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वेबसाइट - [www.cus.ac.in](http://www.cus.ac.in)



**सिक्किम विश्वविद्यालय**  
**SIKKIM UNIVERSITY**

(भारत के संसद के अधिनियम द्वारा वर्ष 2007 में स्थापित और नैक (एनएएसी) द्वारा वर्ष 2015 में प्रत्यायित केंद्रीय विश्वविद्यालय)  
(A central university established by an Act of Parliament of India in 2007 and accredited by NAAC in 2015)

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### TENDER NOTICE

**Tender Reference No.:** SU/ET/2025-26/02

**Date:** 25/07/2025

#### **E-Tender Notice for Renewal of NGFW(New Generation Firewall)/UTM(Unified Threat Management) Firewall, Sikkim University**

e-Bids are invited from eligible and authorized agencies for the **Renewal of NGFW (New Generation Firewall)/UTM (Unified Threat Management) Firewall of Sikkim University (herein referred to as Firewall)** as per the details given below:

<b>Table 1: Itemized Specifications and Subscription Renewal Details</b>		
<b>Sl. No.</b>	<b>Particulars</b>	<b>Specification</b>
1.	Make and Model of Firewall	Sophos XGS4500 (X45009GQQFY7V39)
2.	Base Subscription License details of the Firewall	Lifetime subscription of Base Firewall: Stateful Firewall, VPN, Wireless
3.	Subscription renewal licenses should be quoted for these items and they should be compatible with the existing Firewall's Make and Model and Firewall's Base Subscription licenses.	<p>Xstream Protection bundle, including the following:</p> <ul style="list-style-type: none"> <li>➤ Network Protection: IPS, Sophos X-Ops, SD-RED Device Management</li> <li>➤ Web Protection: Web Security and Control, Application Control, Web Malware Protection</li> <li>➤ Zero-Day Protection: Machine Learning, Sandboxing, File Analysis, Threat Intelligence</li> <li>➤ Central Orchestration: SD-WAN VPN Orchestration, CFR Advanced</li> <li>➤ Enhanced Support</li> <li>➤ Optional item: Email Protection: Anti-spam, Antivirus, DLP, Encryption, Email Malware Protection</li> <li>➤ Optional item: Web Server Protection: Web Application Firewall</li> </ul>
4.	Additional service support required by Sikkim University from the supplying vendor of Firewall's subscription renewal licenses.	<p>Additional support should be provided by the Firewall's subscription renewal licenses supplying vendor including but not limited to call logging, issue resolution, configuration, backup, analyzing firewall logs and recommendations as and when required, periodic update and upgrade of the Firewall policies, rules, firmware upgrades etc. and to ensure that the Firewall is best configured as per Government of India and Regulatory laws, acts, orders, notifications, guidelines, ordinances, circular, documents etc. for their full compliance.</p> <p>The vendor should also assist in the installation and configuration of an open source firewall application in the Sikkim University computer as a backup to the main</p>

		SOPHOS solution in order to mitigate any unforeseen downtime during the licenses subscription renewal period.
5.	Device warranty and Subscription licenses validity	Upon renewal of the above listed subscription licenses, the Firewall's hardware device comprehensive warranty and the Subscription Licenses should be valid for a period of 3 (three) years from the date of renewal.
6.	Onsite visits	To visit the Sikkim University premises in case of any hardware issue during the subscription licenses renewal period to execute pre-OEM Firewall dispatch diagnosis of the Firewall in case of any hardware or other major faults in the Firewall. This charge should be all inclusive from the supplying vendor's part and Sikkim University will not bear any additional cost for travel, stay, food or any related expenses for such visits beyond the quoted price.

a.	Availability of tender document on CPP portal/ website: <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> .	25.07.2025, 05:00 PM
b.	Request Tender Document from the date and time	25.07.2025, 05:30 PM
c.	Request Tender documents till date and time	15.08.2025, 05:30 PM
d.	Date & Time for opening the online Technical bid	18:08:2025, 11:00 AM
e.	Date and time for opening online financial bids	Shall be notified after the technical bid is evaluated.
f.	Validity of tenders.	90 Days
g.	Estimated Value of the Contract	Rs. 25,50,000/-

### Terms and Conditions

- The bid should be submitted in compliance to the NIQ at: <http://eprocure.gov.in/eprocure/app>.
- In order to participate, the bidding firm should be registered in the online e-tender portal and should have a valid authorized Digital Signature Certificate (DSC). Bids submitted in any other manner will not be accepted.
- An amount of Rs. 1000/- (non-refundable cost of downloaded tender form) and Rs. 76,500 (Earnest Money Deposit) in the form of NEFT should be remitted to the following account details mentioned below:  
**Bank account details for NEFT transaction is as follows:**
  - Account Holder's Name: Sikkim University
  - Account No: 112010100231541
  - Account Type: Savings Account
  - IFS CODE: UTIB0000112
  - Branch: Gangtok [SK]
  - Bank Name: AXIS Bank
- The bids shall be uploaded in a two-cover system consisting of a Technical and Financial bid.
  - The technical documents required shall be as follows:
    - Annexure I (Company Profile)
    - Annexure II (Technical bid with item details and eligibility fulfillment). This should also be accompanied by the datasheet/detailed documents of the quoted products/services and a separate technical compliance declaration from the OEM with their seal and signature. (As per the formats attached with this tender document)

- III. A signed and sealed copy of the Tender form and authorization letter for the signatory person.
- IV. Company registration certificate.
- V. Company PAN Card and GST details and documents.
- VI. **Other documents to be submitted:**
  - Bidder should not be blacklisted by any Central/ State Ministry/ Department/ PSU/ any other Government Organization. Declaration to be submitted mandatorily.
  - Bidder should submit the Bid Specific Authorization Letter with the name, address, and email ID of the signatory from the OEM to participate in the bid. Any other authorization letter will not be accepted and the same shall be summarily rejected.
  - Bidder should submit the Bid Specific OEM warranty and onsite support certificate on OEM letterhead.
  - Bidders should provide the Bidder's escalation matrix document for their sales & support function.
  - Bidders should provide an OEM escalation matrix for their sales & support function.
  - Bidders' past performance, annual turnover (of the past three years), years of experience, etc., vetted and certified by a registered Chartered Accountant.

***Non-submission of required documents will result in the disqualification of the submitted tender without any further communication or clarification. Participating vendors should study the tender document and its annexures carefully before submitting their bids. Submission of the online bid should be done only after careful study and examination of the tender document and its Annexures.***

5.2 The financial documents required shall be as follows:

- I. BoQ – (Financial Bid in prescribed format)
- II. The BoQ should be inclusive of following services/components:

Particulars of items [TO BE INCLUDED IN BOQ FOR FINANCIAL BID]		
Sl. No.	Particulars	Specification
1.	Subscription renewal licenses should be quoted for these items and they should be compatible with the existing Firewall's [Sophos XGS4500 (X45009GQQFY7V39)] Base Subscription licenses. [Lifetime subscription of Base Firewall: Stateful Firewall, VPN, Wireless]  Upon renewal of the above listed subscription licenses, the Firewall's hardware device comprehensive warranty and the Subscription renewal Licenses should be valid for a period of 3 (three) years from the date of renewal.	Xstream Protection bundle, including the following:
		➤ Network Protection: IPS, Sophos X-Ops, SD-RED Device Management
		➤ Web Protection: Web Security and Control, Application Control, Web Malware Protection
		➤ Zero-Day Protection: Machine Learning, Sandboxing, File Analysis, Threat Intelligence
		➤ Central Orchestration: SD-WAN VPN Orchestration, CFR Advanced
		➤ Enhanced Support
		➤ Optional item: Email Protection: Anti-spam, Antivirus, DLP, Encryption, Email Malware Protection
2.	Additional service support required by Sikkim University from the supplying vendor of Firewall's subscription renewal licenses.	➤ Optional item: Web Server Protection: Web Application Firewall
		Additional support should be provided by the Firewall's subscription renewal licenses supplying vendor including but not limited to call logging, issue resolution, configuration,

		<p>backup, analyzing firewall logs and recommendations as and when required, periodic update and upgrade of the Firewall policies, rules, firmware upgrades etc. and to ensure that the Firewall is best configured as per Government of India and Regulatory laws, acts, orders, notifications, guidelines, ordinances, circular, documents etc. for their full compliance.</p> <p>The vendor should also assist in the installation and configuration of an open source firewall application in Sikkim University computer as a backup to the main SOPHOS solution in order to mitigate any unforeseen downtime of the Firewall during the licenses subscription renewal period.</p>
3.	Onsite visit charge per visit	<p>To visit Sikkim University premise in case of any hardware issue during the subscription licenses renewal period to execute pre-OEM Firewall dispatch diagnosis of the Firewall in case of any hardware or other major faults in the Firewall. This charge should be all inclusive from the participating vendor and subsequently the supplying vendor's part and Sikkim University will not bear any additional cost for travel, stay, food or any related expenses for such visits beyond the quoted price.</p>

5. **Bids are to be submitted through online mode at <http://eprocure.gov.in/eprocure/app>. No hard copy is to be sent to the University.**
6. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012, issued by the Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by the concerned Ministry. If the Bidder wants to avail the Purchase preference, the Bidder must be the manufacturer of the offered product in case of a bid for the supply of goods. Traders are excluded from the purview of the Public Procurement Policy for Micro and Small Enterprises
7. The Bidder registered with **Micro and small-scale enterprises (MSEs) and Startups** as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT) are exempted from submitting bid security/EMD. If EMD and Application fees are claimed for exemption, then the relevant certificate supporting the exemption claim may be uploaded along with the online tender document with Annexure-III.
8. The delivery of licenses and service declarations would be approved only after the examination of the same is done by the concerned department of the University through the OEM's authorized and official portals or communications.

9. The rate should be quoted including all costs such as labor charges, materials, GST etc. No other extra charges will be entertained under any circumstances over and above the total cost quoted in the financial bid.
10. All support related to maintenance and service should be on-site/remote/online as applicable during the warranty period. For onsite visit requirements, charges will be as per the financial quote submitted by the Bidder for onsite visits.

**11. Service and support:**

- i. The supplying vendor should provide all required support for services and warranty-related issues during the warranty period (licenses subscription period). The supplying vendor should work as an intermediary between the University and the OEM to resolve all support and warranty-related matters on a priority basis which includes logging of support tickets, follow-up with the OEM support team and service personnel till the complete resolution of reported issues, including both hardware and software related matters.
  - ii. All onsite support related to maintenance and service should be at Gangtok and Yangang, Sikkim, during the Subscription Renewal (Warranty extension) period.
  - iii. The Warranty details (renewed licenses subscription period) of supplied licenses for the items as listed in Table 1 of this tender document should be available in the official websites (Sophos Central and other relevant OEM's online and hardware based platforms and interfaces) thereby providing the provision of checking the warranty details and duration of the purchased renewal subscription licenses online (i.e. online checking and verification of purchased licenses in the OEM's official platforms and interfaces). The official platform and interfaces should also provide the necessary drivers, software, documentation, manuals, etc. for the supplied products.
12. The items should be supplied within 15 days of receipt of the supply order, failing which a delay penalty will be charged @ 1% per week, subject to a maximum of 10% will be charged on the total project cost.
  13. Payment will be made after successful delivery, installation and inspection of the supplied items as listed in Table 1 of this tender document. Further, a separate Legal Contract cum Service Level Agreement (LCSLA) document will be signed between Sikkim University and the supplying vendor on mutually agreed terms and conditions outlining the purview of work in line with this tender document.
  14. The supplying vendor has to submit a Performance Security amounting to 3% of the purchase order value for a minimum period of 60 days beyond the date of completion of all purchase obligations of the supplier, including warranty obligations. This will be refunded on receipt of a written request from the supplying vendor after all warranty and support obligations have been met. No additional interest will be paid on this amount at the time of refund. Refund is subject to reconciliation, including penalty deductions and other obligations if any.
  15. Participating firm may contact 7872954308/ 7501270908 or email at [smt@cus.ac.in](mailto:smt@cus.ac.in) Systems Management, Sikkim University, for any queries related to the tender.

**16. Data confidentiality and security:**

- I. All data (Text, Image, Audio, Video, and other data) belonging to Sikkim University is to be treated confidential in nature by your firm.
- II. Under no circumstances your firm shall compromise, use, replicate, distribute, alter, update or modify the Sikkim University Data stored in the Firewall during repair/servicing etc. which might lead to intended or unintended outflow of confidential/general Data in which case shall entitle Sikkim University to levy an appropriate penalty or take suitable disciplinary or legal actions on your firm.
- III. All possible efforts should be exercised to ensure full protection and security of Sikkim University data.

- IV. Best possible industry standard systems and procedures should be implemented to ensure the security and confidentiality of Sikkim University Data, protect against anticipated threats or hazards to the security or integrity of Sikkim University Data, and protect against unauthorized access to or use of Sikkim University Data.

**17. Other terms and conditions:**

- I. This tender is a turnkey tender hence part quoting is not permissible.
- II. This tender and its related works are non-transferable. Assignment, subcontracting, and subletting are strictly not permitted.
- III. Participating vendors should abide by all laws, regulations, notifications, orders, ordinances, rules, directives, circulations, instructions and documents etc. in force from time to time by the Government of India and regulatory bodies wherever applicable against the work, service and supply governed by this tender. It will be the sole responsibility of the participating vendors to ensure full compliance proactively.
- IV. Validity of prices should be for a period of 180 days from the date of bid opening.
- V. The participating vendor who will be selected for supply of items and services as per this tender shall deliver the ordered items within 15 days of receiving the contract (Work order) and provide all required services during the subscription renewal period. Permission for extension of delivery on any case will be at the sole discretion of the University.

18. Arbitration of all disputes related to this tender would be done in the Gangtok jurisdiction, Sikkim.

19. The Registrar, Sikkim University has the power to reject any part of the tender or all tenders or extend the tender, date of opening of tender, etc., without citing any reasons. The decision of the Registrar, Sikkim University, will be final and binding to all participating Bidders.

**Sd/-  
Registrar**

**Note: All page(s) of Annexure I have to be printed in official letterhead and have to be duly signed and stamped by the authorized signatory.**



## ANNEXURE-II

## Technical bid with item details and eligibility fulfillment

Supplier's Ref. No.....

Dated.....

Tender Reference No.:SU/ET/2025-26/02

Dated: 25/07/2025

## OEM's Technical Compliance declaration format

Sl. No.	Particulars	Specification	Compliance of the quoted subscription renewal licenses and additional service support. For compliance, please write [Yes] and for Non-Compliance, please write [No]	If any deviation between the tendered and the quoted items, please mention below. If there is no deviation then please write NA. For any deviation, please write in detail about the deviation.
1	Make and Model of the existing Firewall for which the subscription renewal licenses are quoted:	Sophos XGS4500 (X45009GQQFY7V39)		
2	Subscription renewal licenses should be quoted for these items and they should be compatible with the existing Firewall's [Sophos XGS4500 X45009GQQFY7V39] Base Subscription licenses. [Lifetime subscription of Base Firewall: Stateful Firewall, VPN, Wireless]	Xstream Protection bundle including the following:		
		Network Protection: IPS, Sophos X-Ops, SD-RED Device Management		
		Web Protection: Web Security and Control, Application Control, Web Malware Protection		
		Zero-Day Protection: Machine Learning, Sandboxing, File Analysis, Threat Intelligence		
		Central Orchestration: SD-WAN VPN Orchestration, CFR Advanced		
		Enhanced Support		
		Optional item: Email Protection: Anti-spam, Antivirus, DLP,		



Sl. No.	Particulars	Specification	Compliance of the quoted subscription renewal licenses and additional service support. For compliance, please write [Yes] and for Non-Compliance, please write [No]	If any deviation between the tendered and the quoted items, please mention below. If there is no deviation then please write NA. For any deviation, please write in detail about the deviation.
		Encryption, Email Malware Protection		
		Optional item: Web Server Protection: Web Application Firewall		
3	Additional service support required by Sikkim University from the supplying vendor of Firewall's subscription renewal licenses.	Additional support should be provided by the Firewall's subscription renewal licenses supplying vendor including but not limited to call logging, issue resolution, configuration, backup, analyzing firewall logs and recommendations as and when required, periodic update and upgrade of the Firewall policies, rules, firmware upgrades etc. and to ensure that the Firewall is best configured as per Government of India and Regulatory laws, acts, orders, notifications, guidelines, ordinances, circular, documents etc. for their full compliance. The vendor should also assist in the installation and configuration of an open source firewall application in Sikkim University computer as a backup to the main SOPHOS solution in order to mitigate any unforeseen downtime		

Sl. No.	Particulars	Specification	Compliance of the quoted subscription renewal licenses and additional service support. For compliance, please write [Yes] and for Non-Compliance, please write [No]	If any deviation between the tendered and the quoted items, please mention below. If there is no deviation then please write NA. For any deviation, please write in detail about the deviation.
		during the licenses subscription renewal period.		
4	Device warranty and Subscription license validity	Upon renewal of the above listed subscription licenses, the Firewall's hardware device comprehensive warranty and the Subscription Licenses should be valid for a period of 3 (three) years from the date of renewal.		
5	Onsite visits	To visit Sikkim University premise in case of any hardware issue during the subscription licenses renewal period to execute pre-OEM Firewall dispatch diagnosis of the Firewall in case of any hardware or other major faults in the Firewall. This charge should be all inclusive from the supplying vendor's part and Sikkim University will not bear any additional cost for travel, stay, food or any related expenses for such visits beyond the quoted price.		

THESE DOCUMENTS HAS TO BE SUBMITTED SIGNED AND SEALED THROUGH THE OEM

## CHECKLIST

Sl. No.	Pre-Qualification (Valid documentary Proof Required)	Compliance and Uploaded (Yes/No)	List/ Type of document uploaded	Name of the file of the uploaded document with extension detail (eg. Annexure-I.pdf etc.)
1	Annexure I (Company Profile)			
2	Annexure II (Technical bid and datasheet of quoted products. This should also include a technical compliance certificate from the OEM with seal and signature)			
3	Signed and sealed copy of Tender form and authorization letter for a signatory person, Company registration certificate, PAN Card, and G.S.T details.			
4	Declaration regarding Non-Blacklisting / Debarment			
5	Bid Specific Authorization Letter with name, address, and email ID of signatory from the OEM to participate in the bid.			
6	Bidder should submit Bid Specific OEM warranty and onsite support certificate on OEM letterhead			
7	Bidders should provide the bidder's escalation matrix document for their sales & support function.			
8	Bidders should provide an OEM escalation matrix for their sales & support function			
9	All datasheet of the items and components on the letterhead of OEM			
10	Signed and sealed copy of Bidder specific terms and conditions acceptance document stating its full compliance			
11	Micro and small-scale enterprises (MSEs) and Startups Certificate if any			
12	ANNEXURE-III Bid Security Declaration Form			
13	Other remarks or any other documents as required and relevant to this tender			

## ANNEXURE-III

## Bid Security Declaration Form

Date: \_\_\_\_\_ Tender No. \_\_\_\_\_

To

The Registrar

Sikkim University

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)