



INDIAN INSTITUTE OF FOREIGN TRADE

1583 Madurdaha, Chowbagha Road, Ward No 108, Borough XII,
Kolkata 700107
Website: www.iift.ac.in

Gen. Admin./AMC/NE/2021-22

Date: 22/10/2021

TENDER NOTICE

Invite Quotations from Authorized CISCO partners / resellers for AMC of Network & Server equipments installed at IIFT Kolkata Campus.

Dear Sir/Madam,

As you may be aware, Indian Institute of Foreign Trade (IIFT) is a Deemed to be University under the Administrative Control of Department of Commerce, Govt. of India.

The Institute intends to invite quotations from authorized CISCO partners/resellers for AMC of Network & Server equipments installed at IIFT Kolkata Campus. The scope of work along with list of network items is attached for your reference.

You are requested to kindly send the rates for AMC of items **latest by – 12.11.2021 at 4:00 p.m.** The Technical bids will be opened the same day at 4:30 p.m. The quotation must contain the following documents too:

1. Details of AMC rendered of ONE similar work of at least 80% of tender value or TWO similar works of 50% of tender value or THREE similar works of 40% of tender value, in last three years.
2. Copy of Authorization certificate from CISCO;
3. The copy of GST registration;
4. Copy of the audited Balance Sheet for the last 3 years.

The tender value is approximately Rs. 22.5 lakh

The quotation must be submitted along with EMD of Rs. 50,000/- in Demand Draft form in favour of Indian Institute of Foreign Trade, payable at Kolkata. Performance guarantee will be 10% of the tender value. Advance payment, if any shall only be released against Bank Guarantee of equivalent amount.

The quotation must be submitted in 2 parts: 1. Technical Part and 2. Financial Part. **Both the part in sealed covers to be put in another sealed cover and be sent to the undersigned.**

Shri. Shahid Anwar
Accounts officer
IIFT, 1583, Madurdaha, Word: 108, Borough- XII, Chowbaga Road,
Kolkata- 700107

For any clarification regarding the tender, mail to it_kolkata@iift.edu

SCOPE OF WORK

The network service vendor shall provide on-site support with following SLA:

- a. 24x7 with a maximum on-site response of 4 hours for items mentioned at Sl. No. 1, 2 & 24 of Network Items with replacement/stand by in next 4 hours.
- b. 8x5 with a maximum on-site response NBD (Next Business Day) replacement on NBD for other items.

The resolution time shall be calculated from the time the vendor is informed about the problem by IIFT.

The vendor shall be responsible for monitoring, maintaining, troubleshooting and repairing of all network devices including servers deployed at IIFT, Kolkata Campus.

The vendor shall maintain appropriate spares at his end to ensure that the above SLA shall be met.

Those devices which have met End of Life, support should be provided by vendor taking the AMC.

A few devices are under warranty (till 6th February 2022), AMC should be calculated accordingly.

The vendor shall maintain back-to-back 24x7 contracts at his own cost with Cisco Systems for providing the following services:

- Replacements of faulty equipment,
- Phone and e-mail support,
- Full Access to Cisco TAC website,
- Access to download areas for the updates and upgrades of firmware for all devices to be covered under AMC.
- Access to download of updates, upgrades, subscription of signatures, firmware and software for all devices to be covered under AMC.

Liquidated Damages : Half percent per week of delay subjected to a maximum of 5% the order value will be levied for delay in execution of the work.

Penalty Clause : In the event of non compliance of any of the terms & conditions of this contract and non-satisfactory performance of the agency, the penalty of maximum 10% of the bill value will be imposed on the agency subject to the extent of actual damages/ quality lapse as decided/ calculated by IIFT.

Arbitration : Any dispute or difference, whatsoever arising between the firms out of or relating to the Tender shall be referred to the Director IIFT for referral of such disputes to a sole arbitrator, to be appointed by mutual consent of the parties to the contract. The arbitrator shall give reasons (s) for the award. Subject to the above, the provisions of the Arbitration Act, 1996 and the Rules made there under shall be deemed to apply to the arbitration proceedings under this clause. The venue of arbitration shall be in IIFT Kolkata.

Jurisdiction : In case of disputes between parties, Courts of Kolkata shall have jurisdiction to decide.

Understanding the IT Policy of IIFT

- 1) Any add/remove OR Change/Modification would be documented as per the IIFT Policy.
- 2) IP schema for local network will be used as per the defined Policy and with the consultation of IIFT authorized person.

Configuration or Add / removal of any feature

- 1) The vendor team (at least one person needs to have 5+ years experience in Routing, Switching, Security domain, and CCNP certified) needs to understand our network and configuration of other links terminated at IIFT Delhi and IIFT Kolkata.
- 2) The network issue related to any new OR existing site's links with IIFT Kolkata will be taken care by them and also new configuration/change in existing configuration will be done by them if required. Vendor shall give us their remarks/advise and resolution mechanism for any security related issue which are compromised.

The following day to day task will be taken care by the vendor.

- 1) Optimization of the configuration of any device as and when required. This includes VLAN configuration, ACL definitions to prevent or allow traffic Inter-VLAN.
- 2) Monitor the firewalls on a daily basis and provide feedback to IIFT for in case any vulnerability is discovered. Immediate resolution for the vulnerability should be discussed with IIFT authorized person and implemented.
- 3) Provisioning of new switches as and when they are induced in the network.

- 4) Maintenance of static routing tables for the entire campus connected within IIFT network keeping the security intact through ACLs.
- 5) All network related troubleshooting including interconnect with other third party network devices, servers, workstation etc.
- 6) Provisioning for new network nodes/devices which may be connected to the network in future.
- 7) Configuration changes as per new network policies as framed by IIFT.
- 8) Backup and archiving of configurations for all Cisco Network Equipment.
- 9) Responsibility to open TAC cases on IIFT's behalf and correspond with Cisco to resolve the problem as per the SLA.
- 10) Configure and optimize the network for maximum redundancy and performance with the available infrastructure and resources.
- 11) Upgrades of IOS of each Cisco Network Device as any major version of IOS is released.
- 12) Maintain documentation for IP address assignment, VLAN ID assignment, Virtual Machines and IP routing tables.
- 13) Ensure uptime of network and critical services running through the network.

Networking Items provided in IIFT Kolkata Campus

| Sl. No: | Description | Model No: | Device Sl. No: |
|---------|-------------------------------|------------------|----------------|
| 1 | Unified Core Network Switch | Nexus 5548UP | SS117130BXZ |
| 2 | Unified Core Network Switch | Nexus 5548UP | SS117130BZV |
| 3 | 48 Ports layer2 Access Switch | WS-C2960S-48TD-L | FOC1720Z4B3 |
| 4 | 48 Ports layer2 Access Switch | WS-C2960S-48TO-L | FOC1716Y3RX |
| 5 | 48 Ports Layer2 Access Switch | WS-C2960S-48TO-L | FOC1716Y3U2 |
| 6 | 48 Ports Layer2 Access Switch | WS-C2960S-48TO-L | FOC1716W35U |
| 7 | 48 Ports Layer2 Access Switch | WS-C2960S-48TO-L | FOC1716Y3TN |

| | | | |
|----|--|-------------------------------|-------------|
| 8 | 24 Ports Layer2 PoE Access Switch | WS-C2960S-24PD-L | FOC1722Y3R9 |
| 9 | 24 Ports Layer2 PoE Access Switth | WS-C2960S-24PD-L | FOC1722Y3R8 |
| 10 | 24 Ports layer2 PoE Access Switch | WS-C2960S-24PD-L | FOC1722Y3QQ |
| 11 | 24 Ports LayerZ PoE Access Switch | WS-C2960S-Z4PD-L | FOC1611X1L6 |
| 12 | 24 Ports layer2 PoE Access Switch | WS-CZ960S-24PD-I | FOC1722Y3RA |
| 13 | 24 Ports Layer2 PoE Access Switch | WS-C2960S-24PD-L | FOC1722Y3RK |
| 14 | 24 Ports layer2 Access Switch | WS-C2960S-24TO-I | FOC1720W6Q0 |
| 15 | 24 Ports layer2 Access Switch | WS-CZ960S-Z4TD-L | FOC1721W01R |
| 16 | Security Firewall | ASA5515-SSDIZO-K9 | FCH1723KWTR |
| 17 | Cisco UCS Server | UCSC-CZ40-M3L | FCH1716V1CK |
| 18 | Optical Transceiver (12 Nos.) | GLC-LH-SMD= | |
| 19 | Access Points (136 Nos.) | AIR-CAP16021-N-K9 | |
| 20 | Access Points (21 Nos.) | AIR-AP1852I-D-K9 | |
| 21 | Access Points (15 Nos.) | AIR-AP1852I-D-K9 | |
| 22 | Power Injectors (10 Nos.) | Cisco Airoriet Power Injector | |
| 23 | Cisco Virtual Wireless LAN controller with 175 AP Adder Licenses | | |
| 24 | ACS 5.4 VMWare Software & Basic License -1 | | |
| 25 | Cisco Prime Infrastructure 1.2 with 200 Device license | | |
| 26 | Academic Basic Support VMware vSphere 6 standard for 1 processor x 2 | | |

Cisco Access Point List

| Sl. No. | Model No | Device Serial No. |
|---------|------------------|-------------------|
| 1 | AIR-CAP16021-NK9 | FGL1724X0TB |
| 2 | AIR-CAP16021-NK9 | FGL1724X0SU |
| 3 | AIR-CAP16021-NK9 | FGL1724X0T0 |
| 4 | AIR-CAP16021-NK9 | FGL1724X0TC |
| 5 | AIR-CAP16021-NK9 | FGL1724X0SZ |
| 6 | AIR-CAP16021-NK9 | FGL1724X0T7 |

| | | |
|----|------------------|-------------|
| 7 | AIR-CAP16021-NK9 | FGL1724X0ST |
| 8 | AIR-CAP16021-NK9 | FGL1724X0SM |
| 9 | AIR-CAP16021-NK9 | FGL1724X0TP |
| 10 | AIR-CAP16021-NK9 | FGL1724X0SY |
| 11 | AIR-CAP16021-NK9 | FGL1724X0SX |
| 12 | AIR-CAP16021-NK9 | FGL1724X0SH |
| 13 | AIR-CAP16021-NK9 | FGL1724X0SC |
| 14 | AIR-CAP16021-NK9 | FGL1724X0S5 |
| 15 | AIR-CAP16021-NK9 | FGL1724X0SF |
| 16 | AIR-CAP16021-NK9 | FGL1724X0SD |
| 17 | AIR-CAP16021-NK9 | FGL1724X0SE |
| 18 | AIR-CAP16021-NK9 | FGL1724X0V3 |
| 19 | AIR-CAP16021-NK9 | FGL1724X0U6 |
| 20 | AIR-CAP16021-NK9 | FGL1724X0V2 |
| 21 | AIR-CAP16021-NK9 | FGL1724X0UW |
| 22 | AIR-CAP16021-NK9 | FGL1724X0V7 |
| 23 | AIR-CAP16021-NK9 | FGL1724X0V1 |
| 24 | AIR-CAP16021-NK9 | FGL1724X0UJ |
| 25 | AIR-CAP16021-NK9 | FGL1724X0SJ |
| 26 | AIR-CAP16021-NK9 | FGL1724X0U3 |
| 27 | AIR-CAP16021-NK9 | FGL1724X0TX |
| 28 | AIR-CAP16021-NK9 | FGL1724X0TR |
| 29 | AIR-CAP16021-NK9 | FGL1724X0V8 |
| 30 | AIR-CAP16021-NK9 | FGL1724X0TA |
| 31 | AIR-CAP16021-NK9 | FGL1724X0SW |
| 32 | AIR-CAP16021-NK9 | FGL1724X0VL |
| 33 | AIR-CAP16021-NK9 | FGL1724X0VV |
| 34 | AIR-CAP16021-NK9 | FGL1724X0TT |
| 35 | AIR-CAP16021-NK9 | FGL1724X0U8 |
| 36 | AIR-CAP16021-NK9 | FGL1724X0U0 |
| 37 | AIR-CAP16021-NK9 | FGL1724X0TK |
| 38 | AIR-CAP16021-NK9 | FGL1724X0US |
| 39 | AIR-CAP16021-NK9 | FGL1724X0UT |
| 40 | AIR-CAP16021-NK9 | FGL1724X0UZ |
| 41 | AIR-CAP16021-NK9 | FGL1724X0UM |
| 42 | AIR-CAP16021-NK9 | FGL1724X0PF |
| 43 | AIR-CAP16021-NK9 | FGL1724X0VC |
| 44 | AIR-CAP16021-NK9 | FGL1724X0TV |
| 45 | AIR-CAP16021-NK9 | FGL1724X0WM |
| 46 | AIR-CAP16021-NK9 | FGL1724X0UP |
| 47 | AIR-CAP16021-NK9 | FGL1724X0W0 |
| 48 | AIR-CAP16021-NK9 | FGL1724X0VZ |
| 49 | AIR-CAP16021-NK9 | FGL1724X0VW |
| 50 | AIR-CAP16021-NK9 | FGL1724X0TF |
| 51 | AIR-CAP16021-NK9 | FGL1724X0VG |

| | | |
|----|------------------|-------------|
| 52 | AIR-CAP16021-NK9 | FGL1724X0VK |
| 53 | AIR-CAP16021-NK9 | FGL1724X0U7 |
| 54 | AIR-CAP16021-NK9 | FGL1724X0VX |
| 55 | AIR-CAP16021-NK9 | FGL1724X0TU |
| 56 | AIR-CAP16021-NK9 | FGL1724X0TE |
| 57 | AIR-CAP16021-NK9 | FGL1724X0UB |
| 58 | AIR-CAP16021-NK9 | FGL1724X0UA |
| 59 | AIR-CAP16021-NK9 | FGL1724X0T6 |
| 60 | AIR-CAP16021-NK9 | FGL1724X0W6 |
| 61 | AIR-CAP16021-NK9 | FGL1724X0SP |
| 62 | AIR-CAP16021-NK9 | FGL1724X0SL |
| 63 | AIR-CAP16021-NK9 | FGL1724X0S6 |
| 64 | AIR-CAP16021-NK9 | FGL1724X0T3 |
| 65 | AIR-CAP16021-NK9 | FGL1724X0TL |
| 66 | AIR-CAP16021-NK9 | FGL1724X0V4 |
| 67 | AIR-CAP16021-NK9 | FGL1724X0SK |
| 68 | AIR-CAP16021-NK9 | FGL1724X0SN |
| 69 | AIR-CAP16021-NK9 | FGL1724X0T5 |
| 70 | AIR-CAP16021-NK9 | FGL1724X0SA |
| 71 | AIR-CAP16021-NK9 | FGL1724X0SG |
| 72 | AIR-CAP16021-NK9 | FGL1724X0SV |
| 73 | AIR-CAP16021-NK9 | FGL1724X0S4 |
| 74 | AIR-CAP16021-NK9 | FGL1724X0UG |
| 75 | AIR-CAP16021-NK9 | FGL1724X0UH |
| 76 | AIR-CAP16021-NK9 | FGL1724X0W5 |
| 77 | AIR-CAP16021-NK9 | FGL1724X0UK |
| 78 | AIR-CAP16021-NK9 | FGL1724X0VA |
| 79 | AIR-CAP16021-NK9 | FGL1724X0UD |
| 80 | AIR-CAP16021-NK9 | FGL1724X0V0 |
| 81 | AIR-CAP16021-NK9 | FGL1724X0V9 |
| 82 | AIR-CAP16021-NK9 | FGL1724X0VB |
| 83 | AIR-CAP16021-NK9 | FGL1724X0S8 |
| 84 | AIR-CAP16021-NK9 | FGL1724X0SQ |
| 85 | AIR-CAP16021-NK9 | FGL1724X0VP |
| 86 | AIR-CAP16021-NK9 | FGL1724X0VS |
| 87 | AIR-CAP16021-NK9 | FGL1724X0SB |
| 88 | AIR-CAP16021-NK9 | FGL1724X0WE |
| 89 | AIR-CAP16021-NK9 | FGL1724X0WA |
| 90 | AIR-CAP16021-NK9 | FGL1724X0VU |
| 91 | AIR-CAP16021-NK9 | FGL1724X0W7 |
| 92 | AIR-CAP16021-NK9 | FGL1724X0S9 |
| 93 | AIR-CAP16021-NK9 | FGL1723W60L |
| 94 | AIR-CAP16021-NK9 | FGL1724X0VE |
| 95 | AIR-CAP16021-NK9 | FGL1724X0SS |
| 96 | AIR-CAP16021-NK9 | FGL1724X0VH |

| | | |
|-----|------------------|-------------|
| 97 | AIR-CAP16021-NK9 | FGL1724X0T8 |
| 98 | AIR-CAP16021-NK9 | FGL1724X0WG |
| 99 | AIR-CAP16021-NK9 | FGL1724X0TM |
| 100 | AIR-CAP16021-NK9 | FGL1724X0TD |
| 101 | AIR-CAP16021-NK9 | FGL1724X0W2 |
| 102 | AIR-CAP16021-NK9 | FGL1724X0V5 |
| 103 | AIR-CAP16021-NK9 | FGL1724X0W8 |
| 104 | AIR-CAP16021-NK9 | FGL1724X0W3 |
| 105 | AIR-CAP16021-NK9 | FGL1724X0W4 |
| 106 | AIR-CAP16021-NK9 | FGL1724X0TN |
| 107 | AIR-CAP16021-NK9 | FGL1724X0TW |
| 108 | AIR-CAP16021-NK9 | FGL1724X0TH |
| 109 | AIR-CAP16021-NK9 | FGL1724X0TY |
| 110 | AIR-CAP16021-NK9 | FGL1724X0U1 |
| 111 | AIR-CAP16021-NK9 | FGL1724X0T1 |
| 112 | AIR-CAP16021-NK9 | FGL1724X0UQ |
| 113 | AIR-CAP16021-NK9 | FGL1724X0UR |
| 114 | AIR-CAP16021-NK9 | FGL1724X0TS |
| 115 | AIR-CAP16021-NK9 | FGL1724X0U5 |
| 116 | AIR-CAP16021-NK9 | FGL1724X0U9 |
| 117 | AIR-CAP16021-NK9 | FGL1724X0UC |
| 118 | AIR-CAP16021-NK9 | FGL1724X0UF |
| 119 | AIR-CAP16021-NK9 | FGL1724X0VN |
| 120 | AIR-CAP16021-NK9 | FGL1724X0TG |
| 121 | AIR-CAP16021-NK9 | FGL1724X0T9 |
| 122 | AIR-CAP16021-NK9 | FGL1724X0VD |
| 123 | AIR-CAP16021-NK9 | FGL1724X0UU |
| 124 | AIR-CAP16021-NK9 | FGL1724X0UL |
| 125 | AIR-CAP16021-NK9 | FGL1724X0UX |
| 126 | AIR-CAP16021-NK9 | FGL1724X0VT |
| 127 | AIR-CAP16021-NK9 | FGL1724X0VR |
| 128 | AIR-CAP16021-NK9 | FGL1724X0VF |
| 129 | AIR-CAP16021-NK9 | FGL1724X0UV |
| 130 | AIR-CAP16021-NK9 | FGL1724X0UE |
| 131 | AIR-CAP16021-NK9 | FGL1724X0T4 |
| 132 | AIR-CAP16021-NK9 | FGL1724X0U2 |
| 133 | AIR-CAP16021-NK9 | FGL1724X0TZ |
| 134 | AIR-CAP16021-NK9 | FGL1724X0TQ |
| 135 | AIR-CAP16021-NK9 | FGL1724X0U4 |
| 136 | AIR-CAP16021-NK9 | FGL1724X0VM |

| Sl. No | Product Part Number | Serial/Pak Number |
|--------|---------------------|-------------------|
| 1 | AIR-AP1852I-D-K9 | KWC232806KB |
| 2 | AIR-AP1852I-D-K9 | KWC232806LC |

| | | |
|----|------------------|-------------|
| 3 | AIR-AP1852I-D-K9 | KWC232806AG |
| 4 | AIR-AP1852I-D-K9 | KWC232806LU |
| 5 | AIR-AP1852I-D-K9 | KWC232806KE |
| 6 | AIR-AP1852I-D-K9 | KWC232806MK |
| 7 | AIR-AP1852I-D-K9 | KWC232806AB |
| 8 | AIR-AP1852I-D-K9 | KWC232806MH |
| 9 | AIR-AP1852I-D-K9 | KWC232806MS |
| 10 | AIR-AP1852I-D-K9 | KWC232806ME |
| 11 | AIR-AP1852I-D-K9 | KWC232806MM |
| 12 | AIR-AP1852I-D-K9 | KWC232806LX |
| 13 | AIR-AP1852I-D-K9 | KWC232806MF |
| 14 | AIR-AP1852I-D-K9 | KWC232806MP |
| 15 | AIR-AP1852I-D-K9 | KWC232806LR |
| 16 | AIR-AP1852I-D-K9 | KWC232806LN |
| 17 | AIR-AP1852I-D-K9 | KWC232806M1 |
| 18 | AIR-AP1852I-D-K9 | KWC232806MN |
| 19 | AIR-AP1852I-D-K9 | KWC232806MQ |
| 20 | AIR-AP1852I-D-K9 | KWC232806MG |
| 21 | AIR-AP1852I-D-K9 | KWC232806L9 |

| Sl. No | Product Part Number | Serial/Pak Number |
|--------|---------------------|-------------------|
| 1 | AIR-AP1852I-D-K9 * | KWC24410AK6 |
| 2 | AIR-AP1852I-D-K9 * | KWC24410AKH |
| 3 | AIR-AP1852I-D-K9 * | KWC24410AN1 |
| 4 | AIR-AP1852I-D-K9 * | KWC24410AMG |
| 5 | AIR-AP1852I-D-K9 * | KWC24410AMF |
| 6 | AIR-AP1852I-D-K9 * | KWC24410ALB |
| 7 | AIR-AP1852I-D-K9 * | KWC24410ALA |
| 8 | AIR-AP1852I-D-K9 * | KWC24410AL9 |
| 9 | AIR-AP1852I-D-K9 * | KWC24410AL8 |
| 10 | AIR-AP1852I-D-K9 * | KWC24410AKU |
| 11 | AIR-AP1852I-D-K9 * | KWC24410AKR |
| 12 | AIR-AP1852I-D-K9 * | KWC24410AKQ |
| 13 | AIR-AP1852I-D-K9 * | KWC24410AKP |
| 14 | AIR-AP1852I-D-K9 * | KWC24410AKN |
| 15 | AIR-AP1852I-D-K9 * | KWC24410AN5 |

* Devices are under warranty till 6th February 2022