



## NATIONAL INSTITUTE OF TECHNOLOGY SIKKIM

### INVITATION OF BIDS

Ravangla Campus, Barfung, South Sikkim 77139

[www.nitsikkim.ac.in/](http://www.nitsikkim.ac.in/)

Tender No: 28/NITS /CSE Dept./Cyberoam AMC/17-18/NIQ-01,

Date: 21/09/2017

#### Subscription and AMC for Cyberoam device at NIT Sikkim

TENDER SUMMARY	
<b>Bid System</b>	Single Bid
<b>Closing Date &amp; Time for submission of bid</b>	18.10.2017, 3:00 PM
<b>Opening Date &amp; Time of bid (TENTATIVE)</b>	18.10.2017, 4:00 PM
<b>Bid should be addressed to</b>	<b>Registrar,</b> National Institute of Technology Sikkim Ravangla Campus, Barfung Block, South Sikkim 737139.
<b>Place of opening of bid</b>	Registrar office, National Institute of Technology Sikkim, Ravangla Campus, Barfung, South Sikkim, 737139
<b>NIQ Fees</b>	<b>Rs. 500/- (Rupees FIVE HUNDRED)</b> , in the form of a Demand Draft drawn in favour of "DIRECTOR, NIT Sikkim" payable at Ravangla, South Sikkim)
<b>Earnest Money Deposit (EMD)</b>	The EMD of Rs. 35000/- should be made in the form of a Demand Draft drawn in favour of "DIRECTOR, NIT Sikkim" payable at Ravangla, South Sikkim, and valid for a period of 45 days beyond the final bid validity period.

National Institute of Technology (NIT) Sikkim, Ravangla, South Sikkim invites sealed bids from the original manufacturer of Cyberoam or authorized Indian representatives or channel partners, on the terms and conditions as per tender document, for procurement of following item(s):

Sl. No.	Brief description of Items	Quantity	Installation and configuration is required, if any	Place of Delivery/ Service
1	Subscription and AMC for Cyberoam device as in Annexure A for 3 years	1	Yes	NIT, Sikkim,
2	Subscription and AMC for Cyberoam device as in Annexure A for 5 years	1	Yes	Ravangla

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Noncompliance with specifications/instructions in this document may disqualify the bidders from the bid process.

The Institute reserves the right to accept or reject any quotations or to select the item or to reject the bidding process or any quotation wholly or partly without assigning any reason. Incomplete bid or receiving the bid after closing date and time are liable to be ignored and rejected.

## Instructions to Bidders

1. The EMD as mentioned above and tender fee should be enclosed in the form of A/C payee DD in favours of “**Director, NIT Sikkim**” payable at Ravangla.
2. If the successful bidder fails to supply the subscription, service, and AMC within stipulated time, then the EMD may be forfeited. The firm must quote for both the options given in this bid document, **the partial bid are summarily rejected without assign any reason thereof.**
3. The successful bidder/firm has to security support for web content and application filtering on the basis of 24X7 as per need. The same can be extended online (telephonic, e-mail, chat, remote access and configuration of the device etc.) or onsite support as per the requirement which must be fulfilled by the successful bidder/firm for the Cyberoam device including subscription as per the original term and conditions of the initial tender and PO.
4. The successful bidder shall be referred as the firm subsequently.
5. If necessary, **the bidder can visit the device at NIT Sikkim at his own cost. It shall be the responsibility to check the specifications, technical requirements of the existing Cyberoam device procured by the NIT Sikkim in Sept. 2014.**
6. The firm engineer (trained and experienced) required to visit at least once in six months and shall be responsible for configuration, maintenance etc. to ensure the security from all cyber threats to Institute.
7. The protection of NIT Sikkim network from cyber threats shall be responsibility of the firm awarded the contract.
8. The firm shall comply with all the direction received from the NIC as well as issued by the Institute related cyber security at NIT Sikkim. The firm must configure the device to comply with rules and regulation of GOI (Government of India) in this regards.
9. The down time of the device should not be more than 6 to 12 hours in case of software issues and 72 hours in case of any hardware failure of device. This can be extended by the Institute authorities based on the genuine reason not to comply with this clause.
10. **The price quoted must include cost of Cyberoam device AMC, Subscription cost and all taxes as applicable or any other cost necessary to make the device fully functional.** No expenditure other than quoted will be entertained. The total quoted price/amount must be in written in figures as well as in words. There should not be any overwriting, if there is any overwriting, the bid(s) shall be rejected. No alternate price will be entertained in the quotation.
11. The quotations shall be submitted in a sealed envelope duly marked “Tender/NIQ reference no: 28/NITS /CSE Dept./Cyberoam-AMC/17-18/NIQ-01” due on 18.10.2017” on the corner of the envelope along with the full address and contact details of the bidder.
12. All bid documents should have to be sent through courier, speed post or registered post only or may be dropped in the tender box at NIT Sikkim. Since, NIT Sikkim is located in a remote location, even though speed post it may take seven days. Therefore, bidders are suggested to send the quotation well in advance or by hand.
13. Quotation received after the closing date/time will not be considered.
14. The supplier/firm must be either original equipment manufacturer (OEM) or authorized dealer/sole distributor/channel partner. The bidders are essentially required to submit authorization certificate from the OEM, failing which the bid shall be rejected.
15. In the event of any dispute or difference(s) between the vender/firm and Institute (NIT Sikkim) arising out of any reason, shall be referred to “The Director, NIT Sikkim”, Sikkim whose decision shall be final and binding on the bidder(s)/firm.
16. All bids in which any of the prescribed conditions is not fulfilled or any condition is put forth by the tenderer shall be summarily rejected.
17. Successful bidder have to deposit a performance security of 10% in the form of the bank guarantee for the period of the contract in response to PO. The Performance security can be in the form of bank Guarantee or Retention of equivalent amount deducted from the gross payment to the firm. The same shall remain with the institute for the entire period of the contract and will be refunded within 60 days after expiry of contract.
18. **Payment Clause: The payment shall be released on satisfactory commissioning of subscription, configuration and submission of PBG.**

19. **Clarifications:** In case the bidder requires any clarification regarding the tender documents, they may contact Mr. Pankaj Kesarwani, Assistant Professor, NIT Sikkim (e-mail: pankajkeserwani.cse@nitsikkim.ac.in) on or before 12.10.2017.
20. **Pre- Qualification Criteria:**
- The supplier/firm must be either original equipment manufacturer (OEM) or authorized dealer/sole distributor/channel partner. The bidders are essentially required to submit authorization certificate from the OEM (Cyberoam), failing which the bid shall be rejected.
  - Bidders should be the manufacturer/authorized dealer.
  - An undertaking from the OEM is also essentially required stating that they will facilitate the bidder on a regular basis with technology/product updates/hardware support and any kind of support necessary to ensure smooth functioning and security requirements for the entire duration of the contract period.
21. **Validity:** The bid should be valid for acceptance for a period of 60 Days. The Bidders should be ready to extend the validity, if required.
22. **Delivery:** The subscription and AMC etc. must be delivered and installed/configured within 15 days. And during this period the OEM shall continue to provide service.
23. **Liquidated Damage:** If the bidder fails to deliver the required services in the above mentioned period and the place, the penalty at the rate of 1% per week of the total order value subject to the maximum of 10% of total order value will be deducted.
24. The bid will be opened on 18.10.2017 at 4:00 pm. The bidders or their authorized representative may also be present during the opening of the Bid, if they desire so, at their own expenses. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

### **Annexure A**

#### **The Model, Device Serial Id**

<b>Cyberoam</b>	<b>Model</b>	CR1000iNGXP
	<b>Device Serial Id</b>	C45314110048
	<b>Appliance Reg. Date</b>	06/09/2014

**Registrar**  
National Institute of Technology Sikkim  
Ravangla Campus, Barfung Block,  
South Sikkim 737139.