



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai - 400076**

Annual Maintenance Contract for Extreme Network Switches

IIT Bombay campus network consists of backbone, distribution and access switches and span over the campus with academic, hostel and residential networks. the total deployment of the Extreme Switches are in the quantity of more than 555 switches.

Following are the description of the switches with quantity.

1. Item Description: Extreme Network Switch List :

Description	Qty
Extreme X8	01
Extreme BD 8808	04
Extreme X670	08
Extreme X460-24X	12
Extreme X460-24T	40
Extreme X440-48P	06
Extreme X440-24P	42
Extreme X440-48T	105
Extreme X440-24t	232
Extreme X430-24t	05
Extreme X440-8t	100
Total No. of switches	555

Tenders are invited from Extreme Network vendors for the above lists of switches.

The System Integrator should satisfy the following conditions.

2. Service Level Agreement :

- I. Products AMC should have a comprehensive 24x7 onsite support pack of 3 years for the above list of switches, starting from the date of AMC.
- II. This comprehensive onsite Switches AMC includes, but not limited to hardware replacement, software releases, proactive firmware upgradation, bug fixes etc.
- III. System Integrator has to respond to calls in two hours of reporting and has to be resolved within 6 hours of reporting. If a part is found non-functional and require a replacement then the faulty equipment has to be replaced and has to be made operational within 48 hours of reporting in, with and without working days.
- IV. Any delay in support and servicing beyond 48 hours will incur a penalty of 0.01% of

the total cost of purchase orders per day of delay.

- V. System Integrator cannot charge extra for any delivery, installations, replacements, upgradation and bug fixes, updates etc. during AMC period.
- VI. Preventive maintenance should be conducted every three months. This includes the installation, updates of OS firmware and bug fixes [if and when available]
- VII. Bidder should Provide Onsite and Remote Access Support such as on E-mail and/or on Telephone and/or Remote Desktop Support as and when required for resolution of all issues related with Network setup and bidder should send support engineer/team to IIT Bombay for inspection and troubleshooting of issues related with network switches as and when required
- VIII. Detailed incident reports have to be prepared and handed over to the concerned Computer Centre technical staff every time there is an issues / incidents.
- IX. Bidder should provide unscheduled on-call corrective and remedial maintenance service on the occasion of malfunctions of the network switches, with timeline SLAs as mentioned above.

3. Terms & Conditions :

- I. System Integrator should quote for the AMC products and models specified in the Technical Specification Table with service level agreement as mentioned above.
- II. The System Integrator should submit MAF (Manufacturer Authorization Form) along with their Technical bid.
- III. The System Integrator have to be awarded by “Extreme” as one of their certified partners and bidders also have to produce such certificate.
- IV. The System Integrator should attach compliance sheet with each of the specification and reference documents with proof of compliance.
- V. If any of the equipment that is to be replaced and is not in production anymore, System Integrator should replace that with equivalent or higher model.
- VI. We reserve the right to reject the quotation, who violates these conditions and reserve the right to cancel the tender at any time.
- VII. An undertaking of acceptance of the above terms & conditions should be given by the bidder with commercial bid on their letterhead.
- VIII. The System Integrator should provide proof of back to back OEM support documents.
- IX. Successful System Integrator must execute the order/agreement within 60 days after issuing of purchase order, failing which the penalty clauses mentioned in the PO will be levied and PBG will be forfeited.

4. Payment Terms :

- A. First year payment will be made yearly in advance mode.
- B. Second and third year payment will be made in half yearly advance mode
- C. Payment shall be made by electronic funds transfer to the transacting bank for which vendor has submitted the details. For registering their bank details vendors are advised to visit the site : <https://portal.iitb.ac.in/vrp>

- X. After receiving the first part payment, vendor should give back to back service arrangement with OEM and should submit the service document within 4-5 weeks.
- XI. The System Integrator should provide the following switches with the quantity mentioned as stand-by within 60 days for the total three year of service.

x440-G2-24t	30
x440-G2-48t	45
x440-G2-24P	15
x440-G2-12t	30

5. Bidders' Eligibility Criteria :

- I. The System Integrator should be a certified "Extreme switches" supplier and integrator.
- II. The System Integrator should have at least 3(three) numbers of engineers employed (provide supported documents).
- III. The System Integrator should have adequate documented track record of supplying and installing Extreme switches (a single order of installation of minimum 50 or more layer 2 switches supplied over the last 3 years).
- IV. The System Integrator should be in the network switches equipment business at least for the last 3 years
- V. The System Integrator should be in a position to deliver materials at computer center IIT Bombay.
- VI. The System Integrator should have a turnover of more than 2 crore from last three consecutive years.
- VII. The System Integrator should produce solvency certificate (not older than a year) for Rs. 10 lakhs issued by a scheduled/nationalised banks with which bidders hold a current account.
- VIII. An undertaking (self certified) is to be submitted by bidder that the organisation has not been blacklisted by any Central/State Government Department/Organisation and Educational institutes.
- IX. Bidders agree to submit requested materials, make any presentations, and answer any questions that are a part of the Technical Evaluation of their bid, as mentioned in the "Technical Evaluation" Section below.

IIT Bombay evaluates the bidder through techno-commercial process which includes following :

Bidders will be evaluated by a purchase committee made up of subject matter experts. The evaluation will include the following steps -

1. The Rfx response file will be reviewed by the purchase committee. All criteria based on which scores are given should be supported by self-attested supporting documents. For example, copies of any technical certifications, POs, financial statements etc should be given as required for eligibility and technical scoring. The file should be divided into neatly marked sections, and an index should be provided to find the documents. The completeness and clarity of the submitted file will be evaluated according to the score given below.
2. Bidders will come to IITB Campus and give technical presentations about their knowledge of Network technology, starting from the basics, to actual presentation and functionalities and capabilities and the best practices for network switch configuration and security. The presenters should be ready to answer technical questions based on the presentations, and also in general any questions related to the technologies used in the current IITB campus Network. Presentations should be made of company representative or employees only.
3. Each bidder will be scored based on the technical score sheet that is provided as part of this document.

Commercial Bid Evaluation :

1. The marks for the commercial score of a particular bidder are computed as follows:

Ti - Technical score of ith Bidder
T0 - Highest Technical Score
Co - Lowest Commercial Bid
Ci - Commercial of ith Bidder

Technical - 70% weightage
Commercial - 30% weightage

- Technical Commercial Formula to Calculate Lowest Bidder with Highest Technical Score

$$= 0.7*(Ti/T0*100)+ 0.3*(Co/Ci*100)$$

* Where, Lowest Price is the lowest price bid received among eligible bidders.

Technical Score sheet

Sr. No.	Technical Scoring points	Max Score
1.	System Integrator experience in deploying network switches anywhere in India. Top 3 clients in India in which the System Integrator solution is deployed, At least one of these should be an educational institution. Provide a brief description of the project using at most three PowerPoint slides and copies of POs	45

2.	<p>Experience of OEM with network Switches in Educational Institute with quantity of</p> <ul style="list-style-type: none"> • more than 500 Switches in last 3 years. • more than 300 switches in last 3 years • more than 200 switches in last 3 years <p>Provide a brief description of the project using at most three PowerPoint slides and copies of PO</p>	<ul style="list-style-type: none"> • 20 • 15 • 10
3.	Using at most three PowerPoint slides, provide at most three differentiating points that distinguish your solution from a comparable solution of other System Integrator. These points should be useful to the IIT Bombay network.	45
4	Certify Extreme Engineers: L2 : Maximum years of experience and certifications. As maximum years of experience and certificate will maximize the score	45
5.	Certify Extreme Engineers: L1 : Maximum years of experience and certifications As maximum years of experience and certificate will maximize the score	45
6.	System Integrator experience of implementation of IPv6 on network switches Please mention successfully completed maximum number of projects where IPv6 implemented	45
7	Content and Quality of presentation made at IIT Bombay to Purchase Committee and of Q&A session.	
	1. Current Networking technology available in market	25
	2. Future Networking development and growth support	25
	3. Campus LAN implementation strategy for IIT Bombay (future support map)	30
	Technical Bid Total Score	350

5. Proposal Submission:

- I. All the pages of the submitted document should be duly signed with date and seal by the competent authority.
- II. The bidder will bid for the total cost of the Support.

- **Pre Bid meeting has been scheduled on 14/02/2020 at 11:00am at Conference room, MMD, main building, IIT Bombay, Mumbai - 400076**