Sealed tenders are invited on behalf of Kerala University of Digital Sciences, Innovation and Technology (DUK), the Vice Chancellor invites tender for engaging switches on rental basis from the prospective vendors along with 1-year rate contract empanelment (As per the specification enclosed in Annexure I) from the authorized dealers. The rates shall be quoted in prescribed format enclosed with the tender notice. The interested agencies are advised to quote their rates in sealed envelopes super scribing "Tender for engaging switches on rental basis from the prospective vendors along with 1-year rate contract empanelment.

IMORTANT DATES

Date of Tender Notification: 16.11.2022

Last Date of Receipt of Tender Form: 30.11.2022 ,03.00 PM

Date & Time of Opening of Bid: 30.11.2022 ,03.00 PM

Terms & Conditions

Eligibility Criteria: The pre-qualification parameters for the bidders are given as under:

(i) The bidders should enclose the copy of audited balance sheet for Financial Year 2019- 20, 2020-21 and 2021-22 (Note: In case of Startups firms, the bidder needs to submit at least for one financial year).

(ii) Experience of having successfully completed similar work for IT infrastructure rental services with Government and Private IT firms during the last 3 years along with copy of work order.

- Note: In case of Startups firms, the bidder needs to have at least one similar server & switches rental services work order duly executed equal to Rs.2,50,000/ along with completion certificate from the end-user.
- The bidders should have a Branch Office / Service & Support Centre in Southern India preferably in Kerala from where support and service are to be provided.

- Tender Documents shall be available only on the Internet and shall not be available for sales elsewhere. Cost of tender document, Rs.590/- as applicable to be submitted along with the tender.
- The agency/tenderer should have at least three years of relevant experience in executing supply, installation and configuration of Network Switches of similar nature in at least one reputed Organizations/R&D Institutes/Academic Institutions.
- The tenderer must pay earnest money along with his tender as given in the notice inviting tenders failing which the tender will be summarily rejected. Earnest Money Deposit of Rs. 2500/-be paid as demand draft favoring The Vice Chancellor, Kerala University of Digital Sciences, Innovation and Technology payable at Trivandrum. EMD of unsuccessful bidders will be returned without any interest, upon finalization of contract or on expiry of validity of offer. EMD of the successful tenderer will be returned without any interest, after receipt of performance security.
- Startup & MSME relaxations- Govt directions/ circulars will be followed.
- Security deposit/ Performance Security: The selected tenderer shall deposit an amount equal to 5% of the value of contract within 14 days from the date of Purchase Order. EMD will be forfeited if security deposit is not remitted as mentioned above. The security deposited by the

successful tendered will be retained towards the retention amount and will be released after warranty period.

- The bidders should upload copies of all necessary registrations like GST and PAN as supporting documents. In the absence of these documents, the bid will be rejected. Before submission of the bid, the bidders may please verify the eligibility criteria and ensure fulfillment of all the terms and conditions. In the absence of scanned copies of documents / certificates under eligibility criteria above, the bid is liable to be rejected.

- Quoted rate: The quoted rates shall be inclusive of all taxes and also the bidder shall include charges like GST, freight, handling, loading, unloading, insurance premiums and placement at the facility and commissioning and installation.

- CONTRACT PERIOD: The contract period shall start from date of issue of work order & acceptance thereof. The contract is valid for six months from the date of acceptance, however it can be extended further for one year on the same rates, if the service found to be satisfactory/ the service is required. The rates quoted by the selected firm, and approved by the DUK shall remain valid throughout the period of contract and requests to increase the rates for any items (s) during the currency of the contract, will not be considered.

- PAYMENT: Quarterly bill settlement based on satisfactory report from our technical team.
- PENALTY A penalty of Rs. 1000/- for delay of every 24 Hrs. or part there of shall be levied for not rectification of the problem within 24 Hrs. of lodging the complaint.
- FALL CLAUSE: The Service Charges shall in no event exceed the lowest charges at which the party service machines of identical description to any other party during the period of this contract. If at any time, during the said period, the Maintenance Agency reduces the service charges of such system to any other customer, it shall be forthwith notified to DUK and the charges payable under the contract for the servicing done after the date of coming into force of such reduction of servicing charges shall stand correspondingly reduced.
- ORGANIZATIONAL AND INFRASTRUCTUAL CRITERIA: To provide proper service as mentioned above, the vendor should have tie up/ arrangements with manufacturers / its representatives / dealers for resource access and back up support in case of need.
- The vendor must have repair Center, facilities with tools, equipment, and diagnostic for component level trouble shooting and repairs.
- The maintenance agency operating on a country level basis should have regional centers for stocking the spares with optimum inventory level to reduce turnaround time.
- The maintenance agency should have arrangement (with the manufacturer of the systems) for continuous supply of spare parts of provided OEM make. The maintenance agency should as far as possible indicate to the user agency the time period for which the spare parts for the system would be available from the manufacturer.
- Adequate number of service engineers shall be stationed to attend to the maintenance service and breakdown calls in time. The details of technical manpower available for hardware maintenance, including number of engineers and supporting personnel should also be indicated. The maintenance agency shall indicate the phone number (Landline and Mobile) and name of the service engineer to be contacted.
  GENERALS
- In the event of damages to DUK property or personal injury to personnel of both parties due to the negligence of employees of the Agency, the responsibility shall solely rest with the party.
- The Agency shall make attempts to provide standby components when onsite maintenance of the equipment is not feasible.
- The Agency should not do the sub-contracting of the order secured from DUK

ARBITRATION: If at any time, dispute or difference whatsoever arises between the Parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or breach thereof shall be settled amicably. In case both the parties are unable to resolve the dispute amicably, the same shall be referred to the arbitrator appointed by DUK only under Arbitration & Conciliation Act 1996 as amended from time to time and rules made there under and the Award made in pursuance thereof shall be binding on the parties. The venue and seat for the arbitration shall be Thiruvanthapuram, India and language shall be English. The Award given by the Arbitrator shall be final and binding on the Parties

CANCELLATION OF CONTRACT: DUK reserves the right to accept or reject the tender in full or in part at its Sole discretion without assigning any reason whatsoever.

- FORCE MAJEURE: Should any of the force majeure circumstances, namely act of natural calamity, fire, Government of India Policy, restrictions, strikes or lock-outs by workmen, war, military operations of any nature and blockades preventing the DUK/Successful Bidder from wholly or partially carrying out his contractual obligations, the period stipulated for the performance of the Contract shall be extended for as long as these circumstances prevail. In the event of these circumstances continuing for more than three months, either party shall have the right to refuse to fulfill its contractual obligations without title to indemnification of any losses it may thereby sustain. The party unable to carry out its contractual obligations shall immediately advise the other party of the commencement and the termination of the circumstances preventing the performance of the contract. A certificate issued by the respective Chamber of Commerce shall be sufficient proof of the existence and duration of such circumstances.

- CONTRACTUAL OBLIGATION: DUK is not bound contractually or in any other way to any prospective buyers to this tender. DUK is not liable for any costs of compensation in relation to expenditure incurred by the prospective buyer to this tender on whatsoever reasons/grounds whether or not DUK terminates, varies, or suspends the tendering process or takes any other action permitted under this tender provision during the course of execution.

- CONFIDENTIALITY: This Tender's provisions and existence, as well as any commercial data including price or technical data and any information provided in accordance herewith to the other party shall be considered as confidential. Such information shall not be disclosed to any third party unless required by any applicable law or authorized in writing by the other party. All such information shall be used by the other party only for the purposes of performance of this Tender. The restrictions here-in-above shall not apply to any information generally available to the public or received in good faith from a third party without restriction. The parties hereto agree to keep as Tender Ref No:……………….. confidential all documentation furnished or received by either party at any time in connection with this Tender. This provision, as far as practicable, shall apply to all the concerned officials of either party. Confidentiality will be maintained during existence of this Tender and even on termination/expiry.

- INDEMNIFICATION: The successful bidder shall fully indemnify, hold harmless and defend DUK and its officers etc., from and against all claims, liabilities, suits, damages including any criminal liability due to false declaration by the successful bidder with regard to the subject tender transaction etc., caused due to negligence/commission/omission of the Successful bidder or its agents and representatives or sub-contractors or any other person claiming or any other person claiming under this tender or under the applicable laws of India.

- NON-DISCLOSURE OF INFORMATION The bidder shall not communicate or use in advertising, publicity, sales releases or in any other medium any information/materials like description of the site, dimensions, photographs or any other information concerning the work under this contract which may come to its possession, without the prior written permission of the DUK.

- JURISDICTION The jurisdiction for the purpose of settlement of any dispute or difference whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions there or the contraction/interpretation shall be that of the appropriate court in thiruvanthapuram
- The firm may visit the office for look at systems before submit the quotation in working days/ hours with pre-intimation and permission of competent authority of the Office.
- If any damage occurred to the existing structure, the same shall be set right by the agency otherwise it will be got set right by the department at its own level and cost will be recovered from the payment of said agency.
- The decision of DUK in all matters shall be final and he reserves the right to accept or reject all or any of the tenders, without assigning any reasons.
- A firm should submit only one proposal. If a firm submits or participates in more than one proposal, all such proposals shall be disqualified. Also, must comply with the Technical Specification, General Conditions and Format/Requirements for Technical and Financial proposal
- Firm period of Tender will be 90 days from the date of notification.
- Last date of receipt of filled in Quotations is **30.11.2022 ,03.00 PM** & Bid opening on same day **at, 3.30 pm**
- Interested bidders are request to submitted their duly signed and sealed quotation along with all requisite documents as per prequalification in separate sealed envelope super scribing "Tender refence and due date "on or before due date **30.11.2022 ,03.00 P M.** Late bids are not be consider. Bid should be addressed to **Purchase section**

  Digital University Kerala, Technocity Campus,
  Thonnakkal P O, Thiruvananthapuram,
  695317-Kerala.
- DUK reserves the right to accept any quotation and to reject any or all quotations.

Place: Technocity

Date: 16.11.2022   **Vice Chancellor**

SCOPE OF WORK for Rental of Switches

Supply, Installation of tendered item. Due to the urgency of implementing Network Management system Switches to DUK as well as the global supply shortage. Within two weeks of contract award, the vendor must install, configure, integrate, and commission with the existing Network Management system Switches (Detailed specification as per Annexure I) on a rental basis.

For the rental period the supplier shall ensure immediate replacement of switch of same OEM in case of any failures.

Fault fixing, repairs, replacement of spares and attending to any number of breakdown calls. Services should be provided at DUK 24x7 with 4 hours response and the problem should be rectified within 24 Hrs.

TECHNICAL SPECIFICATIONS OF ACCESS SWITCH- 48 PORT POE X 4 Numbers		Compliance (Yes/No)
S. No	**Specification**	
Hardware Requirement		
1	The switch should have 48 x 1G Copper Interfaces and provision for a minimum 2 x 1G (SFP) Fibre Uplink Interface.	
2	The switch should support PoE and PoE+ on all access ports.	
3	Switch PoE Power shall be uninterrupted during the control plane reboot like a soft reset.	
4	The switch should have PoE/PoE+ power budget to power on a minimum of 48 x PoE+ devices (60W) or PoE devices (15.4W) on all ports from Day one.	
Performance		
1	The switch model shall support line-rate performance with a minimum of 56 Gbps switching capacity.	
2	Must support a minimum of 16,000 MAC address table entries	
3	The switch should support a minimum of 4000 Active VLANs	
4	The switch should support 9K Bytes Jumbo Frames	
5	The switch should support a Minimum of 500 ACL rules for Security Purposes.	
Layer 2 Switching Features		
1	The switch should have 802.1Q VLAN Trunking	
2	The switch should have STP, RSTP, and MSTP features.	
3	Must support Private VLAN and IGMP v1, v2, and v3 snooping	
Layer 3 Features		
1	The switch must support CIDR.	
2	The switch must support IPV4 and IPV6 routing.	
3	The switch should support Internet Group Management Protocol (IGMP)	
Security features		
1	IEEE 802.1X Authentication, Dial-In User Service (RADIUS)	
2	Must support ACLs	
3	Must support Standard and extended Layer 3 to 4 ACLs: IPv4 and v6, Internet Control Message Protocol (ICMP), TCP, User Datagram Protocol (UDP), etc.	
4	Must support VLAN-based ACLs (VACLs) and Port-Based ACLs (PACLs)	

S. No	Specification	
5	Supports RADIUS and TACACS authentication; switch functions as a client.	
6	Denial-of-Service (DOS) attack prevention	
Management features		
1	Must have CLI-based console to provide detailed out-of-band management	
2	Must support Secure Shell	

TECHNICAL SPECIFICATIONS OF ACCESS SWITCH- 48 PORT non-POE X 9 Numbers		Compliance (Yes/No)
S. No	**Specification**	
Hardware Requirement		
1	The switch should have 48 x 1G Copper Interfaces and provision for a minimum 2 x 1G (SFP) Fibre Uplink Interface.	
Performance		
1	The switch model shall support line-rate performance with a minimum of 56 Gbps switching capacity.	
2	Must support a minimum of 16,000 MAC address table entries	
3	The switch should support a minimum of 4000 Active VLANs	
4	The switch should support 9K Bytes Jumbo Frames	
5	The switch should support a Minimum of 500 ACL rules for Security Purposes.	
Layer 2 Switching Features		
1	The switch should have 802.1Q VLAN Trunking	
2	The switch should have STP, RSTP, and MSTP features.	
3	Must support Private VLAN and IGMP v1, v2, and v3 snooping	
Layer 3 Features		
1	The switch must support CIDR.	
2	The switch must support IPV4 and IPV6 routing.	
3	The switch should support Internet Group Management Protocol (IGMP)	
Security features		
1	IEEE 802.1X Authentication, Dial-In User Service (RADIUS)	
2	Must support ACLs	
3	Must support Standard and extended Layer 3 to 4 ACLs: IPv4 and v6, Internet Control Message Protocol (ICMP), TCP, User Datagram Protocol (UDP), etc.	
4	Must support VLAN-based ACLs (VACLs) and Port-Based ACLs (PACLs)	
5	Supports RADIUS and TACACS authentication; switch functions as a client.	
6	Denial-of-Service (DOS) attack prevention	
Management features		

1	Must have CLI-based console to provide detailed out-of-band management	
2	Must support Secure Shell	

TECHNICAL SPECIFICATIONS OF ACCESS SWITCH- 24 PORT non-POE X 2 Numbers		Compliance (Yes/No)
S. No	Specification	
Hardware Requirement		
1	The switch should have 24x 1G Copper Interfaces and provision for a minimum 2 x 1G (SFP) Fibre Uplink Interface.	
Performance		
1	The switch model shall support line-rate performance with a minimum of 56 Gbps switching capacity.	
2	Must support a minimum of 16,000 MAC address table entries	
3	The switch should support a minimum of 4000 Active VLANs	
4	The switch should support 9K Bytes Jumbo Frames	
5	The switch should support a Minimum of 500 ACL rules for Security Purposes.	
Layer 2 Switching Features		
1	The switch should have 802.1Q VLAN Trunking	
2	The switch should have STP, RSTP, and MSTP features.	
3	Must support Private VLAN and IGMP v1, v2, and v3 snooping	
Layer 3 Features		
1	The switch must support CIDR.	
2	The switch must support IPV4 and IPV6 routing.	
3	The switch should support Internet Group Management Protocol (IGMP)	
Security features		
1	IEEE 802.1X Authentication, Dial-In User Service (RADIUS)	
2	Must support ACLs	
3	Must support Standard and extended Layer 3 to 4 ACLs: IPv4 and v6, Internet Control Message Protocol (ICMP), TCP, User Datagram Protocol (UDP), etc.	
4	Must support VLAN-based ACLs (VACLs) and Port-Based ACLs (PACLs)	
5	Supports RADIUS and TACACS authentication; switch functions as a client.	
6	Denial-of-Service (DOS) attack prevention	
Management features		
1	Must have CLI-based console to provide detailed out-of-band management	
2	Must support Secure Shell	

Note: 1. Please provide the make and part number of the quoted items.

2. DUK's current network is Cisco based, and the following network devices are being used,

1. Firewall - Cisco Firepower 2130
2. Core Switch - C 9500 32QC
3. Server farm switch - C 9300-24X
4. Access Switches -C 9300
5. WIFI Controller - Cisco 5520
6. RADIUS Server - Cisco ISE

[Submitted in letter head of the supplier]

DUK

Financial Bid

Tender Enq. No._____

Total amount for engaging switches on rental basis from the prospective vendors along with 1-year rate contract empanelment " at DUK as per the terms and conditions contained in the Tender document shall be Rs. _____ for monthly rent (Rupees. _____) including all taxes.

SI.No	Description	Rates in INR (Monthly) (incl GST)
1.	Engaging switches on rental basis from the prospective vendors along with 1-year rate contract empanelment	

(Signature of Owner/ Authorized Representative) Stamp of the Bidder

[To be submitted in letter head of the supplier]

BID FORM

To,

Kerala University of Digital Sciences, Innovation and Technology

Technocity Campus, Mangalapuram

Thiruvananthapuram 695 317

Dear Sir,

Sub: Bid form

Tender Reference Number:

Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged. I/we undersigned, offer to supply all hardware & software and execute all works in conformity with tender specifications referred above and also to the said terms & conditions from the sum shown in the commercial bid(s) attached herewith and made part of this bid.

I / We undertake, if our Bid is accepted to complete delivery & commissioning of all Items specified in the contract within 30 days calculated from the date of issue of your work order/LOI.

We understand that you are not bound to accept the lowest or any bid, you may receive.

I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.

I / We hereby confirm that all the items supplied are in proper working condition and tested successfully.

The tender document for the works mentioned above have been obtained by me from the URL https://duk.ac.in, the official website of Digital University and I / we hereby certify that I / we have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.

7.My /our GST & PAN Numbers are as follows.

GST Registration Number. …………………….

PAN Number. ………………………

MSME Details: Yes/No (enclose details)

8.Dated this ………………………. day of……………………………… 2022.

Duly authorized to sign the bid for and on behalf of --

[To be submitted in letter head of the supplier]