



**TENDER DOCUMENT FOR  
RENEWAL OF LICENSE FOR  
FIREWALL AND PURCHASE OF LOG  
ANALYTICS**

**Kerala State Co-operative Consumers' Federation Ltd**  
**Gandhinagar, Ernakulam, Kochi – 682 020**

Tel: 2203507, 2203652, 3290220,3290223. Fax: 91-484-2203796  
E-mail: cfeditdivision@gmail.com; Website: www.consumerfed.net  
CST: 0702-C009213. TIN: 32070292132: KGST: 23030138 Dtd.27-4-1966



Kerala State Co-operative Consumers' Federation Ltd.  
GANDHI NAGAR, ERNAKULAM, KOCHI-682 020  
TEL: 2203507, 2203652, 3290220, 3290223. FAX: 91-484-2,203796  
E-mail: econsumerfed@gmail.com, Website: www.consumerfed.net

**Tender Document No: CFED/ITD/FW/2021-22 dated 05th May, 2021**

**CONTENT**

Sl.No	Particular	Page Nos
1	Forwarding Letter (To be filled by agency)	3
2	Tender Notice	4
3	Detailed Terms & Conditions	5-8
4	Cost Details / Penalty Clause	9
5	Certificate of Acceptance of Terms & Conditions (To be filled by agency)	10
6	Accompaniments with the tender (To be filled by agency)	11
7	Technical Specifications	12
8	Commercial Tender (To be filled by agency)	13



Kerala State Co-operative Consumers' Federation Ltd.  
GANDHI NAGAR, ERNAKULAM, KOCHI-682 020  
TEL: 2203507, 2203652, 3290220, 3290223. FAX: 91-484-2,203796  
E-mail: econsumerfed@gmail.com, Website: www.consumerfed.net

Forwarding letter

(To be filled by the tendering party)

From

.....  
.....  
.....

To

The Managing Director  
Kerala State Co-operative Consumers' Federation Ltd  
Gandhinagar, Kochi – 682 020

Sir,

Sub: Tender for Renewal of License of Firewall and Purchase of Log Analytics.

Ref: Your tender Notice No.CFED/ITD/FW/2021-22 dated 05th May 2021

We are submitting herewith our tender for the Tender for Renewal of License of Firewall and Purchase of Log Analytics as specified in the tender form and as laid in tender documents. We have read and understood all the terms and conditions of the tender. We agree to abide by these terms and conditions. We are enclosing herewith your cash receipt / Demand draft no..... dated.....as a proof of having purchased the non-transferable tender document. Accordingly we are enclosing herewith our Earnest money deposits in the form Cash/ Bank Guarantee/Bank draft no.....Dated.....for Rs...../- (Rupees in words:.....drawn in Favour of Managing Director, Kerala State Co-operative Consumers' Federation Ltd for above mentioned requirements.

Yours faithfully,

Signature of Tenderer with seal

Place :

Date :

**Tender Document No CFED/ITD/FW/2021-22 dated 05th May, 2021**

**TENDER NOTICE**

Sealed tenders are invited for the Tender for Renewal of License of Firewall and Purchase of Log Analytics at Head Office. For Tender documents and details on specifications visit our website : [www.consumerfed.net](http://www.consumerfed.net). Tenders are to be received on or before 14.05.2021. Managing Director reserves the right to accept / reject the Tenders without assigning reason whatsoever.

Tender Document No: and Date	<b><u>CFED/ITD/FW/2021-22 dated 05th May, 2021</u></b>
EMD Amount	5% of estimated value of rate quoted
Due date and time for receipt of Tender	14.05.2021 2PM
Date and time for opening of Tender	14.05.2021 3PM

**CONSUMERFED** Managing Director

## **Detailed Terms & Conditions**

### **Earnest Money Deposit**

1. The party shall be required to deposit 5% Earnest Money of estimated value of rate quoted in Annexure "A" by way of Bank Draft/Fixed Deposit Receipt/Bank Guarantee drawn in favour of 'Managing Director, Kerala State Co-operative Consumers' Federation Ltd.'
2. The Tenderer may submit a request for treating the amount due to them from Consumerfed as Earnest Money Deposit and Consumerfed have full right to accept / reject the request. This request may be accompanied along the tender document by the tenderer.
3. The firms / institutions / Tenderers those who are exempted from Earnest Money Deposit should produce necessary government orders for the same.
4. EMD furnished by all unsuccessful tenderers shall be returned to them without any interest whatsoever, at the earliest after expiry of the final tender validity period but not later than 30 days after conclusion of the contract. EMD of the successful tenderer shall be returned, without any interest whatsoever, after the expiry of the contract.

### **Terms & Conditions**

1. The validity period of this tender is for 30 days.
2. Acceptance of the tender constitutes a concluded contract. Nevertheless, the successful tenderer must within a fortnight/a month after the acceptance of his tender may execute an agreement at his own cost for the satisfactory fulfillment of the contract, if so required.
3. Withdrawal from the tender after it is accepted or failure to supply within a specified time or according to specifications will entail cancellation of the order and purchases being made at the offers expenses from elsewhere, any

loss incurred thereby being payable by the defaulting party. In such an event the Consumerfed reserves also the right to remove the defaulter's name from the list of suppliers of Consumerfed for the next two years.

4. Any tender received after the time fixed on the due date is liable to be rejected.
5. The tenders shall be opened in the presence of the tenderers or his authorized representatives. The tenderers representative shall furnish the authorization letter of the concerned authority to participate in the tender.
6. The service provider shall provide maintenance service to keep the Firewall in good and efficient working condition covered under this contract, as specified in Appendix 'A'. In addition to this, the service provider should provide preventive and corrective maintenance of Firewall on quarterly and should get verified from authorized official of the concerned group. The institution should also carry out necessary repairs and provide suitable replacement (equivalent or higher configuration) of defective part(s) / equipment's as required.
7. The rates may be offered as comprehensive and in Non-comprehensive as specified in Annexure "A" .
8. The break down calls registered by users must be attended promptly and if they are not rectified the penalty clause will be applicable.
9. Maintenance of all the Firewall would be the responsibility of the tenderer.
10. Consumerfed has the right to move Firewall between any units of the Consumerfed.
11. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer.
12. The service provider shall be responsible for the discipline and good conduct of their service engineers.



13. Service provider should have enough spare parts of Firewall at their service Centres so that Firewall could be repaired timely. Engineers must be fully equipped with maintenance tool kit and accessories.
14. Service provider should have 3 years' experience in the field of Service & support of Firewall.
15. The preventive maintenance (PM) to be carried out once in 3 months.
16. Service engineer should submit Job Completion Certificate certified by IT Officer who have reported the complaint. The one copy of certificate to be retained by service provider and another to be given to the HO which has reported the complaint and one copy along with contract bill as a compilation of job work done by the firm.
17. To the extent possible, all repair and maintenance work would be carried out in the office premises only. Wherever it is not possible to conduct the repair within the office premises the tenderer shall obtain prior permission of the competent authority to conduct repair outside the office premises. In such cases no transportation charges shall be provided shall be paid.
18. No advance payments shall be made. Performance Security deposit @ 5% of the invoice amount shall be retained for the warranty period from the date of satisfactory installation for ensuring the performance of the goods supplied. If the performance is not satisfactory the retained amount shall not be released within the stipulated time and Federation have the right to extend the repayment period of the performance security deposit for a period of further period as decided by the Federation and during the extended period if the performance is not satisfactory the performance guarantee will be forfeited.
19. No transport will be provided to the service engineer for maintaining Firewall. No transportation allowances will be allowed.
20. The performance of the Service provider shall be reviewed periodically and if found grossly unsatisfactory at any stage then termination of contract may be done. In such cases Consumerfed has the right to forfeit the EMD amount /

Security deposit / Balance pending payments due to the tenderer etc towards the losses if any incurred consequent to the cancellation of the contract.

21. Special conditions, if any, printed on the quotation sheets of the tenderer or attached with the tender will not be applicable to the contract unless they are expressly accepted in writing by Consumerfed.
22. Any attempt on the part of tenderers or their agents to influence the Officers concerned in their favour by personal canvassing will disqualify the tenderers.
23. Any query kindly e-mail to [cfeditdivision@gmail.com](mailto:cfeditdivision@gmail.com) and mention in the subject "Renewal of License of Firewall and Log Analyser".
24. Consumerfed does not bind itself to accept the lowest or any quotation. Managing Director, Consumerfed reserve the right to accept or reject any quotation in full or part, and to suspend this process and reject all tenders or part at any time prior to the award of contract.
25. The firm shall not take any advantage of any misinterpretation of the conditions in the tender notice due to typing or any other error and if any in doubt shall bring it to the notice of the Consumerfed authorities without delay. In case of any contradictions, only the printed rules and books should be followed and no claim for the misinterpretation shall be entertained.
26. Each page of the Tender Document shall be signed by person/s on behalf of the organization having necessary authorization/ Power of Attorney to do so.
27. This Tender / Request for Proposal (RFP) is not an offer by Consumerfed , but an invitation for tenderers response. No contractual obligation whatsoever shall arise from the tender process.

In case of any dispute arises in connection with the contract the same will be decided as per the provisions contained in the Kerala Co-operative Societies Act (21 of 1969). Only the courts of Ernakulam shall have jurisdiction over disputes related to this contract.



### **FORCE MAJEURE**

If the tenderer is unable to comply with the provision of the contract or creative delays due to reason of Force Majeure such as acts of god, acts of public enemy, acts of Government, fires, floods, earthquake, epidemics, restrictions, strikes the tenderer shall immediately inform Consumerfed in writing of his inability. The Consumerfed in receipt of such notice after certification if necessary, may agree to the same as may be reasonable but without prejudice to other terms and conditions of the contract

### **ARBITRATION**

If at any time, dispute or difference whatsoever arises between Managing Director, Consumerfed and the Maintenance Agency in connection with this contract, the same shall be settled amicably. In case both the parties are unable to resolve the dispute amicably, the same shall be referred to as Arbitration case under KCS act and Rules.

### **JURISDICTION**

The jurisdiction for the purpose of settlement of any dispute or differences 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 thereof shall be that of Ernakulam jurisdiction only.

### **COST DETAILS AND VALIDITY:**

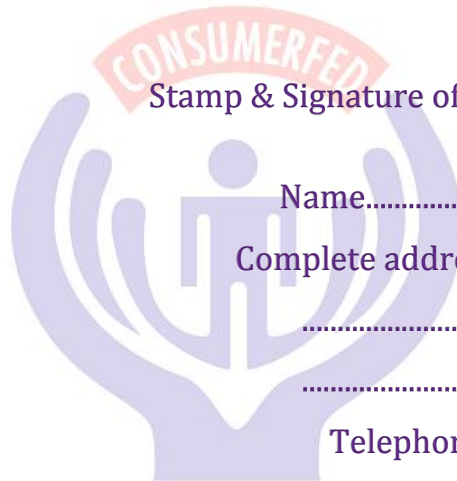
Prices quoted shall be in Indian Rupees, shall be firm and shall not be subject to exchange rate variations, fluctuations in price, Labour conditions and freights or any conditions whatsoever. The quoted Rate / Cost should be inclusive of all levies/ taxes like Service tax, GST, Sales Tax, Transportation, Customs, Excise, traveling charges etc, if any

**CERTIFICATE OF ACCEPTANCE OF TERMS & CONDITIONS**

I/We have read and fully understood the terms & conditions as laid down above in respect of Tender for Renewal of License of Firewall and Purchase of Log Analytics Software.

I/We agree to abide by the same.

I/We have signed all the pages of the Tender Document Booklet as laid down.



Stamp & Signature of the authorized Signatory

Name.....

Complete address.....

.....

.....

Telephone & FAX Nos.....

**CONSUMERFED**

## ACCOMPANIMENTS WITH THE TENDER

Tenders shall be accompanied with the copy of following documents

- |  |          |
|--|----------|
| 1. Sales Tax/VAT Registration Certificate.               | Yes / No |
| 2. PAN/TAN   | Yes / No |
| 3. Service Tax Registration Certificate.                 | Yes / No |
| 4. Certificate/Proof/Copy of work orders from references | Yes / No |
| 5. Company Profile                                       | Yes / No |
| 6. Client List   | Yes / No |
| 7. Earnest Money Deposit Details.                        | Yes / No |
| 8. Tender Document duly signed and sealed in all pages.  | Yes / No |



## Technical Specifications

Sl No.	Item	Model
<u>1.</u>	Sonicwall Firewall with HA	NSA 5600
<u>2.</u>	<u>Sonicwall Log Analyser (Currently Using )</u>	<u>Sonicwall Analytics (Needed)</u>



COMMERCIAL TENDER

**RENEWAL OF LICENSE FOR FIREWALL AND LOG ANALYSER  
FIREWALL MODEL – SONICWALL NSA 5600**

RATE TO BE QUOTED FOR

Sl no	Description	Uom	Qty	(Rate in INR)
1.	ADVANCED GATEWAY SECURITY SUITE BUNDLE FOR SONICWALL NSA 5600 License for 3 years	NOS	1	
2.	SONICWALL ANALYTICS SOFTWARE FOR NSA5600/NSA5650 SERIES License for 3 years	NOS	1	
	Total Amount Without GST			
	CGST @ 9% TA			
	SGST @ 9% TA			
	<b>Total Amount Including GST</b>			

CONSUMERFED

GRAND TOTAL IN WORDS :

OTHER OFFERS / REMARKS OF THE TENDERER

Seal and Signature

Date :