work order raised, in coordination with UTI ITSL / UTI ITSL appointed officials to make the network equipments fully operational and optimal functional without any errors / bugs.
- Vendor will have to prepare all the detailed documentation for the installed and configured Network Equipments.
- Vendor will have to uninstall the existing network equipments and install the new equipments with hardware and software configuration.
- Vendor should learn and understand existing network configuration setup, Accordingly should install and implement new equipments setup
- The Selected vendor should load and unload the devices as an when required for storage and transportation.
- The Selected vendor should check the existing LAN fiber connectivity at CBD Belapur, Regional office and Hyderabad office **(please refer**

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Annexure - 5) and if found faulty/damaged, should replace / correct it with the same / equivalent fiber media. (Only the Cost of the cable and no. of connectors used would be paid by UTI ITSL on actual usage, rest all termination/ tools charges will not be paid by UTI ITSL). Detailed report of the testing of the fiber connectivity to be submitted.

- Taking Corrective maintenance for the Networking Solution for the network equipments as below:
- Corrective Maintenance,
- Preventive Maintenance,
- System Tuning,
- 24 X 7 Onsite assistance
- Backline support from manufactures / OEM.
- Patches enhancements/ Maintenance release, upgrade.
- Installation of all Updates given by manufacture.
- Updates Subscription services with a right to new releases including product IOS and software, maintenance releases and Patches.
- Replacing the networking hardware with the same or the higher model to get the required services restored within the time line.

Preventive Maintenance:

- It should be done quarterly for all the hardware with proper reports duly signed and stamped by the concern person. The below some of the activities to be done under Preventive Maintenance:
- Checking of the physical connectivity of the network equipments.
- Making sure of the network equipments are physically safe and the area is properly clean and dust free.
- Checking of the network equipments for the performance and error detection.
- Checking of the CPU and RAM utilization and comparing it with the threshold.
- Checking and upgrading with latest the IOS, etc as per the requirement.
- Checking, correcting and reporting of any error / improvement.
- Any other maintenance activity to be added which is required.

Scope of Work for the Network Access Control (NAC) with Hardware Appliance:

The selected bidder is required to supply, implement and provide maintenance of NAC Solution (Hardware Appliance) for UTI ITSL DC (Secandarabd) and DR (Gurgaon) with for a period of five years.

For the purpose of implementation following should be noted:

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Bidder should supply complete services in terms of NAC Solution which includes implementation with high availability, integration, management, maintenance, support, audit compliance and knowledge transfer for five years

Support and Maintenance: Support –Terms and Conditions: System Maintenance & Support services will include the following activities.

The vendor is required to deploy NAC solution & execute support services with UTI ITSL covering all terms and conditions of this tender.

System Maintenance & Support services will include the following activities:

- a) 24 x 7 online support
- b) Issue resolution / telephonic support
- c) Issue resolution / Onsite Visits

All support by SI/OEM has to be provided onsite. Remote access will not be allowed though any remote desktop sharing applications.

System Maintenance and Support services also include:

- The maintenance support should be (24x7 365days) including product (major or minor) upgrades and updates. The support should be for unlimited requests. It may be provided on Email / Telephone / Onsite.
- Direct OEM Service and support should be covered under with dedicated TAM (Technical Account Manager) and onsite support, as and when required.
- The vendor will ensure that the stipulated Support and maintenance facilities on the hardware / software/Solution will be available for a minimum period of 5 years.
- The proposed product (hardware, software, etc.) should not be under “End of Sale” for the next five years and the proposed product should not be under “End of Shelf Life” (EOSL) in the next five years.
- If product goes EOSL within contract period of five years, support and upgrade to new version of hardware/software shall be provided by the bidder/OEM to the UTI ITSL without any additional cost.
- If UTI ITSL selects the proposed product and even after the contract period is over, the bidder should provide support for period as decided by the UTI ITSL at mutually agreed rates.

Scope of Work for the Network Management System (NMS) Tool:

UTI ITSL is seeking technically complete and commercially competitive bids From reputed bidders for Supply, Installation, Operationalization, Integration & Maintenance of “Network Management System (NMS)” Tool providing state of Art, Comprehensive set of tools to manage and monitor IT infrastructure with following modules:

- Network & Server monitoring

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- Network Traffic Analysis
 - Automatic Layer 2 Topology Maps
 - Virtualization Monitoring (VMware ESX/ ESXi Monitoring)
 - MS Hyper-V Monitoring
 - IT workflow automation
 - Network Configuration Management
 - Fault management
 - WAN monitoring.
- 1) For strengthening the monitoring/managing of more than 150 nodes including Network Devices, Server deployed across all UTI ITSL locations.
 - 2) The Bidder shall be responsible for Supply, Installation, Integration, maintenance and Operationalization of the offered NMS System covering Network Devices operational at UTI ITSL CBD Belapur location.
 - 3) The offered Network Management Solution (NMS) solution should support at least the following. The detailed technical specifications are mentioned in this RFP document (Annexure-I).
 - All the proposed NMS features should be from single product.
 - Discovery of Network Elements.
 - Real time Traffic monitoring of Network Links and Devices with Historical reports for various periods.
 - NMS should support SNMPv2, SNMPv3 & MIB etc.
 - Configuration of thresholds for Generating alarms. - Configuration of alarm actions (visual, email, sms etc.) for each network element.
 - Should be able to provide secured windows based consoles / secured web based consoles for accessibility to NMS.
 - Should have web browser interface with user name and Password Authentication.
 - Administrator/ Manager should have privilege to create/modify/delete user. - NMS should have support for ,SNMPv2, SNMPv3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.
 - 4) The offered NMS solution should be Scalable, Secure, Robust, Advanced, State of Art, flexible, easy to deploy, reliable, built in redundancy and should support distributed architecture along with 3rd party integrations.
 - 5) The Bidder shall be responsible for smooth operations of the NMS during the Warranty and through Annual Maintenance Contract (AMC) after expiry of warranty period.
 - 6) The Bidder shall identify and document the network devices to be monitored and with the help of UTI ITSL's network.

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- 7) The Bidder shall be responsible to supply necessary documents such as Installation Guide, Administration Guide, Manuals, Data Sheet etc.
- 8) The Bidder shall provide operational training to identified UTI ITSL's officials. Training should be comprehensive and should be done within days.

Network Management –Network Management Solution should provide end-to-end, comprehensive, unified and integrated management of IT infrastructure components to maximize the availability of IT services and SLA performance. The management system needs to aggregate events and performance information from all the configured components.

The proposed system must support multiple types of discovery including the following:

1. Import data - from pre-formatted files (IPs, ranges, strings)
2. The system should provide discovery & inventory of heterogeneous physical network devices like Layer-2 & Layer-3 switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular visibility up to individual ports level.
3. The system must be able to support mapping and modeling of the infrastructure grouped by network connectivity, physical location of equipment and user groups or departments
4. The modeling of network connectivity must be performed using standard or vendor-specific discovery protocols (CDP, LLDP) to ensure speed and accuracy of the network discovery.
5. The proposed solution must provide sufficient reports that identify unused ports in the managed network infrastructure. The proposed management system must also intelligently determine which ports are operationally dormant.
6. Network Performance Monitoring - The Network Performance Management consoles provides a consistent report generation interface from a single central console. This central console also provides all required network performance reports (including latency, threshold violations, packet errors, availability, bandwidth utilization etc.) for the network infrastructure.
7. Integrated Network Traffic Analysis System- that provides details of applications, hosts, and conversations consuming WAN bandwidth to isolate and resolve problems. Traffic monitoring system is able to track flow traffic on the network and identify all IP conversations through Netflow, S Flow or JFlow. It uses non-intrusive monitoring to reduce the impact on the monitored network and improve scalability.

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Other General Instructions for Technical Bid: In the **Technical Bid** authorization certificates / documents are required. If bidder fails to provide any of the relevant document / certificate on demand they would be technically disqualified.

a) **Eligibility Criteria:**

The bidder should submit the following required Certificate/ Documents/ Information;

1. The Bidder should have the valid OEM authorization Letter to Sale and Support the specified range of Manufactured IT products from OEM. A letter to be submitted to UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender. The OEM authorization letter not required if OEM directly participate in the tender. **This Letter shall be submitted online alongwith the Technical bid.**
2. Certificate of Incorporation / Shop establishment Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
3. The turnover of the Company should be minimum 25 Crore in each of the last three financial years – CA/ CS Certificate should be attached. Please do not attach the entire profit and loss statement (balance sheet). **This CA / CS Certificate shall be submitted online alongwith the Technical bid.**
4. The bidder should be submit self declaration letter stated that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. **This Letter shall be submitted online alongwith the Technical bid.**
5. GST or Service Tax or Sales Tax registration Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
6. Letter of acceptance of all terms and conditions. **This Letter shall be submitted online alongwith the Technical bid.**
7. Signing Authority Letter. **This Letter or Power of Attorney document shall be submitted offline alongwith the Technical bid**
8. Vendor should have prior experience of carrying out such work/services to minimum 2 (two) other organizations, submit the proof of satisfactory completion of the said work. **This Letter shall be submitted online alongwith the Technical bid.**

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9. The Bidder should have their own Support Center for providing 24x7 Telephonic services and Remote Assistance Services. The bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution.
10. The Bidder/OEM should have Spares Depot in all metro cities in India.
11. The Bidder shall not be under declaration of ineligibility for any corrupt or fraudulent practices or Prosecuted by the court of law.
12. The bidder must have composite experience across diverse networking technologies i.e. Switching , Routing, Wireless, QoS centric networks, IP Telephony, Security Solutions, Network management services, IT infrastructure management services. Bidder should provide the details like order copy and completion certificate of top three projects undertaken & completed of similar nature in last 3 years.
13. The bidder should have Quality Management Systems (ISO 9001:2015). Attested copy of the appropriate certificate to be submitted
14. The bidder should propose solution from the OEM having at least 10 custom paid spare depot in the country for support
15. The bidder should propose solution from the OEM who can support 6 hour delivery against failure of equipments (Core Switch, Router and NAC).
16. The bidder should propose solution from the OEM who can support Next Business day delivery against failure of equipments for rest of the equipments (Access Switch).
17. The bidder should propose solution from the OEM having a 24x7x365 Technical Assistance Center for remote support and assistance.
18. The bidder should have minimum 3 certified engineers for the top most certification offered by the OEM whose product the bidder is offering
19. Company Turnover should be of minimum **25 Crore** in each of the last 3 financial years – CA/ CS Certificate should be attached.
20. Certificate of Incorporation and latest Service / Sales Tax Certificate should be attached.
21. Bidder should have PAN India presence and give services to UTI ITSL offices located across the country. If the equipments are moved from the said location to other location at any time across the country.

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22. The Bidder should be authorized to bid the said tender from the respective OEM for the above said network Equipments. (A letter to be submitted To UTI ITSL from the OEM stating the Bidder is authorized to Participate in the said tender.
23. The bidder should be submit self declaration letter stated that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body.
24. Vendor should provide only one Make and Model of the proposed requirement in the proposal. Please note that we have specified the functions and the modalities required for the equipment desired and it is expected that a model with these functionalities as outlined should be offered by the bidder. The Bidder may add hardware or software to make the network work for the best performance and to achieve the required functions and features. Multiple options for the requirement will not be entertained and it is expected of the bidder to give us the most optimal equipment at the most reasonable rate.
 - b) The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's signature on the bid shall be deemed to imply unqualified acceptance of the General Terms and Conditions.
 - c) If Price offer is enclosed in the Technical bid envelope then the vendor is liable to be technically disqualified.
 - d) The bidder shall provide a complete **Five Years onsite comprehensive support** (warranty and AMC period together should account for five years) from the date of installation. This period shall cover all parts and labour.
 - e) The bidder shall provide 5 (Five) years onsite comprehensive 24x7x6 hours CTR support on core switch, router and NAC. This period shall cover all parts, labour and consumable items if any. **The Proof of OEM Service and back to back warranty for the complete 5 (Five) years has to be provided by successful bidder from OEM in the name of UTI ITSL.**
 - f) **Cost Price for Comparison:** No cost either on parts or for labour or for visit charges or for anything will be paid extra over the period of 5 years i.e. everything has to be inbuilt with the cost of the Hardware and software this is the cost which would be compared for ascertaining L1.

Example:

For any equipment, taking an example of a Network Switch:

Suppose the cost of the Network Switch and accessories is Rs. A

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Suppose the cost of all the applicable taxes for Network Switch is Rs. B

Suppose the labour, installation and other costing for said Network Switch is Rs. C

Suppose the comprehensive cost for AMC of the Network Switch for the period of 5 Years warranty **inclusive of all the material (inclusive of consumables, if any) and labor** and any other support is Rs. D

Total Cost of Network Access Switch = A+C+D

B will be considered to be reimbursed at actuals on the basis on the proof rendered/invoice.

We would consider the Total Cost = A+C+D that will be compared to evaluate the lowest bidder. Same procedure will be followed for the other Hardware Software and licenses as mentioned above, as for as applicable.

- g) **Payment Terms:** (i) the payment would be made on receipt of invoice and Installation reports duly signed by UTI ITSL. The invoice shall be raised with proper tax break-up detail which will be duly verified by UTI ITSL officer. At the time of successful Installation and commissioning: **90% of Total Cost** as explained above, Payment will be released only after the delivery, successful installation and integration of the said Devices at specified location.

The balance 10% payment would be made after the expiry of warranty period.

OR

Against submission of 10% Bank Guarantee from Scheduled Commercial Bank, for an equivalent amount valid for the period till the warranty expiration. **100% of Total Cost** as explained above, Payment will be released.

ii) **Hardware and Software Support Charges:** Payment for Hardware and Software support Charges should be made quarterly at the end of each quarter. Payments will be made only in arrears after deducting the penalty (if any) as per the Scope of work mentioned in Part II **(Support Terms) m (4)** below.

The payment will not be released for any part-shipment or short shipment.

These payment terms will not be changed. The vendors are required to quote on above said payment term only.

- h) The vendor/ bidder shall be responsible for delivery and installation, implementation and maintenance of the equipment which is ordered

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at for making fully operational at no additional charges as per scope of work location details mention as Annexure - 5.

- i) UTI ITSL reserve the right to increase or decrease the number of Hardware, software, Licenses, and locations depending on requirement. Vendor should agree to execute the order with the same agreed terms and conditions.
- j) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Hardware/Software, the benefit should be passed on to UTI ITSL.
- k) The order would be executed in phased manner or may be split into multiple vendors. The vendor has to supply, install and implement the setup as and when required by UTI ITSL at the agreed price.
- l) The vendor shall warrant that all goods supplied under the contract are new, unused and of the most recent or current models and shall incorporate all latest improvements in design and materials. Undertaking Certificate will be attached for reference. The vendor shall further warrant that the goods supplied under the contract shall have no defect arising out of faulty design, inadequate and / or inferior materials or workmanship or from any act of omission of the vendor, when used under normal use of the supplied goods in the conditions prevalent in India.

m) Support Terms:

The vendor should clearly adhere to the following support terms,

- 1. Direct onsite comprehensive support on the Network Equipments (Core Switch, Router and NAC) along with the associated Software should be available by the vendor 24X7X6 hours CTR with maximum permissible downtime as specified in Clause 2 below.
- 2. In case of a downtime beyond 6 hours, the vendor would have to arrange for standby device / replacement of parts to ensure that the work is not held up for more than 8 hours.
- 3. The bidder should propose solution from the OEM who can support Next Business day delivery against failure of equipments for rest of the equipments (Access Switch).
- 4. In case call is not attended / completed as in all above 1, 2 and 3 clauses then the penalty of ₹1000/- (Rupees One Thousand Only) on delay of every (1hour) would be deducted till the call is completed. The penalty amount would be charged by raising invoice or deduct from the submitted bank guarantee.

n) Buyback of Old Network Equipments:

- Buyback of existing old Network Equipment would be on as is where basis. **(As per Annexure -7).**

- UTI ITSL will not be responsible if the Buyback of Network Equipment is not found to be in working condition but currently they are connected to the network.
- Bidder should arrange for pickup and transport of buyback items at its own cost. UTI ITSL will not pay any charges for the same.
- In the event, any damage caused to the movable or immovable property of the company or its client or to the property of the employees of the company, the company reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contactor or from the amount payable to the contractor by the company and the remaining amount, if any, by way of civil damages.
- The below mentioned items location wise are available for inspection at respective offices as per the address given below in Annexure -7 between 10:00 AM to 5:00 PM with prior intimation.
- Buyback of old Network Equipment would be handed over to the successful bidder after 15 days on completion of delivery and installation of the new Network Equipments.

o) **Order Cancellations:**

The Company reserves its right to cancel the order in the event of one or more of the following conditions:

- Delay in delivery and Installation beyond Eight (8) weeks.
- Serious discrepancy in products noticed during the post-delivery inspection.
- In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the vendor.

p) In the event of likely termination of production of spare parts / consumables, the bidder should stock up such parts / consumables.

q) UTI ITSL shall inform the change in delivery schedule via mail and additional time would be given for installation as per the mail.

B. Delivery and Installation: The supply, installation and required configuration period stipulated is **Six (6) Weeks** from the date of work order. In case of equipments to be delivered, it is clarified that the delivery will be at the doorstep of UTI ITSL offices at DC (Secunderabad), DR (Gurgaon) and CBD Belapur or any other location as decided by UTI ITSL (**As per Annexure -5**).

The bidders quote would be inclusive of the loading, transportation, insurance and unloading of such equipments.

For maintenance services to be rendered, the services will be at any of the place where the Network equipments and software are installed and

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maintenance service would have to be rendered directly from OEM or selected bidder own arrangement.

C. Right to place the orders in parts: As indicated above, UTI ITSL reserves the right to place the orders in parts with more than one vendor at L1 rates without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTI ITSL will be final in the distribution.

D. Unit Rate: The Unit Rate is indicated above in the schedule of Quantity.

E. Technical Compliance sheet (Specification and Quantity) are given in the Annexure - 1.

To be printed on Bidder's Letter Head

Annexure -1

Technical Specifications for Distribution Network Switch:

Make and Model Distribution Network Switch: (Please Specify)

S/N	Description	Compliance	Remarks
	Hardware and Performance		
1	Switch should be fixed configuration 1 RU platform to support at least 48 x 1/10/25 Gigabit ports and 4x40/100G ports. Switch should be provided with SFP as per solution proposed		
2	Switch should have redundant power supplies		
3	Switch should have non-blocking architecture and should support switching bandwidth up to 3 Tbps and 900 Mpps throughput		
4	Two core switches will be connected in virtual stack to increase performance and active-active performance with support of NSF/SSO when connected or equivalent		
	L2 Feature		
5	Switch should support at least 80K Mac address		
6	Switch should support Ethernet standards like IEEE802.1p, IEEE802.1Q, Flow control, Jumbo frame, 802.1D, 802.1w, 802.1s, Jumbo frames, 802.3ad, private VLAN		
7	Switch should support 4000 VLANs and 4000 SVI		
8	Switch should support VLANs based on ports, MAC address, IP-Subnet based VLAN		
9	Switch should support UDLD, CDP or LLDP		
	L3 Features		
10	Switch should support 64K IPv4 and 32K IPv6 entries		
11	Switch should support up to 16K multicast routes		
12	Switch should support routing protocols like BGPv4, OSPF(v2, v3), ISISv4, RIP, Static, ECMP, LISP, EIGRP, VXLAN, PIM, SSM, DVMRP, BFD, VRF aware BFD		
13	Switch should support VRRP/HSRP		
14	Switch should support VRF, MPLS, Policy based routing		
	QoS features		
15	Switch should support 8 queues per port		

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16	Switch should support IPv4 and IPv6 QoS classification and policing		
17	Switch should support priority queuing, DSCP, traffic shaping, WRED		
18	Switch should support control plane policing to protect switch CPU from DoS attack		
19	Switch should support IEEE 1588v2 for clocking precision		
	Security		
20	Switch should support at least 15K hardware based ACL		
21	Switch should support VLAN ACL, Port based ACL, Time based ACL		
22	Switch should support IP Source guard, Dynamic ARP inspection, DHCP Snooping and IEEE 802.1ae based MACSEC (AES encryption)		
23	Switch should support 802.1x for user authentication and authorization, Dynamic VLAN assignment, Guest VLAN assignment, MAC based authentication		
24	Switch should support real time data collection with line rate hardware based netflow/sflow up to 300 K		
25	Switch should have unique secure identity so that it's authenticity and origin can be confirmed with OEM. Switch BIOS, software image should be cryptographically signed to ensure integrity and switch should not boot with modified software regardless of user's privilege level.		
26	Switch should able to integrate with netflow based campus visibility and threat detection solution and should able to support threat detection within encrypted traffic		
	Management and Troubleshooting		
27	Switch should have atleast 500GB SSD storage to store logs and container based application hosting		
28	Switch should support telnet, SSH, https, SNMPv3, IPFIX, configuration rollback feature for ease of management		
29	Switch should support API Driven configuration and support Netconf and Restconf using YANG data model. It should support automation tool like python		
30	Switch should support port mirroring based on Inbound & outbound, mirroring based on ports, VLANs, RSPAN, ERSPAN		

31	Switch should support software upgrade without any downtime to network. Switch should be able to support Linux based container to run applications		
32	Switch should support SNMP notification for dynamic change in MAC table		
33	Switch should support blue beacon technology to identify hardware during troubleshooting		
34	Switch should support AC and DC power supplies		
35	Switch should have field replaceable power supplies and FAN trays		
36	Switches need to be provided with all software license from day-1 as per RFP specification and all switches should be from same OEM		
37	OEM should be in Leader quadrant of the latest Gartner report		
38	Switch should support for NAC solution		

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Technical Specifications for Network Router:

Make and Model for Network Router: (Please Specify)

S/N	Specification	Compliance	Remarks
	Router Architecture requirements		
1	Multi-core processor architecture		
2	Modular hardware architecture of the chassis		
3	The router should have 4 gigabit 10/100/1000 Mbps Ethernet LAN/WAN ports and one SFP 1Gig ports from day one .		
4	One USB port for storage		
5	The router's aggregate performance should be 100 Mbps		
6	The router should support variety of interfaces like E1, V.35,LAN/WAN Switch module.		
7	Minimum 4GB of SDRAM should have from day one.		
8	Minimum of 4 GB Flash memory from day one.		
9	Router should support atleast 700000 routes in routing table from day1		
	Security		
10	GRE and IP Sec 3DES/AES and complex suit of crypto for configuration of VPN tunnels.		
11	Support for IPSEC Site-to-Site and Remote Access VPNs. System Should provide hardware assisted IPsec acceleration.		
12	VPN support – Dynamic/Automatic tunnel-less VPN, IPsec VPN etc.		
13	IKEv2 support and IPv6- IKEv2, IPsec support		
14	MD5, SHA-1, SHA-2 Authentication support		
15	PKI (CA certificate) infrastructure support		
16	Time based anti replay with GETVPN to avoid man in middle attack		
17	GETVPN passive and receive mode for migration from traditional IPsec to GETVPN without any downtime		
18	NAT, PAT		
19	Access control - Multilevel for use with RADIUS and TACACS+		
20	Support ACL's to provide supervision and control.		
21	Packet filtering		
22	Multiple Privilege Levels for managing & monitoring		
23	Support for Remote Authentication User Service (RADIUS) and AAA		

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24	Support for Standard, Advanced, time based Access Lists to provide supervision and control.		
25	Controlled SNMP Access using ACL on router to ensure SNMP access only to identified NMS/EMS. SNMP v1, 2c, 3 should be supported from day one		
26	DNS, DHCP, DNS spoofing		
27	DoS prevention through TCP Intercept & DDoS protection		
28	Router should able to support native integration with cloud based security for future requirement		
29	Router should able to support zone based firewall, IPS as and when required		
30	Router should have capability to support WAN optimization i.e. TCP optimization with DRE and TFO, LZ compression and SSL accelerator feature built in to the router either through software / hardware and support for minimum 750 TCP optimized concurrent connections as and when required.		
	Protocols		
31	Static Routes		
32	RIPv1, RIPv2, RIPv6, EIGRP		
33	OSPFv2 and v3.		
34	BGP for IPv4 and BGP+ for IPv6		
35	Route redistribution between any of the above protocols		
36	IS-IS routing protocols for IPv4 and IPv6		
37	Policy Based Routing: System should support policy based routing for providing different path selection for different applications and also should support best path selection using parameters like jitter, link load distribution, minimum cost, network path availability, packet loss etc.		
38	Bidirectional Forwarding detection (BFD)		
39	Multicast Listener Discovery (MLD)		
40	Multicast over GRE Tunnels		
41	PPP, Multi-link PPP		
42	Load Balancing Protocol using ECMP, uRPF		
43	IPv4, IPv6		
44	MPLS L2 & L3		
45	VRRP / HSRP for IPv4 and IPv6		
46	Shall support IPv6 features with no additional cost		
47	MPLS Features: MPLS Layer 2 VPN, RFC 2702 Requirements for Traffic Engineering Over MPLS, RFC 3032 MPLS Label Stack Encoding, MPLS Loop Prevention Mechanism.		

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	QOS to eliminate Congestion		
48	Random Early Detection		
49	Weighted Fair Queuing		
50	Priority Queuing		
51	Low-Latency Queuing (LLQ), DiffServ, RSVP, WRED		
52	Traffic Shaping (TS), Traffic Policing (TP),		
53	DSCP Marking, policing, and shaping		
54	IPv6 Packet classification & Marking, IPv6 Policing & Shaping, IPv6 Queuing		
55	IPv6 Dual Stack,		
56	The Router should recognize and classify minimum 1000 common applications (i.e. voice, video, peer to peer, encrypted, social media applications) with deep inspection mechanism. It should be possible to define QoS based on application to give higher priority to corporate and business critical applications.		
57	Router should identify home grown or custom applications used in the enterprise and it should be possible to define custom application based on Port numbers, payload analysis or URL/URI from day one		
58	QOS based on:		
59	Source and destination IP address		
60	Source and destination TCP port		
61	Source and destination UDP port		
62	CoS value		
63	Application		
	IP Multicasting		
64	IGMPv1&v2, PIM-SM, PIM-DM.		
	Management		
65	IP SLA or equivalent		
66	EEM or equivalent		
67	SLA verification probes/alerts configurations		
68	Support for GETVPN MIBs to get SNMP alerts on management system		
69	Real-time performance monitoring		
70	Sessions, packets, bandwidth usage		
71	Functionality of measuring service level indicators including delay, jitter & availability		
72	Accessibility using Telnet, SSH, Console access, RMON		
73	Software upgrades using FTP, TFTP, CLI, etc.		
74	SNMP Support for v1, v2 , v3		
75	Should support auto deployment using USB disk or via central management system		

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76	Should be able to integrate with any SNMP based NMS tool		
77	Syslog, Buffer logging		
78	Configuration Rollback function		
79	Netflow or equivalent feature for network & security monitoring		
80	Monitor network performance for VOIP, Video & VPN Network monitoring		
81	Monitor events and take informational, corrective action when the monitored events occur or when a threshold is reached.		
	Debug & Diagnostics		
82	Display of input and output error status on all interfaces		
83	Display of Dynamic ARP table		
84	Display of physical layer line status signals like DCD, DSR, DTR, RTS, CTS on all interfaces		
85	Trace-route, Ping, extended PING		
	Certifications		
86	OEM should be leader in latest Gartner's Magic Quadrant for the Wired and Wireless LAN Access Infrastructure		
87	EAL 2 or higher certified		
88	Safety certifications UL 60950-1		
89	Router crypto module must be FIPS140-2 certified		
90	AC Power Cord (Indian standard)		
91	Console Cable		
92	AC Power Supply 60 Watt AC version platforms		
93	Rack mount kit		
94	Switch should be support for NAC solution		

Technical Specifications for Access Network Switch:

Make and Model for Access Network Switch: (Please Specify)

S/N	Description	Compliance	Remarks
1	Product should work in an heterogeneous network consisting of various devices from different OEMs		
2	"Enterprise Grade" means that model as enterprise grade on their public website and it will work for an enterprise, and can satisfy mission critical tasks.		
3	The switch should be standard rack mountable and should be supplied with mounting kit.		
4	Product should have enterprise license without any restrictions to use the features mentioned in the RFP from day one. If during the contract, Product is not performing as per specifications in this RFP, bidder has to upgrade/enhance the devices or place additional devices and reconfigure the system without any cost to Bank.		
5	Product and its various features like switching and other inbuilt features etc. should not have any licensing restriction on number of users, concurrent connections, total connections, new connections, number of VLANs, zones, number of policies, number of appliances, other network parameters, number of equipment/ servers etc. as per the RFP specification		
6	The offered product Part Codes have to be General Availability Part codes and not custom-built Part Code for the Bank. There should be cross reference to the public website of the OEM		
7	24 number of Access port per switch with 10/100/1000Mbps Base-Tx speed and 4 number of SFP+ port per switch with support for 1/10G SFP's.		
8	Switch should have a console port for local administration		
9	Auto MDI-X automatically detects the required cable connection type and configures the connection appropriately, removing the need for crossover cables to interconnect switches or connecting PCs peer-to-peer		
10	Negotiation is an Ethernet procedure by which two connected devices choose common transmission parameters, such as speed, duplex mode, and flow control. In this process, the connected devices first share their capabilities regarding these parameters and then choose the highest performance transmission mode they both support. In the OSI model, auto negotiation resides in the physical layer. For Ethernet over twisted pair it should support IEEE		

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	802.3. Both auto and manual negotiation should be supported		
11	Switch should be line-rate/non-blocking switching		
12	Should be Energy Efficient Ethernet valid certification. Allowing each port on the switch to power down into a standby or 'sleep' mode when a connected device, such as a computer, is not active Second, it detects cable length and adjusts the power accordingly. Energy Efficient Ethernet refers to IEEE 802.3az standard.		
13	Spanning Tree Protocol (802.1d, 802.1w, 802.1s)		
14	Should support 802.1q for carrying multiple VLAN's over a link		
15	Multicast IGMP v1, v2, v3 and higher version should be supported		
16	Switch should allow redundancy in uplinks. Uplink bundling/aggregation should be supported using LACP.		
17	Capability to control Broadcast/Multicast based storm due to network attacks and vulnerabilities.		
18	Static Routing and RIP		
19	For managing a group of switches as a single entity minimum 4 switches in single stack		
20	To support 802.1x network authentication and port security on a port basis which will help to deploy Network Access Control (NAC) 1.IEEE 802.1x 2. 802.1x with VLAN Assignment 3. 802.1x Guest VLAN 4. 802.1x - Auth-Fail VLAN or equivalent 5. 802.1x - Auth Fail Open or equivalent 6. 802.1x MAC-Auth-Bypass 7. 802.1x MAC-Auth-Bypass for voice VLAN 8. 802.1x with ACLs 9. 802.1x with Port Security 10. 802.1x Accounting 11. NAC - L2 IEEE 802.1x 12. Web Authentication for Non 802.1x Clients 13. Multi Domain Authentication (802.1x for IP phone + 1 host behind phone) 14. Switch should support concurrent deployment of 802.1x and MAB authentication.		
21	For Layer 2 interfaces allow security policies to be applied on individual switch ports using layer 2, layer3 and layer 4 parameter(s).		
22	Audit trails and logging		
23	Ability to control and possibly restrict end points in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding.		
24	The RADIUS Change of Authorization (CoA) feature provides a mechanism to change the attributes of an authentication, authorization, and accounting (AAA) session after it is authenticated. a. RADIUS COA. b. URL Redirection for posture, VLAN and ACL assignment		

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25	Minimum 300 ACE's		
26	Support for Authentication databases (TACACS, RADIUS, and DIAMETER). Note: Diameter protocol shall not be required from day one of the commissioning. However, if during the contract period any security vulnerability is reported by the Bank's security department for which the only solution available is the replacement of RADIUS protocol with Diameter, the bidder shall have to implement the same without any additional cost to the Bank.		
27	DHCP snooping is a layer 2 security technology built into the operating system of a capable network switch that drops DHCP traffic determined to be unacceptable. The fundamental use case for DHCP snooping is to prevent unauthorized (rogue) DHCP servers offering IP addresses to DHCP clients.		
28	IP Source Guard is a security feature that restricts IP traffic on untrusted Layer 2 ports by filtering traffic based on the DHCP snooping binding database or manually configured IP source bindings. This feature helps prevent IP spoofing attacks when a host tries to spoof and use the IP address of another host.		
29	Prevents edge devices not in the network administrator's control from becoming Spanning Tree Protocol root nodes.		
30	To enable unicast and/or multicast blocking on a switch port to suppress the flooding of frames being forwarded out through that port.		
31	Dynamic ARP Inspection (DAI) is a security feature that verifies address resolution protocol (ARP) requests and responses in a network.		
32	For avoiding network loops		
33	For Edge port protection.		
34	Ability to collect performance statistics		
35	Secure and remote administration of switches at the branch.		
36	Basic Network management and monitoring capabilities		
37	Link layer media protocol to identify endpoints in the network. For example IP Phones		
38	To sync time on all network devices to synchronize the log collection and events.		
39	Auto configuration of switches at the branches to aid error free configuration and up gradation		
40	Syslog is a way for network devices to send event messages to a logging server – known as a Syslog server using syslog protocol.		

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41	Local port mirroring for captures		
42	Switch should be compatible for IPv4 and IPv6 traffic.		
43	Switch should support MIB for IPv6 management		
44	IPv6 access capability		
45	Ability to provide auto configured IPv6 address		
46	Advance IPv6 capabilities		
47	MLD is used in IPv6 equivalent to IGMP for discovering multicast listeners on a directly attached line.		
48	IPv6 Applications: Ping/ Traceroute/ VTY/ TFTP/ Telnet/ SSH		
49	Minimum 500 MB DRAM and 200 MB Flash		
50	Switch should have minimum 2000000 hours MTBF value		
51	OEM should be leader in latest Gartner's Magic Quadrant for the Wired and Wireless LAN Access Infrastructure		
52	Switch should be support for NAC solution		

Technical Specifications for Network Access Control:

Make and Model for Network Access control: (Please Specify)

S/N	Description	Compliance	Remarks
1	The Solution should provide a highly powerful and flexible attribute-based access control solution that combines authentication, authorization, and accounting (AAA); posture; profiling; and guest management services on a single platform.		
2	It should allow enterprises to authenticate and authorize users and endpoints via wired, wireless, and VPN with consistent policy throughout the enterprise		
3	Provides complete guest lifecycle management by empowering sponsors to on-board guests.		
4	Solution should be scalable enough to support xx endpoints in the network.		
5	Solution should be scalable enough to support xx Network devices.		
6	Delivers customizable self service portals as well as the ability to host custom web pages to ease device and guest on-boarding, automate endpoint secure access and service provisioning, and enhance the overall end-user experience inside business-defined workflows		
7	The solution should support guest users onboarding through social media login to simplify the registration process		
8	The solution should support sponsor approval for guest users connecting into the network and the approval request should have control from multiple sponsor to avoid single point of failure		
9	The solution should support flexible guest account approval even in absence of sponsor		
10	The Solution should support complete guest lifecycle where Sponsor should be able to Extend,Suspend and reinstate guest accounts with reasons.		
11	Offers comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services per endpoint		
12	Addresses vulnerabilities on user machines through periodic evaluation and remediation to help proactively mitigate network threats such as viruses, worms, and spyware		
13	Enforces security policies by blocking, isolating, and repairing noncompliant machines in a quarantine area		

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	without requiring administrator attention		
14	Offers a built-in monitoring, reporting, and troubleshooting console to assist helpdesk operators and administrators streamline operations		
15	Allows you to get finer granularity while identifying devices on your network with Active Endpoint Scanning		
16	The NAC solution should be able to block unauthenticated/rogue machine without giving any access to the network.		
17	Augments network-based profiling by targeting specific endpoints (based on policy) for specific attribute device scans, resulting in higher accuracy and comprehensive visibility of what is on your network		
18	The NAC solution should be able to control the user even before IP address is assigned. It should act as a pre-admission solution		
19	The NAC solution should be able to integrate with APT, NBAD and SIEM solution		
20	The solution should provide full TACACS+ capability including enable password, configuration present for different NAD types, TACACS+ proxy etc.		
21	Manages endpoint access to the network with the Endpoint Protection Service, which enables administrators to specify an endpoint and select an action - for example, move to a new VLAN, return to the original VLAN, or isolate the endpoint from the network entirely - all in a simple interface		
22	Utilizes standard RADIUS protocol for authentication, authorization, and accounting (AAA).		
23	Supports a wide range of authentication protocols, including PAP, MS-CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunneling (FAST), and EAP-Transport Layer Security (TLS).		
24	Offers a rules-based, attribute-driven policy model for creating flexible and business-relevant access control policies. Provides the ability to create fine-grained policies by pulling attributes from predefined dictionaries that include information about user and endpoint identity, posture validation, authentication protocols, profiling identity, or other external attribute sources. Attributes can also be created dynamically and saved for later use		
25	Provides a wide range of access control mechanisms, including downloadable access control lists (dACLs), VLAN assignments, URL redirect, and Security Group Access (SGA) tagging.		

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26	Should have predefined device templates for a wide range of endpoints, such as IP phones, printers, IP cameras, smartphones, and tablets.		
27	It should allow Administrators to create their own device templates. These templates can be used to automatically detect, classify, and associate administrative-defined identities when endpoints connect to the network. Administrators can also associate endpoint-specific authorization policies based on device type.		
28	Solution must allow administrator to add exception for certain device properties in the device templates/ device profiles available in the solution to filter unintentionally picked parameters of endpoints.		
29	The Solution should have capability to collect endpoint attribute data via passive network telemetry, querying the actual endpoints, or alternatively from the infrastructure via device sensors on switches.		
30	The Solution should have capability to see endpoints attribute data via passive network telemetry or alternatively from the infrastructure via device sensors on switches at Core, Distribution and Access Layer.		
31	Solution should allow end users to interact with a self-service portal for device on-boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms.		
32	Should support full guest lifecycle management, whereby guest users can access the network for a limited time, either through administrator sponsorship or by self-signing via a guest portal. Allows administrators to customize portals and policies based on specific needs of the enterprise.		
33	Verifies endpoint posture assessment for PCs connecting to the network. Works via either a persistent client-based agent or a temporal web agent to validate that an endpoint is conforming to a company's posture policies. Provides the ability to create powerful policies that include but are not limited to checks for the latest OS patches, antivirus and antispymware software packages with current definition file variables (version, date, etc.), registries (key, value, etc), and applications. Solution should support auto-remediation of PC clients as well as periodic reassessment to make sure the endpoint is not in violation of company policies.		

34	Verifies endpoint posture assessment for PCs connecting to the network (including-Windows{10,8,7,Vista,XP,2008,20012}, MacOS and Linux{CentOS, Fedora,SUSE,RedHat,Ubuntu}). Works via either a Agentless, persistent client-based agent or a temporal web agent to validate that an endpoint is conforming to a company's posture policies. Provides the ability to create powerful policies that include but are not limited to checks for the latest OS patches, antivirus and antispymware software packages with current definition file variables (version, date, etc.), registries (key, value, etc), and applications, Firewalls, Peer-to-Peer Applications, Disk Encryptions, USB Check. Solution should support auto-remediation of PC clients as well as periodic reassessment to make sure the endpoint is not in violation of company policies.		
35	Allows administrators to quickly take corrective action (Quarantine, Un-Quarantine, or Shutdown) on risk-compromised endpoints within the network. This helps to reduce risk and increase security in the network.		
36	Enables administrators to centrally configure and manage profiler, posture, guest, authentication, and authorization services in a single web-based GUI console, greatly simplifying administration by providing consistency in managing all these services.		
37	Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network.		
38	Should support consistent policy in centralized and distributed deployments that allows services to be delivered where they are needed		
39	Solution should have capability to determine whether users are accessing the network on an authorized, policy-compliant device.		
40	Solution should have capability to establish user identity, location, and access history, which can be used for compliance and reporting.		
41	Solution should have capability to assign services based on the assigned user role, group, and associated policy (job role, location, device type, and so on).		
42	Solution should have capability to grant authenticated users with access to specific segments of the network, or specific applications and services, or both, based on authentication results.		

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43	Solution should have capability which allows users to add a device on a portal, where the device goes through a registration process for network access. Should allow users to mark as lost any device that you have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in Device Portal, and regain network access without having to register the device again in the Devices Portal. Should also support removing any device in the enterprise network temporarily, then register the device for network access again later.		
44	The portal used for Device registration should be customizable, allowing to customize portal theme by changing text, banners, background color, and images		
45	Should provide a Registered Endpoints Report which provides information about a list of endpoints that are registered through the device registration portal by a specific user for a selected period of time. The report should provide the following details <ul style="list-style-type: none"> •Logged in Date and Time •Portal User (who registered the device) •MAC Address •Identity Group •Endpoint Policy •Static Assignment •Static Group Assignment •Endpoint Policy ID •NMAP Subnet Scan ID •Device Registration Status 		
46	Solution should classify a client machine, and should support client provisioning resource policies to ensure that the client machine is set up with an appropriate agent version, up-to-date compliance modules for antivirus and antispysware vendor support, and correct agent customization packages and profiles, if necessary		
47	Solution should support automatic provisioning of NAC agents		
48	The NAC solution should support any SAML v2 compliant solution.		
49	Solution should support periodic reassessment for clients that are already successfully postured for compliance.		

50	<p>Solution should support the following endpoint checks for compliance for windows endpoints:</p> <ul style="list-style-type: none"> - Check operating system/service packs/hotfixes - Check process, registry, file & application - Check for Antivirus installation/Version/ Antivirus Definition Date - Check for Antispyware installation/Version/ Antispyware Definition Date - Check for windows update running & configuration 		
51	<p>Solution should support following remediation options for windows endpoints:</p> <ul style="list-style-type: none"> - File remediation to allow clients download the required file version for compliance - Link remediation to allow clients to click a URL to access a remediation page or resource - Antivirus remediation to update clients with up-to-date file definitions for compliance after remediation. - Antispyware remediation to update clients with up-to-date file definitions for compliance after remediation. - Launch program remediation for NAC Agent to remediate clients by launching one or more applications for compliance. - Windows update remediation to ensure Automatic Updates configuration is turned on Windows clients per security policy. 		
52	<p>Solution should integrate with the following MDM vendors like: Airwatch, Good, Mobileiron, Zenprise,etc</p>		
53	<p>Solution should support configuring MDM policy based on the attributes like: DeviceRegisterStatus, DeviceCompliantStatus, DiskEncryptionStatus, PinLockStatus, JailBrokenStatus, SerialNumber, Manufacturer, IMEI, OsVersion & phone number, etc</p>		
54	<p>Solution should support receiving updated endpoint profiling policies and the updated OUI database as a feed from the OEM database.</p>		
55	<p>The solution should provide facility to control where mobile devices are allowed on the network, based on the device type, operating system, owner of the device and user login credentials.</p>		
56	<p>Should support native supplicant profiles to enable users to bring their own devices into network. When the user logs in, based on the profile that you associate with that user's authorization requirements, solution should provide the necessary supplicant provisioning wizard needed to set up the user's personal device to access the network. This should be supported over Microsoft windows, Apple Mac and iOS and Android devices.</p>		

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57	When endpoints are discovered on the network, they can be profiled dynamically based on the configured endpoint profiling policies, and assigned to the matching endpoint identity groups depending on their profiles.		
58	Should support using a simple filter that you can use to filter endpoints. The quick filter filters endpoints based on field descriptions, such as the endpoint profile, MAC address, and the static status that is assigned to endpoints when they are created in the Endpoints page.		
59	Should support importing endpoints from a comma-separated values (CSV) file in which the list of endpoints appears with the MAC address and the endpoint profiling policy details separated by a comma.		
60	Support for importing endpoints from LDAP server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP server. Should support an LDAP server to import endpoints and the associated profiles, by using either the default port 389, or securely over SSL, by using the default port 636.		
61	Should support multiple Admin Group Roles and responsibilities like Helpdesk Admin, Identity Admin, Monitoring Admin, Network Device Admin, Policy Admin, RBAC Admin, Super Admin and System Admin		
62	Should support Role-based access policies which are access control policies which allow you to restrict the network access privileges for any user or group. Role-based access policies are defined when you configure specific access control policies and permissions. These admin access policies allow you to customize the amount and type of access on a per-user or per-group basis using specified role-based access permission settings that apply to a group or an individual user.		
63	Should support Identity source sequences which define the order in which the solution will look for user credentials in the different databases. Solution should support the following databases: <ul style="list-style-type: none"> •Internal Users •Internal Endpoints •Active Directory •LDAP •RSA •RADIUS Token Servers •Certificate Authentication Profiles 		
64	Must be able to differentiate policy based on device type + authentication		

65	The solution should support BYOD workflow for Partner/Contractor or Employees for BYOD scenario by automatically provisioning the supplicant such that Owner & the device are authenticated based on certificate.		
66	The NAC solution should be standard RADIUS server with built-in certificate authority		
67	The CA server should be able to provision certificate for multiple use cases like BYOD, EAP authentication and Third Party Client and Server side authentication.		
68	The solution must have internal CA server functionality with flexibility to create certificate template to be used by other network services		
69	Should have Ability to authenticate at least one phone and multiple users on the same switchport without interrupting service		
70	Solution should support MAB and can further utilize identity of the endpoint to apply the proper rules for access. MacAddressBypass is typically used for devices which do not support 802.1x		
71	Solution must support Non 802.1x technology on assigned ports and 802.1x technology on open use ports		
72	Solution should provide support policy enforcement through VPN gateways		
73	Solution must allow users access to the network in a worst case scenario in case of AAA server outages or any other reasons like WAN failure.		
74	Should support authenticating Machines and users connected to the same port on the switch in a single authentication flow		
75	Should support authenticating IP phones and users connected behind IP phones on the same physical port.		
76	Solution should have profiling capabilities integrated into the solution in order to detect headless host. The profiling features leverage the existing infrastructure for device discovery. Should support the use of attributes from the following sources or sensors: * Profiling using MAC OUIs * Profiling using DHCP information * Profiling using RADIUS information * Profiling using HTTP information * Profiling using DNS information * Profiling using NetFlow information * Profiling using SPAN/Mirrored traffic		
77	Solution should support troubleshooting authentication issues by triggering session re-authentication to follow		

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	up with an attempt to re-authenticate again.		
78	The NAC solution should integrate with vulnerability scanner like Rapid7, Tenable etc. Should be a listed vendor and officially supported integration and should allow use of threat intelligence to build authorization permissions based on the vulnerability scores received from these tools to enforce permissions.		
79	Should support session termination with port shutdown option to block an infected host that sends a lot of traffic over the network.		
80	Should support the functionality to force endpoint to reacquire IP addresses that do not support a supplicant or client to generate a DHCP request after a VLAN change.		
81	Troubleshooting & Monitoring Tools		
82	Should support evaluation of the configuration of the device with the standard configuration.		
83	Should support TCP dump utility & also support saving a TCP dump file.		
84	Solution should support schedule reports to run and re-run at specific time or time intervals & send and receive email notifications once the reports are generated.		
85	The solution must have internal CA server functionality to provision certificate for multiple use cases like BYOD, Contractor, Employee Asset etc.		
86	The Solution should support complete guest lifecycle where Sponsor should be able to Extend, Suspend and reinstate guest accounts with reasons.		
87	The solution should support centralized and distributed deployment options with clustering of nodes or cross-site failover for disaster recovery scenarios		
88	Solution should support integration with leading helpdesk ticketing system. It should support self remediation through end user self support and automatic remediation including guided remediation, quarantine, manual remediation etc.		
89	Solution and its various features should not have any licensing restriction on number of users, concurrent connections, total connections, new connections, number of Vlan, zones, number of policies, number of appliances, other network parameters, number of equipment / servers etc as per the RFP specification.		
90	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware, database and other relevant software or hardware etc should be provided with the		

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	solution		
91	Solutions must support agent, agentless and dissolvable agent method for performing endpoint profiling, base-lining, health check and prevention		
92	Solution should integrate with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any other solution as per Bank requirement. The bidder should support Bank for above integration		
93	Federal Information Processing Standard (FIPS) 140-2		
94	Components/devices should have ability to be clustered in any combination via local and remote network connections providing unlimited scale, redundancy, and access load balancing.		
95	NAC Solution should strictly support pre-connect model and should not allow Endpoint into network to complete profiling or discovery of Endpoint.		
96	NAC Solution should support phased deployment for more flexibility during deployment and simplifies the transition from See/monitor phase to Control/closed mode but without allowing non-compliant endpoint on network or without waiting for endpoint to receive IP address on the network;		
97	When Network device connectivity to NAC is lost or authentication service outage occurs the Endpoint should be retained in unauthenticated VLAN and should be automatically subjected to re-authentication when server is marked alive to ensure that the Endpoint does not join the network without authentication.		
98	Solution must support identifying the profile of endpoint joining the network as early as possible without granting Endpoint access to the network and there by speed up the Endpoint discovery without compromising security.		
99	Solution should be able to enforce Layer 4 controls right from Access to distribution to core to edge to data center to servers without the need of mirroring the traffic and maintaining end to end segmentation even when two endpoints are in same broadcast domain.		
100	Solution should consume license only based on active devices on the network where Devices include user endpoints (such as laptops, tablets and smart phones), non-user devices (such as printers, IP phones, security equipment, medical devices, manufacturing equipment), virtual machines, Network infrastructure devices (such as switches, routers and access points) should not consume license and If so vendor should consider these licenses exclusively and should be counted along with User/Endpoints.		

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101	The solution should permit admin to define thresholds for threat levels. (E.g. if antivirus is not updated for months; it should be categorized as high risk.		
102	The Solution should have capability for manual addition / deletion of the log in ID s / user ID at endpoints and creation of the database of users and report must be shared with DIT -Network team		
103	The proposed solution shall seamlessly integrate with existing network with minimum change wherever applicable to our existing infrastructure and should not require re-architecting of our existing network In case if the solution requires additional hardware's/software's at the solution deployment locations, then adding any infrastructure requirement to our existing setup shall be at his own (Bidder) expenditure without any change in our existing hardware for deploying the proposed solution.		
104	Solution should support detecting Endpoint anomaly behavior for example - a device MAC address earlier seen on Wired Network next moment or later seen on Wireless network etc.		
105	Solution should support 3rd party integration for sharing Contextual awareness and other endpoint related data such that it can Publish, subscribe and work as broker as well.		
106	The solution must have capability to hide agent to prevent the user from exiting the agent.		
107	Open seating environments where the MAC addresses is not persistence, solution should be to authorize managed endpoint		

Technical Specifications for Network Management System:

Make and Model for Network Management System: (Please Specify)

S/N	Description	Compliance	Remarks
1	The NMS shall be multi-user system and based on Graphical User Interface. NMS shall support customized solution.		
2	The NMS should provide comprehensive and integrated management of IT infrastructure components to maximize the availability of IT services and SLA performance.		
3	The NMS shall provide the complete view of the network elements and the interconnecting links. The NMS shall have the ability to include the network elements and the links in the visual/graphical map of the domain. The visual maps shall display the elements and the links in different colour depending upon the status of the links. It is preferable that green colour for healthy and amber/yellow colour for degraded condition and red for unhealthy condition is used.		
4	The NMS shall have suitable system level backup mechanism for taking backup of NMS data manually of at least one month.		
5	The NMS shall provide Health Monitoring reports of the network with set table periodicity -@24 Hrs, 1 week, 1 month.		
6	Manufacturer shall provide soft copy of his NMS on a CD/Link . The setup/procedure to download the software shall be clearly mentioned in the system manual.		
7	The NMS should provide calendar view which allows the operator all the schedule activities such as Reports, Inventory scans etc. It shall also allow to define scheduled report for uptime, link status etc.		

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8	The NMS should have multiple alerting features to get the notification via email and sms.		
9	The NMS must support listening to traps from the network devices.		
10	The system should provide discovery & inventory of heterogeneous physical network devices like Layer-2 & Layer-3 switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular visibility up to individual ports level.		
11	It shall provide Real time network monitoring and Measurement of end-to-end Network performance & availability to define service levels and further improve upon them.		
12	It shall support SNMP v1-3, WMI, SSH, HTTP for monitoring various type of devices		
13	The proposed NMS should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis. It should also have a strong event correlation engine which can correlate the events on the basis of event pairing, event sequencing etc.		
14	The NMS must support creating and monitoring of rising or falling thresholds with respect to basic key performance indicators for network, system and server infrastructures.		
15	NMS shall provide default event dashboard to indentify, accept and assign generated alarms		
16	Should support multiple visualization methods such as gauge, grid, and charts.		
17	NMS should provide correlation between Network and Server to identify the business impact from the specific event or alarm		
18	The NMS should support Linux/Windows OS and should come as integrated. UTI ITSL would not provision any OS license.		

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19	The NMS should provide distributed monitoring with full multi-tenancy support to enable role-based access for different teams		
20	Secure Network Configuration & Change Management		
21	Discovery		
22	The solution should be able to auto-discover network devices across WAN & LAN.		
23	During subsequent discoveries, the solution should be able identify and alert whenever any new device added or any device removed		
24	The solution should apart from auto-discovery, there should be option add/delete device manually, Through CSV upload and Through REST-API.		
25	The solution should be capable to discover device inventory of the devices		
26	The solution should have Device communications protocols support (for example, Telnet, SSH, TFTP, FTP etc.).		
27	Configuration and Change Management		
28	The solution should be capable of Configuration multiple devices at a time.		
29	The solution should In real time, detect configuration and asset information changes, made across a multi-vendor device network, regardless of how each change is made.		
30	The solution should capable to detect, compare & alert on changes based on which decision could be made for rollback or implementation of changes with single click.		
31	The solution should support rollback to previous configurations.		
32	The solution should maintain at least three		

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	previous versions and/or configurations		
33	The Solution should support configuration deployment/rollback using ad-hoc commands, configuration templates		
34	The solution should be able to track and detect any configuration changes and alert accordingly.		
35	The solution should ensure audit trail of activities being carried out.		
36	Vulnerabilities Management		
37	The solution should automatically identify device vulnerabilities and provide provision for upgrade firmware.		
38	The solution should have the capability to suggest remediations for the vulnerabilities		
39	The solution should be able to regularly check for updates of the vulnerabilities by the OEM's and check for new issues.		
40	The solution should be able to load known solutions to the system for the vulnerabilities		
41	The solution should have the ability to resolve multiple vulnerabilities in one go.		
42	The system should have configuration to set the frequency of vulnerability check		
43	Policy Management		
44	The solution should have out of the box policies for basic checks.		
45	The solution should allow user to configure multiple types of policies for the different devices in his network		
46	The solution should allow regular or specific scheduling of policies defined		
47	There should be a approval process of every		

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	config and policies being defined or executed.		
48	The solution should have capability for different alerts on policy violation to be defined at different levels of severity or urgency (for example, critical, severe or warning)		
License			
49	NMS tool should be a perpetual license		
50	Licenses should be a device based license		
51	The product vendor must have support office in nearby UTI ITSL premises (preferably Mumbai/ Secunderabad)		
52	The product vendor shall support for software fixes and upgrades till the life of the product maintenance contract		

PART III

COMMERCIAL BID FORM

(Bidders are requested to submit this form in a separate sealed envelope typed on Bidder's Letter Head)

Date:

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot 3, Sector 11, CBD Belapur,
Navi Mumbai - 400 614

Sir,

Sub: Bid for Supply of Network Equipments with Access Control & Management System

This is with reference to your tender due on 14th Aug, 2019. We are interested in getting our Company / firm empanelled in your organization for **Supply of Network Equipments with Access Control & Management System.**

We have read and understood the details as given in the tender information (Part I and Part II) regarding the Scope of Work and Terms and Conditions for the selection of vendors for this tender and bidding for the contract. The tender conditions are acceptable to us. We have been given all the required information from UTI ITSL. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith. We understand that separate cost comparative statement will be prepared for items and L1 will be decided by UTI ITSL as per the terms indicated.

In case of any ambiguity between arithmetic calculations, the rates will be considered correct and the amount will be derived on the basis of the rates quoted and the quantity originally mentioned in the Tender.

The supply of items / services will be done as per the specification mentioned in the tender form.

In case of difference in price quoted, the price in words will be taken as final.

An EMD of Rs.3,00,000/- (Rupees Three Lakh Only) is enclosed.

Signature of the Bidder

PRICE QUOTE

Table - 1 (Network Equipments)

Particulars	Qty	Unit Price INR.	Total Price INR
Distribution Network Switch	2		
Network Router	2		
Access Switch	65		
1000 BASE-SX SFP transceiver module, MMF, 850nm, DOM	226		
Total amount exclusive of all taxes (A)			
Total amount in word:			

For payment terms, refer Part –II Other General Instructions clause (g)

Table - 2: (Network Access Control (NAC) with Hardware Appliance:

Particulars	Qty	Unit Price INR.	Total Price INR
Network Access Control (NAC)	2		
Network Access Control (NAC) User License	2000		
TACACS device Administration License	120		
Total amount exclusive of all taxes (B)			
Total amount in word:			

For payment terms, refer Part –II Other General Instructions clause (g)

Table - 3: (Network Equipments & NAC Support Charges)

Particulars	Total Amount in Rs for 5 Years Period
Overall Support Charges for all the above motioned Network Equipments & NAC solutionas per the Scope of Work defined. Also UTI ITSL reserved the right to modify the SOW as per the industry standard requirement / UTI ITSL requirement during the period of 5 years.	
Total Amount exclusive of all taxes (C)	
Total Amount In Word:	

For payment terms, refer Part –II, Other General Instructions clause (g)

Signature of the Bidder

Table - 4: Network Management System (NMS):

Particulars	Qty	Unit Price INR.	Total Price INR
Network Management System (NMS) solution with 5 Years support charges	1		
Total amount exclusive of all taxes (D)			
Total amount in word:			

For payment terms, refer Part –II Other General Instructions clause (g)

Buyback of old Network Equipments

Table-5: for Routers and Switches:

Particulars	Qty	Unit rate	Total Price
Distribution Network Switch- Catalyst 4900M	2		
CISCO 2801 ROUTER	2		
Access Switch - WS-C2960-24TC-S	57		
Total amount exclusive of all taxes (E)			
Total amount in word:			

For payment terms, refer Part –II Other General Instructions clause (g)

Summary

Nomenclature		Total Amount In INR.
Network Equipments	Total (A)	
Network Access Control (NAC)	Total (B)	
Network Equipments & NAC Support Charges	Total (C)	
Network Management System (NMS)	Total (D)	
Buyback of Routers and Switches	Total (E)	
Total amount for Supply of Network Equipments with Access Control & Management System NETT R1 = (A + B + C+D) - E		
Total Amount exclusive of all taxes in Word:		

Signature of the Bidder

Price quoted for Supply of Network Equipments with Access Control & Management System is exclusive of all the applicable taxes, cess and any other outgoing payable to any authority. The rate is exclusive of any other present or future outgo (for the period of contract) by whatever name called. The service tax, GST as per applicability is also exclusive. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source

Thanking you,

Yours faithfully,

Signature of Authorized Person

PAN Number of the agency

Signature of the Bidder

“Technical Bid”

Senders name & address:

Dated: _____

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited
Plot Number-3, Sector-11,
CBD Belapur, Navi Mumbai – 400 614

Sir,

Technical Bid for Supply of Network Equipments with Access Control & Management System

I/We refer to the e-tender released by UTI ITSL in the Antares e-tender portal on 24th July, 2019 and I/We/ the undersigned am/are submitting this online Bid for Supply of Network Equipments with Access Control & Management System , the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website: <https://www.tenderwizard.com/UTIITSL>

I / We are an OEM / OEM Authorized Channel Partner / Solution provider “M/s _____ Whom I / We represent. The authority letter/ Power of Attorney from the agency, I/ We represent is submitted as a offline document in hard copy before the due date at the above address.

The detail of the bidder and checklist for submission of bid is as under:

S/N	Description	Details (as applicable)
1	Name of Company	
2	Address	
3	Contact Details:	
	(a) Name of the contact person.	:
	(b) Telephone no. with STD code	
	(c) Mobile No.	:

Signature of the Bidder

	(d) Fax No.	:
	(e) e-mail	:
4	PAN No. (enclose copy)	
5	GSTIN No. (enclose copy)	
6	Type of the bidder:	
	A) A private business entity, limited company or limited liability partnership or partnership etc.	
	B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank.	
	C) Indian/ State Government Department or Ministry or Body.	
Online Documents		
7	Certificate of Incorporation / Shop Establishment Certificate (Submit the Certificate as Online Document)	
8	GSTIN Registration Certificate, Service Tax or Sales Tax certificate (Submit the Certificate as Online Document)	
9	OEM Authorization letter: A letter to be submitted To UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender (Submit the Letter as Online Document)	
10	The bidder should have Quality Management Systems (ISO 9001:2015) . Attested copy of the appropriate certificate to be submitted	
11	Technical Compliance Sheet (Submit the Compliance sheet as Online Document & sheet given as Annexure -1)	
12	Self declaration letter for bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. (Submit the Self Declaration Letter as Online Document & format given as Annexure - 2)	
13	Letter of Acceptance of all terms and conditions (Submit the Letter as Online Document & Format attached as Annexure - 3)	
14	Turnover for each of the last three financial years: (Should be minimum 25 Crore). [Provide certificate from CA/CS] (Submit the Certificate as Online Document)	

Signature of the Bidder

15	Vendor should have prior experience of carrying out such work/services to minimum 2 (two) other organizations, submit the proof of satisfactory completion of the said work. This Letter shall be submitted online alongwith the Technical bid	
16	Bid Form (Tender Document) (Submit the Signed and Stamped tender document as Online Document)	
17	Signing Authority Letter / Power of Attorney (POA) (Submit the Signing Authority Letter as Offline Document & format given as Annexure - 4) or Power of attorney may be a standard document of Bidder company	
18	Bid Security / EMD (Earnest Money Deposit) (Submit the Bid Security / EMD as Offline Document)	

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for “Bid for Supply of Network Equipments with Access Control & Management System” for UTI Infrastructure Technology And Services Limited, we hereby declare that we have not been blacklisted / debarred by any government department / agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for “Bid for Supply of Network Equipments with Access Control & Management System” due on (Please specify tender due date).

We are agreeable to all the terms and condition mentioned in the tender.

For (Name of the Bidder Company)

Authorized Signatory

(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Signing Authority Letter

Dear Sir,

This is with reference to the tender for “Bid for Supply of Network Equipments with Access Control & Management System” due on (Please specify tender due date)

We hereby authorize (Name of the bidder’s official with designation) to sign the said bid on the behalf of (Name of the Bidder Company).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

Annexure – 5**Indicative UTI ITSL location addresses where bidders have to deliver and install the said equipments and software Licenses**

S/N	Location	Data Center Address
1	DC Secunderabad	RailTel Corporation of India Ltd B-Block, 2nd floor, Rail nilayam, Secunderbad- 500071
2	DR Gurugram	Rail Tel Corporation of india Limited , Plot No 143 Institutional area sector Gurgaon Haryana 122003
3	CBD Belapur	UTI Infrastructure Technology and Services Ltd, UTI ITSL Tower, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400 614
4	Bandra Kurla Complex	UTI Infrastructure Technology and Services Limited, Infrastructure Division, " UTI Tower ", 'Gn' Block, Ground Floor, Bandra Kurla Complex, Bandra (E), Mumbai 400 051.
5	Hyderabad	UTI Infrastructure Technology and Services Limited, Surabhi Arcade, 1st Floor, 5-1-664, 665, 669, Bank Street, Hyderabad - 500 001
6	Delhi NRO	UTI Infrastructure Technology and Services Limited 1/28 Sunlight Building , Asaf Ali Road, New Delhi -110002
7	Kolkata ERO	UTI Infrastructure Technology And Services Limited. 29, N S ROAD, GROUND FLOOR, KOLKATA - 700001
8	Chennai SRO	UTI Infrastructure Technology & Service Ltd., STC Trade Centre, 1st Floor, A-29 Thiru - VI-KA Industrial Estate Guindy CHENNAI - 600 032

Successful Bidder to print on their Letter Head
To be submitted at the time of work order

Annexure - 6

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Ltd
Plot No. 3, Sector 11, CBD Belapur,
Navi Mumbai.
Dated: - _____

Sub: Undertaking of Authenticity for Supply of Network Equipments with Access
Control & Management System

Ref: 1. Your Purchase order no.: _____ Dated: - _____ 2.
Our Invoice no.: _____ Dated:- _____

With reference to the Supply Supply of Network Equipments with Access Control &
Management System, being supplied / quoted to you vide our Invoice
no. _____ cited above,

We hereby undertake that the above Hardware /Software /Licenses shall be original
new only from the OEMs of the products and that no refurbished/duplicate/second
hand Hardware /software/License are being used or shall be used.

We also undertake that in respect of the Hardware /software /License if asked for by
you in the purchase order, the same shall be supplied along with the authorized
license certificate (e g Product Keys on Certification of Authenticity in case of Software
and also that it shall be sourced from the Authorized source (e g Authorized Original
Equipment Manufacturer).

Should you require, we hereby undertake to produce the Certificate from our OEM
supplier in support of above undertaking at the time of delivery and installation. It will
be our responsibility to produce such letters from our OEM suppliers at the time of
delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or
during installation, for the hardware /software /License already built, we agree to take
back the Hardware/software /License without demur, if already supplied and return
the money if any paid to us by you in this regards.

We (OEM) also take full responsibility of Hardware/ software and Service SLA as per
the content even if there is any defect by our authorized Service Centre / Reseller SL
etc.

Authorized Signatory

Name: _____

Designation: _____

Place: _____

Date: - _____

Signature of the Bidder

1. Existing Technical configuration for the Distribution Network Switch- Catalyst 4900M:

S/N	Part No.	Description	Qty
Distribution Network Switch- Catalyst 4900M			
1	WS-C4900M	Base System with 8 X2 ports and 2 half slots	2
2	X2-10GB-SR	10GBASE-SRX 2 Module	8
3	WS-X4908-10GE	8 Port 2 :1 10GbE (X2) linecard for 4900M series	4
4	GLC-SX-MMD	GE SFP LC connector SX transceiver - GLC-SX-MMD	64
5	PWR-C49M-1000AC	4900M AC power supply, 1000 watts	2
6	PWR-C49M-1000AC	Redundant AC PS for 4900M	2
7	CAB-BS546-C15-SA	BS 546t o IEC-C15 6ft Southt Africa India	4
8	Included: CVR-X2-SFP	Cisco TwinGig Converter Module	32

2. Existing Technical configuration for the Access Switch - WS-C2960-24TC-S:

S/N	Part No.	Description	Qty
Access Switch - WS-C2960-24TC-S			
1	WS-C2960-24TC-S	Catalyst 2960 24 10/100 + 2 T/SFP LAN Lite Image	57
2	GLC-SX-MM=	GE SFP, LC connector SX transceiver	114

3. Existing Technical configuration for the Distribution Network Router Cisco 2801:

S/N	MODEL NO	IOS	Memory	PORT DETAILS	Qty
1	Cisco 2801	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources	2

Signature of the Bidder

4. UTI ITSL location addresses Details of Existing Network Equipments:

Particulars	Qty	Location	Addresses
Distribution Network Switch-Catalyst 4900M	2	CBD Belapur	UTI Infrastructure Technology and Services Limited, UTI ITSL Tower, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400 614
CISCO 2801 ROUTER	2	Hyderabad	UTI Infrastructure Technology and Services Limited, Surabhi Arcade, 1st Floor, 5-1-664, 665, 669, Bank Street, Hyderabad - 500 001
Access Switch - WS-C2960-24TC-S	57	CBD Belapur	UTI Infrastructure Technology and Services Limited, UTI ITSL Tower, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400 614
		Hyderabad	UTI Infrastructure Technology and Services Limited, Surabhi Arcade, 1st Floor, 5-1-664, 665, 669, Bank Street, Hyderabad - 500 001
		Bandra Kurla Complex	UTI Infrastructure Technology and Services Limited, Infrastructure Division, " UTI Tower ", 'Gn' Block, Ground Floor, Bandra Kurla Complex, Bandra (E), Mumbai 400 051.
		Hyderabad	UTI Infrastructure Technology and Services Limited, Surabhi Arcade, 1st Floor, 5-1-664, 665, 669, Bank Street, Hyderabad - 500 001
		Delhi NRO	UTI Infrastructure Technology and Services Limited 1/28 Sunlight Building , Asaf Ali Road, New Delhi -110002
		Kolkata ERO	UTI Infrastructure Technology And Services Limited. 29, N S ROAD, GROUND FLOOR, KOLKATA - 700001
		Chennai SRO	UTI Infrastructure Technology & Service Ltd. STC Trade Centre, 1 st Floor, A-29 Thiru - VI-KA Industrial Estate Guindy CHENNAI - 600 032

Signature of the Bidder

Check list for submission of Bids

Forms for Submitting Bids	Explanatory Note
<p><u>A. Technical Bid</u></p> <ol style="list-style-type: none"> 1. EMD of Rs.3,00,000/- 2. OEM Authorization letter stated that to participate in the said tender. 3. The bidder should have Quality Management Systems (ISO 9001:2015). Attested copy of the appropriate certificate to be submitted 4. Certificate of Incorporation /Shop establishment Certificate 5. Turnover for each of the last three financial years: (Should be minimum 25 Crore). CA / CS Certificate should be attached. 6. Service Tax or Sales Tax registration Certificate 7. Submit the proof of satisfactory completion of the said work minimum 2 (Two) other organizations, 8. Self Declaration letter regarding non black listed vendor (Format as per Annexure-2). 9. Letter of Acceptance of all terms and conditions (Format as per Annexure-3) 10. Signing Authority Letter (Format as per Annexure-4) 11. Bid Form (Tender document) 12. Compliance Sheet as mentioned in Annexure-1 	<p>Technical Bid for the equipments should be submitted in the relevant Forms.</p>
<p><u>B. Commercial Bid</u> Prices offered</p>	<p>Commercial Bid for the equipments should be submitted only in the relevant form.</p>

Signature of the Bidder

Annexure -D

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'General Instruction for the Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, UTI ITSL has decided to use the portal:

<https://www.tenderwizard.com/UTIITSL> through Antares systems Ltd, This portal is based on the software from Electronic Tender®. A portal built using Electronic Tender's software is also referred to as **Tenderwizard**.

Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Broad Outline of Activities from Bidder's Perspective:

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. View Notice Inviting Tender (NIT) on ETS
4. Download Official Copy of Tender Documents from ETS.
Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
5. Bid-Submission on ETS
6. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of Technical Bid-Part
7. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of relevant part (ie Financial-Part)
(Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the Tenderwizard.

Signature of the Bidder

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 3 issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration:

To use the Tenderwizard portal: <https://www.tenderwizard.com/UTIITSL>

Vendors need to register on the portal tenderwizard. Registration of each organization is to be done separately for the e-tendering activities. For further details, please visit the website/portal, and click on the 'Register Me' (on the Home Page), and follow further instructions as given in the help manuals on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and payment of Annual Registration Fee, please contact Antares Systems Ltd/ Tenderwizard Helpdesk (as given below), to get your registration accepted/activated

Important Note: If any problems occurs during the use of Tenderwizard (including the Registration process), it is recommended that the user should read or follow the instructions given in the help manual which is uploaded in our Home Page, The instructions relating to 'Essential Computer Security Settings for Use of Tenderwizard' manuals has been uploaded in our portal.

Tenderwizard Helpdesk	
Telephone/ Mobile	Customer Support: 080-40482121/126/080-40482000 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Numbers: 7011974208
E-mail ID	UTIITSLetenders@gmail.com , chandraprakash.t@antaressystems.com [Please mark CC: raghuprashanth@tenderwizard.com

UTI ITSL Contact Person	(i) Mr. Mohammed Anshad P (UTI ITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9967011500 (ii) Email.id: Anshad.p@UTI ITSL.com
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Signature of the Bidder

Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online only. ie www.tenderwizard.com/UTIITSL

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited,
Plot Number 3, Sector-11,
CBD Belapur,
Navi Mumbai-400614

The envelope shall bear (Name of the Bid), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. Original copy of the Bid Security / EMD in the form of a Demand Draft / Pay Order / Banker’s Cheque as Earnest Money Deposit (non-interest bearing)
2. Original copy of the Signing Authority Letter / Power of Attorney (POA) shall be indicated by written Authorization Letter.





Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

Other Instructions:

Website: <https://www.tenderwizard.com/UTI ITSL>

Web Registration	<ol style="list-style-type: none"> 1. Type website address https://www.tenderwizard.com/UTI ITSL under browser URL. 2. Click “Register Me”, provide all the details with Class III Digital Signature updating. 3. Get the User id and password.
Tender Free View (Only Open Tenders)	<p><u>To download the tender notifications and documents from website, follow the steps given below:</u></p> <ol style="list-style-type: none"> 4. Click “Tender Free View” under “Go to Tender” link on the home page. 5. Provide all or any one of the options like “Department”, “Tender Number”, “Region”, “Estimated Cost”, “Tender Request Dates (From and To)”, “Tender Submission date” or “any key words from Tender Description”

Signature of the Bidder

	<p>6. Click “Submit” to view the results. A list of tenders shall appear on the screen.</p> <p>7. Click  to view the cost free documents.</p> <p>8. Click  to print the detailed tender notice.</p> <p>9. Click  to print the tender notice.</p>
Login	<p>10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox).</p> <p>11. Type website addresses https://www.tenderwizard.com/UTIITSL in the address bar, to access the Login Page.</p>
Participation	<p>12. Vendor should have User id, Password and Class III digital signature to participate in the tender online.</p> <p>13. Enter the website using user id, password and digital signature.</p> <p>14. Click “UnApplied” (if open tenders) to view / apply for new tenders.</p> <p>15. Click “In Progress” (if limited tenders).</p>
To Upload / Attach the Additional Documents	<p>16. To attach the additional documents to any tender click “Document Library” and upload the same.</p> <p>17. Attach the required documents to the concerned tenders from document library section to the tender document screen. (More explanations can find in “detailed help Manual).</p>
Download Documents	<p>18. Click  “Edit Attachment” to view the tender documents which are received by the user.</p> <p>19. Tender document screen appears.</p> <p>20. Click “Download (empty Document)” to download the documents.</p>
Upload Files – Technical Sheet/Price or Commercial Sheet/ EMD/Mandatory Documents	<p>21. Click “Attach” to attach all the documents which are already saved in the uploaded in Document Library. This is the important and first step to be performed to avoid disqualification.</p> <p>22. Click “Update EMD Details” to feed the EMD details and upload the scanned EMD.</p> <p>23. When the user finishes with the filling and uploading of scanned BG/DD, the “Red Color” will automatically turn to “Black Color” which reflects that the user is two steps ahead for the submission.</p> <p>24. Click “Download (empty Document)” to download the Technical/Price Sheet and fill the same without changing the “File Name” and save on</p>

	<p>to the computer.</p> <p>25. Click “Upload (Filled Document)”, select the filled file which was already filled and saved in the same name. Click “click here to digitally sign and upload” to upload the filled Technical/Price Sheet to the tender.</p> <p>26. Note that when the user uploads the filled Technical/Price Sheet, the “Red Color” will automatically turn to “Black Color” which reflects that user is ready for the final submission.</p> <p>27. Provide all the mandatory documents required for the tender.</p>
To Submit the Tender	<p>28. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender.</p> <p>29. Note down / take a print of Acknowledgement copy once it displayed on the screen</p>
To Participate for the Opening	<p>30. Tender opening event can be viewed online.</p> <p>31. Competitors bid sheets are available in the website for all the participated bidders.</p>
E-Tender Support Help Line	<p>Customer Support: 080-40482121/126/080-40482000 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Numbers: 7011974208 Email ID: UTI ITSLetenders@gmail.com, chandraprakash.t@antaressystems.com [Please mark CC: raghuprashanth@etenderwizard.com</p>
UTI ITSL Contact Person	<p>Mr. Mohammed Anshad P (UTI ITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9967011500 email.id: anshad.p@UTI ITSL.com</p>

Minimum Requirements at Bidder’s End

1. Computer System with good configuration (Min PIV, 1 GB RAM, Windows7 or above)
2. Dedicated Broadband connectivity
3. Microsoft Internet Explorer 7.0 or above
4. Class III Digital Signature Certificates.

Signature of the Bidder