

**GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
ISRO TELEMETRY TRACKING & COMMAND NETWORK (ISTRAC)  
BANGALORE**

**Tender for Warranty Extension & Upgradation of Network Security  
Devices at ISTRAC**

**Bids to be submitted online**

**Tender No.: ISTRAC/ISTRAC PURCHASE/TR202300021301 dated 23-03-2024**

## A. Tender Details

Tender No : **ISTRAC/ISTRAC PURCHASE/TR202300021301**

Tender Date : **23-03-2024**

Tender Classification: **GOODS**

Purchase Entity : **ISTRAC PURCHASE**

Centre : **ISRO TELEMETRY TRACKING & COMMAND NETWORK (ISTRAC)**

### Warranty Extension & Upgradation of Network Security Devices at ISTRAC

Please provide your compliance specifically for the following: (a) Security Deposit Clause (b) Down Tiem Compensation and other terms and conditions of the tender

#### A.1 Tender Schedule

Bid Submission Start Date : **23-03-2024 17:15**

Bid Clarification Due Date : **08-04-2024 17:00**

Bid Submission Due Date : **30-04-2024 14:00**

Bid Opening Date : **30-04-2024 14:30**

## **B. Tender Attachments**

### **Technical Write-up/Drawings**

**Document : Annexure-II**

**Document : Specs**

**Document : Annexure-III**

**Document : Annexure-I**

### **Instructions To Vendors**

#### **5. INSTRUCTIONS TO TENDERERS FOR ONLINE SUBMISSION OF TENDERS THROUGH E-PROCUREMENT SYSTEM**

1. a) Bidders shall arrange themselves all resources, including Digital signature certificates and Internet Connections at their own cost, for participating in online tendering.
- b) Vendors can download the tender details and submit their offers online using their vendor accounts (obtained during registration) in our portal. Help demos for tender download and bidding processes are given on home page.
- c) The tender should be submitted online in the ISTRAC link before the due date and time as specified in the tender schedule in the portal.
- d) Vendors shall also take note of other Instructions to tenderers indicated in the tender documents.

#### 2. Conditions for online submission of tenders:

- a) It is mandatory for interested parties to register as vendors in our e-procurement portal <https://eproc.vssc.gov.in/home.html> for participating in online eProcurement process of ISRO. Only registered vendors can submit their offers online in our eProcurement portal.
- b) Vendors who are already registered in the existing EGPS software of ISRO, please register by clicking the link in the email you would have already received from 'eproc@vssc.gov.in'. After registration, do the profile update by login to this portal.
- c) For new vendors, who are not registered in the existing EGPS software, vendor registration will be released along with the portal release. To register as vendors please refer to the help demos listed on the home page of the e-procurement link mentioned above. They may approach help desk (contact details provided on the home page) for any technical help for registration and subsequent process.
- d) OEM details should be added in your E-Procurement profile under Add Agent/Principal without fail.

#### 3. ISTRAC shall not be responsible for failure of vendors in submitting bids online caused due to

technical reasons at vendor end such as network or power failures, computer failure, internet-browser, mistakes / errors in filling the bids on line by vendor etc.

4. Procedure for seeking clarifications/help for the tender:

a) All enquiries regarding the tenders and submission of offers shall be online and only through our eProcurement portal.

b) Vendors may approach help desk e-mail id and phone number given on the home page for any technical help (e-mail: eproc@vssc.gov.in and Phone: +91471 2565454/4574/2527/3753/3289).

5. Queries by vendors on technical problems on the last day of tender will not be binding on ISTRAC/ISRO for resolving/addressing. ISTRAC will not be responsible for non-submission of bids for those cases.

## **6. PROFORMA FOR INSTRUCTIONS TO TENDERERS AND TERMS & CONDITIONS OF TENDER**

1. a) All available technical literature, catalogues and other data in support of the specifications and details of the items should be furnished along with the offer.

(b) Samples, if called for, should be submitted free of all charges by the tenderer and the Purchaser shall not be responsible for any loss or damage thereof due to any reason whatsoever. In the event of nonacceptance of tender, the tenderer will have to remove the samples at his own expense.

(c) Approximate net and gross weight of the items offered shall be indicated in your offer. If dimensional details are available the same should also be indicated in your offer.

(d) Specifications: Stores offered should strictly confirm to our specifications. Deviations, if any, should be clearly indicated by the tenderer in his quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples, wherever necessary, along with the quotations. Test Certificates, wherever necessary, should be forwarded along with supplies. Wherever options have been called for in our specifications, the tenderer should address all such options. Wherever specifically mentioned by us, the tenderer could suggest changes to specifications with appropriate response for the same.

2. ACCEPTANCE OF STORES: (a) The stores shall be tendered by the Contractor for inspection at such places as may be specified by the purchaser at the Contractor's own risk, expense and cost. (b) It is expressly agreed that the acceptance of the stores Contracted for, is subject to final approval by the purchaser, whose decision shall be final. (c) If, in the opinion of the purchaser, all or any of the stores do not meet the performance or quality requirements specified in the Purchase Order, they may be either rejected or accepted at a price to be fixed by the purchaser and his decision as to rejection and the prices to be fixed shall be final and binding on the Contractor. (d) If the whole or any part of the stores supplied are rejected in accordance with Clause No. (c) above, the purchaser shall be at liberty, with or without notice to the Contractor, to purchase in the open market at the expense of the Contractor stores meeting the necessary performance and quality Contracted for in place of those rejected, provided that either the purchase, or the agreement to purchase, from another supplier is

made within six months from the date of rejection of the stores as aforesaid.

3. ARBITRATION : All disputes, differences, claims and demands arising under or pursuant to or touching this agreement shall be referred to Arbitration of a sole Arbitrator to be appointed by the Director, ISTRAC, whose decision/award will be final and binding on both the parties. Such arbitration shall be held in Bangalore and shall be subject to and governed by the provisions of the Arbitration and Conciliation Act of 1996 or any statutory modification or re-enactment thereof. The language to be used in Arbitration is English only.

4. As a Government of India Department, this office is exempted from payment of Octroi and similar local levies. Tenderers shall ensure that necessary Exemption Certificates are obtained by them from the Purchase Officer concerned to avoid any payment of such levies.

5. a) Your offer should be valid for 120 days from the date of opening of the tender. b) Prices are required to be quoted according to the units indicated in the annexed tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.

6. CUSTOMS DUTY : This office is eligible for Concessional Customs Duty @ 5.5% against Ministry of Finance, Department of Revenue, Government of India, vide Customs Notification No.51/96-Cus Dated 23-07-1996 (Sl.No.1) and amended under Notification No.93/96 dated 11th December 1996 and 24/2002 dated 01-03-2002

7. DESPATCH: The Contractor is responsible for obtaining a clear receipt from the Transport Authorities specifying the goods despatched. The consignment should be despatched with clear Railway Receipt/Lorry Receipt. If sent in any other mode, it shall be at the risk of the Contractor. Purchaser will take no responsibility for short deliveries or wrong supply of goods when the same are booked on 'said to contain' basis. Purchaser shall pay for only such stores as are actually received by them in accordance with the Contract.

8. TAXES: GST is payable as per applicable rates.

9. GUARANTEE & REPLACEMENT: (a) The Contractor shall guarantee that the stores supplied shall comply fully with the specifications laid down, for material, workmanship and performance. (b) Warranty shall be for the period mentioned in the tender document. After the acceptance of the stores, if any defects are discovered therein or any defects therein found to have developed under proper use, arising from faulty stores design or workmanship, the Contractor shall remedy such defects at his own cost provided he is called upon to do so within the warranty period, by the purchaser who shall state in writing in what respect the stores or any part thereof are faulty. (c) If, in the opinion of the purchaser, it becomes necessary to replace or renew any defective stores such replacement or renewal shall be made by the Contractor free of all costs to the purchaser, provided the notice informing the Contractor

of the defect is given by the purchaser in this regard within the said period of warranty from the date of acceptance thereof. (d) Should the Contractor fail to rectify the defects, the purchaser shall have the right to reject or repair or replace at the cost of the Contractor the whole or any portion of the defective stores. (e) The decision of the Purchaser notwithstanding any prior approval or acceptance or inspection thereof on behalf of the Purchaser, as to whether or not the Stores supplied by the Contractor are defective or any defect has developed within the said period of warranty or any other period or as to whether the nature of defects requires renewal or replacement, shall be final, conclusive and binding on the Contractor. (f) To fulfill guarantee conditions outlined in (a) to (e) above, the Contractor shall, at the option of the Purchaser, furnish a Bank Guarantee (as prescribed by the Purchaser)

10. If the IGST is applicable, the same will be reimbursed if it is reflected in Bill Of Entry. Proof shall be provided while claiming payment.

11. It is to be noted that either Customs Duty or GST is applicable ( any one)

12. JURISDICTION : The contract/ purchase order shall be governed by an interpreted and construed in accordance with the laws of India. The courts situated at Bangalore only shall have jurisdiction to deal with and decide any legal matter or dispute arising out of contract/ purchase order.

13. PACKING FORWARDING & INSURANCE: The Contractor will be held responsible for the stores being sufficiently and properly packed for transport by rail, road, sea or air to withstand transit hazards and ensure safe arrival at the destination. The packing and marking of packages shall be done by and at the expense of the Contractor. The purchaser will not pay separately for transit insurance, all risks in transit being exclusively of the Contractor and the Purchaser shall pay only for such stores as are actually received in good condition in accordance with the Contract.

14. Please provide your compliance for Security Deposit, Performance Bank Guarantee and Liquidated Damages Clause.

15. PRICES: Tender offering firm prices will be preferred. Where a price variation clause is insisted upon by a tenderer, quotation with a reasonable ceiling should be submitted. Such offers should invariably be supported by the base price taken into account at the time of tendering and also the formula for any such variation/s.

16. REJECTED STORES: Rejected stores will remain at destination at the Contractor's risk and responsibility. If instructions for their disposal are not received from the Contractor within a period of 14 days from the date of receipt of the advice of rejection, the purchaser or his representative has, at his discretion, the right to scrap or sell or consign the rejected stores to Contractor's address at the Contractor's entire risk and expense, freight being payable by the Contractor at actuals.

17. Sales Tax and/or other duties/levies legally leviable and intended to be claimed should be mentioned in the price bid template. If nothing is mentioned, then it will be presumed that the rate quoted is inclusive of all taxes/duties.

18. SECURITY DEPOSIT: Wherever, the Purchase Order value is Rs. 5.00 Lakhs or more, on acceptance of the tender, the Contractor shall, at the option of the Purchaser and within the period specified by him, deposit with him, in cash or in any other form as the Purchaser may determine, security deposit not exceeding ten percent of the value of the Contract as the Purchaser shall specify. If the Contractor is called upon by the Purchaser to deposit, 'Security' and the Contractor fails to provide the security within the period specified, such failure shall constitute a breach of the Contract, and the Purchaser shall be entitled to make other arrangements for the re-purchase of the stores Contracted at the risk of the Contractor in terms of Sub-Clause (ii) and (iii) of clause regarding Delivery. (b) hereof and/or to recover from the Contractor, damages arising from such cancellation.

19. SETTLEMENT OF DISPUTES : Except as otherwise specifically provided in the contract, all disputes concerning question of fact arising under the Contract shall be decided by the Purchaser subject to a written appeal by the Contractor to the Purchaser whose decision shall be final to the parties hereto. Any disputes or differences including those considered as such by only one of the parties arising out of or in connection with the Contract shall be, to the extent possible, settled amicably between the parties. If amicable settlement cannot be reached, then all disputes shall be settled by arbitration.

## 20. TERMS & CONDITIONS OF TENDER

21. TEST CERTIFICATE: Wherever required, test certificates should be sent along with the despatch documents.

22. The authority of the person signing the tender, if called for, should be produced.

23. The Purchaser reserves the right to place order on the successful tenderer for additional quantity up to 25% of the quantity offered by them at the rates quoted.

24. The purchaser shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portions of the quantity offered and the tenderers shall supply the same at the rates quoted.

25. The tenderer should supply along with his tender, the name of his bankers as well as the latest Income-Tax clearance certificate duly countersigned by the Income-Tax Officer of the Circle concerned under the seal of his office, if required by the Purchaser.

26. The term Contractor shall mean, the person, firm or company with whom or with which the order for

the supply of Stores is placed and shall be deemed to include the Contractor's successors, representative, heirs, executors and administrators unless excluded by the Contract.

27. The term Purchase Order shall mean the communication signed on behalf of the Purchaser by an Officer duly authorised intimating the acceptance on behalf of the Purchaser on the terms and conditions mentioned or referred to in the said communication accepting the tender or offer of the Contractor for supply of stores or plant, machinery or equipment or part thereof.

28. The term Purchaser shall mean the President of India or his successors or assigns.

29. The term "Stores" shall mean what the Contractor agrees to supply under the Contract as specified in the Purchase Order including erection of plants & machinery and subsequent testing, should such a condition is included in the Purchase Order.

## **7. TENDER TERMS AND CONDITIONS**

1. All information in Vendor Specified Terms shall be provided without fail to avoid unnecessary correspondence / delay in process. The same should reach before technical bid opening date and time without fail.

2. As per Rule 144(xi) of General Financial Rules, 2017, any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority (i.e., Department for Promotion of Industry and Internal Trade) in line with Order (Public Procurement No. 1, 2 and 3) dated 23/07/2020 and 24/07/2020 or any amendments thereon issued by the Public Procurement Division, Department of Expenditure, Ministry of Finance. Hence, Vendors or Agents of a Vendor (Indian or Others) from a country sharing border with India shall submit the copy of Valid Registration made with DPIIT along with the tender mandatorily, without which the offer will be treated as invalid.

3. a) Order no: F.No.6/18/2019 PPD dated 23.07.2020 of Department of Expenditure), Ministry of Finance Under Public procurement division for the General Financial rule (GFRs).

4. b) Class I local supplier means a supplier or service provider, whose goods, service or works offered for procurement, has local content equal to or more than 50%, as defined under order.

5. c) Class II local supplier means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.

6. d) Bidders offering imported products will fall under the category of Non-local suppliers. They cannot



claim themselves as Class I Local suppliers/Class II Local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. as local value addition.

7. e) Verification of local content: i) The Class I local supplier/ Class II local supplier at the time to tender, bidding or solicitation shall be required to indicate percentage of local content and provide self certification that the item offered meets the local content requirement for Class I local supplier / Class II local supplier as the case may be. They shall also give details of the location(s) at which the local value addition is made.

8. A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities, in the manner prescribed.

9. Delivery Terms: FOR ISTRAC

10. GENERAL TERMS & CONDITIONS FOR BIDDERS: For this procurement, bids from Class I, class II and Non-Local Suppliers are admissible. Provisions contained in Public Procurement (Preference to Make in India), Order 2017 issued by Department for Promotion of Industry and Internal Trade (DIPP), Ministry of Commerce & Industries vide letter No. P 45021/2/2017 PP(BE II) dated 04.06.2020 and subsequent amendment & directives shall be followed. Accordingly, offer will be evaluated & processed in conformation with above referred GOI order (Specially mentioned below). The bidder shall provide compliance and undertaking as per order and hereafter amendments:

11. If an agent submit bid on behalf of the principal/OEM, the same agent shall not submit a bid on behalf of another principal/OEM in this tender for the same item. If submitted, all offers will be liable for rejection.

12. iii) False declarations will be in breach of the code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules (GFR) for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the general Financial Rules along with such other actions as may be permissible under Law.

13. ii) In case bid value is in excess of Rs. 10 Cr., Class I local supplier/ Class II local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

14. In case the bidders propose any other payment terms in deviation with the standard terms mentioned in the tender enquiry, it may be noted that applicable cash flow implications will be loaded

on the prices quoted for commercial comparison of the offers. If advance payments are insisted by the bidders, interest at the rate of MCLR (Marginal Cost Linked Rate) as notified by State Bank of India from time to time shall be loaded on the prices for price comparison.

15. In this tender either the Indian agent on behalf of the principal/OEM or the principal /OEM itself can bid, but both cannot bid simultaneously for the same item. Indian agents while quoting on behalf of their principals shall provide necessary latest authorisation letter obtained from their principals/manufacturers.

16. Liquidated damages: If the vendor fails to deliver the items on or before the delivery date, or any extension thereafter purchaser shall recover from the vendor as liquidated damages a sum of 0.5% of the contract price of the undelivered stores for each calendar week of delay. The total liquidated damages shall not exceed 10% of the contract price of the unit or units so delayed.

17. Model Certificate for Tenders: I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

18. Model Certificates for Tenders for Work involving possibility of sub contacting: I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub contracting to contracting from such countries I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub contract any work to a contract form such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. Provide Compliance for the above in Vendor Specified Commercial Terms.

19. NO EMD AND TENDER FEE.

20. Performance Bank Guarantee (PBG) to be furnished as a security for fulfilment of warranty obligations by the successful vendor after satisfactory execution of purchase order/Contract (3% of the value of the purchase order/Contract). Central SUs/PSE/Autonomous bodies are exempted from the production of Performance Bank Guarantee. Instead; an indemnity bond shall be furnished in lieu of PBG.

21. Product Scope: Class I local supplier/ Class II local supplier shall offer only standard and catalogued product for Equipment / Spares Cards / assemblies. If the above offered Equipment / Cards / Assemblies are under development / to be developed the bid will not be considered.

22. PUBLICITY: No publicity of any kind whatsoever in case of PURCHASE ORDER shall be given by the Supplier without prior permission of the Purchaser.

23. **SECRECY:** The technical information, drawings, specifications and other related documents, forming part of the CONTRACT, are the property of the Purchaser and shall not be used for any other purpose, except for execution of the CONTRACT. All rights, including rights in the event of grant of patent and registration of designs are reserved. The technical information, drawings, specifications, records and other documents shall not be copied, transcribed, traced or reproduced in any other form or otherwise in whole and/or duplicated, modified, divulged and/or disclosed to a third party nor misused in any other form whatsoever without Purchasers consent in writing except to the extent required for the execution of this CONTRACT. These technical informations, drawings, specifications and other related documents shall be returned to the Purchaser with approved copies and duplicates, if any, immediately after they have been used for the agreed purpose.

24. Senior Purchase and Stores Officer, ISTRAC, reserves the right to accept or reject any/or all the tenders in part or full without assigning any reasons thereof.

25. Submit the bid on or before due date.

26. Successful vendor has to submit the security deposit. (3 % of the value of the purchase order). Central PSUs/PSE/Autonomous bodies shall be exempted from the payment of security deposit, and instead, an indemnity bond shall be secured from them.

27. VENDORS HAS TO REFLECT THE POINT NO (4), (5) AND (6) IN THEIR BID.

28. **TAXES:** GST is payable as per applicable rates.

## C. Bid Templates

### C.1 Technical Bid - Warranty Extension & Upgradation of Network Security Devices at ISTRAC

#### 1. Warranty Extension and Upgradation of Network Security Devices of ISTRAC as per specifications

#### Item specifications for Warranty Extension and Upgradation of Network Security Devices of ISTRAC as per specifications

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	1. Item Specifications:		-		
2	1.1. Vendor shall quote the Warranty Extension & Upgradation of Network Security devices at ISTRAC for the following Items - 1.1.1. Fortigate-1000C devices Qty.: 09 1.1.2. Fortigate-1500D devices Qty.: 03 1.1.3. FortiManager-1000D devices Qty.: 02 1.1.4. FortiAnalyzer-1000D devices Qty.: 03 1.1.5. FortiWAF-1000E devices Qty.: 02 1.1.6. FortiWAF-100D devices Qty.: 02 1.1.7. Fortigate-60E devices Qty.: 05 1.1.8. Fortigate-61F devices Qty.: 01		-		
3	1.2. The details of Network Security Devices proposed for Warranty Extension/CAMC renewal/Upgradation are provided in Annexure-I.		-		

4	1.3. Vendor should quote the CAMC cost for three years period. Vendor shall quote the OEM support part codes only for the items listed in Annexure-I for the support duration.		-		
5	1.4 Please note that ISTRAC may choose the period of contract or number of quantity for any of the items listed in Annexure-I based on the offers received before placing the order.		-		
6	2. Terms & Conditions:  2.1 General:  2.1.1 The CAMC for each appliance as listed in Annexure-I shall start from the date of release of the Purchase Order.		-		
7	2.1.2 The vendor should agree to include devices of similar type during the contract period & CAMC rate shall be applicable on pro-rata (monthly) basis.		-		
8	2.1.3 During CAMC period, ISTRAC may choose to remove the devices from this contract any time with an appropriate reduction of CAMC charges. Vendor should clearly indicate the CAMC cost of each device separately in Annexure-II.		-		

9	2.1.4 This CAMC shall include software and firmware upgradation of the listed devices in Annexure-I. In case, if it is found that during CAMC period, any existing device is incompatible with the latest software/firmware version, the vendor should ensure that OEM shall provide equivalent or better device as a replacement to ISTRAC at no extra cost.		-		
10	2.1.5 The Vendor should not assign, sublet or delegate this contract or any part thereof without ISTRAC's written consent.		-		
11	2.1.6 ISTRAC shall have no role to play in the import of replacement parts during the maintenance period. It is distinctly understood that the vendor shall be entirely responsible for imports of spares required for smooth functioning of the devices throughout the period of CAMC.		-		
12	2.1.7 The annual maintenance charge shall cover all parts, labor, and repair necessary to keep the devices in good working condition.		-		
13	2.1.8 The vendor should note that the failure of the replaced component should not occur within next three months from the date of replacement.		-		

14	2.1.9 Replacement of defective parts should be arranged by vendor at no extra cost to ISTRAC. The defective device/part should be replaced by the device/part of the same specification/make preferably with the same part number of the OEM of the failed items and, in case these are not available, the device/part with higher specification which should be certified by the OEM has to be installed.		-		
15	2.1.10 The Maintenance Agency should ensure that the uptime is maintained at higher than 99% at all times calculated on quarterly basis.		-		
16	2.1.11 The Maintenance Agency shall provide the onsite site support for call logging, follow up and resolution.		-		
17	2.1.12 In case of disk failure in the device, when vendor replaces the disk, the failed disk will not be returned to the vendor.		-		
18	2.2 Terms for Support Services:  2.2.1 As part of the support, vendor should ensure that the following services are provided by OEM:		-		
19	2.2.1.124x7 Access for ISTRAC to OEM's support portal including the ability to log service requests online.		-		

20	2.2.1.2The online access for ISTRAC to firmware updates, fixes, security alerts, and critical patch updates from OEM's support portal.		-		
21	2.2.1.3Online access for ISTRAC to major product and technology releases, which includes general maintenance releases, selected functionality releases, Knowledge base, and documentation updates.		-		
22	2.2.1.4The vendor shall ensure that the following services shall be provided by OEM- a)Hardware Replacement b)Firmware Upgrades c)8x5 Enhanced Support d)AntiVirus Scanning Service e)AntiVirus Definitions Updates f)Intrusion Prevention Service (IPS) g)Attack Definition Updates h)ContentFiltering i)AntiSpam j)Suitable VDOM license		-		
23	2.1.5As part of support, the vendor should provide the following: 2.1.6Vendor should provide preventive maintenance services for all the devices listed in Annexure-I.		-		



24	2.1.7For preventive maintenance activity, the support engineer should visit ISTRAC atleast once in four months to perform the health check of all the devices to ensure the good operational condition.		-		
25	2.1.8The support engineer should update the firmware & critical patches as per the OEM's recommendations regularly with due approval from ISTRAC.		-		
26	2.1.9Vendor shall ensure that the support engineer should take care of backup and restoration activities for avoiding any mishap to software/hardware during maintenance.		-		
27	2.1.10Once a malfunction of the device is reported which requires the device replacement, the vendor should ensure that such replacement shall happen within three business days.		-		
28	2.1.11For the device replacement, it is the duty of the vendor to first collect the new device from OEM & deliver the device to ISTRAC and return the faulty device to OEM after successful replacement.		-		
29	2.3Terms for Upgradation/Replacement:  2.3.1Vendor shall refer the Annexure-III for submitting the suitable upgradation plan for network security devices.		-		

30	2.3.2 Vendor shall ensure that upgradation/replace ment of devices shall be carried out immediately on receipt of Purchase Order.		-		
31	2.3.3 Vendor shall ensure that the upgradation/replace ment of network security devices shall be compatible with Latest Firmware release (N or upto N-2 as per suggestion from OEM) of the hardware.		-		
32	2.3.4 Vendor shall ensure that the upgradation/replace ment shall be carried out with latest released model series of that segment with equivalent or higher technical capabilities in all aspects so that repeated upgradation or configuration migrations shall not be called for. ISTRAC prefers to perform the upgradation/replace ment only once during the above mentioned period of 3 years unless otherwise specified.		-		
33	Details of which are provided in Annexure-III and vendor is requested to fill the Annexure-III in coordination with OEM and submit it without fail.		-		

34	2.3.5 Vendor shall provide the onsite site support during the configuration migration activities and ensure the smooth completion of upgradation/replace ment of devices in coordination with OEM and ISTRAC representatives.		-		
35	2.3.6 Vendor shall apply for Custom's Duty Exemption (CDE) as per ISRO/DOS purchase process for the devices planned for upgradation/replace ment and will be deployed at ISTRAC.		-		
36	3. Notes to the Vendor:  3.1 Vendor should quote the CAMC for all the devices listed in Annexure-I.		-		
37	3.2 Please note that vendor has to provide item /node wise price against each items and submit it as an attachment in the format given in Annexure-II.		-		
38	3.3 ISTRAC may choose to extend the contract for fourth & fifth year suitably based on requirement and satisfactory services from the vendor. In that case, vendor shall offer the 4th and 5th Year CAMC pricing for all the devices as an optional component as part of Section-B of Annexure-II.		-		

39	3.4 Vendor shall submit on OEM's letter head mentioning the following - a) OEM has authorized the Vendor to participate in the tender. b) OEM shall support the CAMC on back-to-back basis and SLA shall be 24x7 in case the PO is awarded to the vendor		-		
40	3.5 Submission of OEM's certification as stated above is a mandatory requirement. It should be included under Vendor's Documents submitted along with the offer.		-		
41	3.6 The contract shall stand cancelled with three months' notice at any time during the contract due to unsatisfactory performance of the vendor.		-		
42	3.7 Please furnish sealed and signed compliance statement as per attached format along with your quotation.		-		
43	3.8 The vendor should provide Technical Compliance statement in detail against all the specifications clearly.		-		

## Supporting Documents required from Vendor

### 1. Bill of Material

### 2. Duly filled required Annexures

### **3. Documents from vendor**

### **4. MAF Certificate**

5 additional documents can be uploaded by the vendor

## C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	The vendor should provide Technical Compliance statement in detail against all the specifications clearly.	Yes / No / Explain	
2	Payment Term (Our normal terms of payment is 100% within 30 days from the date of receipt and acceptance of the item at our site)	Yes / No / Explain	
3	Taxes and other costs, if any	Yes / No / Explain	
4	Delivery Period	Yes / No / Explain	
5	Delivery Term	Yes / No / Explain	
6	Security Deposit: FD or BG for 3% of PO value to be submitted after receipt of PO and valid till supply & acceptance.	Yes / No / Explain	
7	Performance Bank guarantee : BG for 3% of PO value to be submitted while claiming payment valid till end of warranty period with a claim period of 60 days.	Yes / No / Explain	
8	SD-cum-Warranty (PBG) (in lieu of SD & PBG as a single instrument): BG for 3% of PO value to be submitted after receipt of PO valid till end of warranty period with a claim period of 60 days.	Yes / No / Explain	
9	Down Time Compensation: In case, if Break-Down Calls are not attended within 24 hours from the time of intimation/lodging the complaint, Down Time Compensation at the rate of .5% of the Warranty Extension value of that particular component/section shall be levied every extra day subject to a maximum of 10% of the Warranty Extension value of that particular component/section in case the Vendor is not able to resolve the issue even after 24 hours from the time of reporting of the issue.	Yes / No / Explain	
10	Warranty	Yes / No / Explain	
11	Validity	Yes / No / Explain	

12	Name and Address of the company on whom purchase order to be placed (OEM if any should be added in your E-Procurement profile under Add Agent/Principal without fail). Address indicated here must be available in your profile as a Principal/Agent failing which PO will be placed on the e-procurement address available in the profile.	Yes / No / Explain	
13	Certificate of Undertaking: Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods or services (including consultancy services and non consultancy services) or works (including turn-key projects) only if the bidder is registered with the Competent authority (i.e. DPIIT). Hence, it is mandatory to furnish Certificate of Undertaking as indicated in the tender document.	Yes / No / Explain	
14	Foreign vendors are permitted to quote. 1. Class -I and Class-II Local suppliers as per make in India policy are also eligible to participate in the bid. 2. The percentage of local content should be specifically mentioned in the offer if the quote is from Class-I or Class-II local supplier 3. Preference will be given to class-I Local Supplier and in their absence, class-II Local suppliers and in their absence Non-Local suppliers will be considered.	Yes / No / Explain	
15	Percentage of local content for the quoted item.	Yes / No / Explain	
16	Details of location (s) at which the local value addition is made	Yes / No / Explain	
17	GeM Seller ID: As per GoI OM No. 6/9/2020-PPD dated 24.08.2020 and DO No. 170/CEO-GeM/2020, sellers providing Goods and Services to Central Government Organizations shall be registered on GeM and obtain a unique GeM registered ID. Hence please get registered in GeM and furnish your GeM Seller ID.	Yes / No / Explain	
18	Any other terms	Yes / No / Explain	

### C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
---------	------	----------	------------	----------	-------------	--------

1	Warranty Extension and Upgradation of Network Security Devices of ISTRAC as per specifications	1.00 Lot		-		
---	--	----------	--	---	--	--

**Common charges (Applicable for all items)**

<b>P&amp;F Charges</b>	
<b>Freight Charges</b>	
<b>Installation Charges</b>	
<b>Documentation &amp; Handling Charges</b>	
<b>Other Charges (If any)</b>	