2025

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY (LITSS)

Chief Executive Officer
LITSS

UNION TERRITORY
OF LAKSHADWEEP ADMINISTRATION

REQUEST FOR PROPOSAL

Appointment of an Agency for Design, Supply, Installation, Configuration, Operations and Maintenance of Physical and IT Infrastructure for

"UPGRADATION OF STATE-WIDE AREA NETWOK, UT OF LAKSHADWEEP"

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY
(LITSS)
UT of Lakshadweep

DEPARTMENT OF INFORMATION TECHNOLOGY,

Kavaratti Island, UT of Lakshadweep – 682 555

Jul 2025

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LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES
SOCIETY/लक्षद्वीपसूचनाप्रौद्योगिकीसेवाएंसमिति
KAVARATTI/कवरत्ती– 682 555
lak-dit@nic.in

F.No: LD-01011(04)/1/2023-LITSS-UT-LKS Date: .07.2025

NOTICE INVITING TENDER

The Director IT/LITSS, Kavaratti on Behalf of Lakshadweep Administration invites online tender on : https://www.lakshadweep.gov.in, https://www.tendersutl.gov.in from approved and eligible Companies for Appointment of an Agency for Design, Supply, Installation, Configuration, Operations and Maintenance of Physical and IT Infrastructure for **"LITSS LSWAN"** at Lakshadweep**.**

Sl.No.	Name of Work	Estimated Cost	Earnest Money/Bid security *	Cost of tender (Non-Refundable)	Time Limit
1	Appointment of an Agency for Design, Supply, Installation, Configuration, Operations and Maintenance of Physical and updated the IT Infrastructure for **"LITSS-LSWAN"**at Lakshadweep**.**	----	**Bid declaration form shall be submitted**	**Rs.1,500/-**	**45 days**
Online downloading Starting of tender				**18.07.2025 at 1500 hrs**	
Pre Bid query submission to the department at the email address provided				**28.07.2025 at 1500 hrs**	
Pre Bid Meeting				**31.07.2025 at 16.30hrs**	
Proposal Due date (PDD) – Online Bid Submission Due Date				**08.08.2025 at 1500 hrs**	
Bidders have to **submit price bid in electronic format only** on e-Tendering website till the last date and time for				**e-Tender timings applicable**	

submission. **Price Bid in physical format shall not be accepted in any case**.	
Online opening of Technical Bid	**11.08.2025 at 1530 hrs****
Publication of names of eligible bidders	**To be declared later****
Presentation (within 48 hrs of intimation)	**To be declared later****
Opening of Financial Bid	**To be declared later****

*Bidders have to submit price bid in electronic format only on e-Tendering website till the last date and time for submission. Price Bid in physical format shall not be accepted in any case.

****Date / Changes in date, will be declared later and will be uploaded in www.lakshadweep.gov.in and https://www.tendersutl.gov.in.**

The tender form along with all details can be downloaded from the Website www.tendersutl.gov.in, https://www.lakshadweep.gov.inThe tender fees (non-refundable) in favor of the undersigned deposited directly to the given account and scanned copy of deposit receipt may be uploaded along with documents. The price bid of only qualified bidders shall be opened.

Proof of submission of Tender fee along with all documents has to be uploaded on the e-Tendering website. These are the mandatory documents required to be uploaded. In case the supplier/s do not upload any of the above documents, he/she/they will be disqualified and the price bid shall not be opened. The Tender Inviting Authority reserves the right to accept or reject any or all the tenders to be received without assigning any reasons thereof.

In case the bidder needs any clarification on the Tender Document or Scope of Work, they can contact the Director IT/LITSS, Kavaratti – 682 555, Lakshadweep, Email: lak-dit@nic..induring office hours. Tel: +91 4896 263125.

Bank Account Details of Director IT/LITSS, Kavaratti

Name of the Bank : State Bank of India, Kavaratti

Bank Account Number : 30143597373

IFS Code : SBIN 000 5080

(Aditya Bhatt DANICS)
Director IT | CEO LITSS

DISCLAIMER

The information contained in this Request for Proposal document (hereinafter referred to as"RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Director, IT/LITSS (hereinafter referred to as **" LITSS"**), (the "Authority") or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the LITSS in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the IT/LITSS, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The IT/LITSS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The IT/LITSS, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution for unjust enrichment or otherwise for any loss, damages ,cost or expense which may arise from or be incurred or

suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

The IT/LITSS also accepts no liability of any nature whether resulting from negligence or otherwise whatsoever arising from reliance of any Bidder up on the statements contained in this RFP.

The IT/LITSS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the IT/LITSS are bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the "*Appointment of an Agency for Design, Supply, Installation, Configuration, Operations and Maintenance of Physical and IT Infrastructure for* ***LITSS LSWAN*** *at Lakshadweep*" and the IT/LITSS reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the IT/LITSS or any other costs incurred in connection with or relating to its Bid. All such costs and expenses shall remain with the Bidder and the LITSS shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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SECTION- I

Invitation to Bid

1. Key Events & Date:

S.No	Event	Target Date
1)	Non-Refundable tender fee	Rs. 1500/- through RTGS/NEFT in favor of Name : Director LITSS Bank : State Bank of India A/c No. : 30143597373 IFS Code : SBIN 000 5080
2)	Sale of Tender Document	18/07/2025
3)	Online Submission Starts	18/07/2025 at 15:00 hrs
4)	Earnest Money Deposit (EMD)	Rs. 10,52,500/- through RTGS/NEFT in favor of Name : Director LITSS Bank : State Bank of India A/c No. : 30143597373 IFS Code : SBIN 000 5080
5)	Date & Time for Pre-bid Conference	31/07/2025 at 15:00 hrs
6)	Response to the Pre-Bid Conference	Within 5 days from the date of Pre-Bid Conference
7)	Last date of Submission of Bids through Online	08/08/2025 at 15:00 hrs
8)	Opening of Technical Bid	11/08/2025 at 15:30 hrs
9)	Presentation on technical bid by short-listed bidders	Will be declared later
10)	Opening of commercial bids	Will be declared later
11)	Opening of commercial bids	Will be declared later
12)	Validity of RFP	180 Days
13)	Method of Selection	L1
14)	Language of the Bid	This bid should be filled in English language only. If any supporting

		documents are to be submitted, in any other language other than English, then translation of the same in English language attested by the Bidder should be attached

2. Procurement of RFP Document

The RFP document can be downloaded from the website www.tendersutl.gov.in&www.lakshadweep.nic.in free of cost. However, in such cases bidder must pay document cost as indicated in point 1.1. The remittance slip MUST be uploaded in the tender website along with another document. Failure to pay Bid Document cost will make bidder ineligible for participating in Bid process. The Bid document can be downloaded at any time till the last date and time bid submission as mentioned above until and otherwise if there are changes/amendments in the schedules proposed by LITSS/ Lakshadweep Administration.

3. Amendment of RFP Document

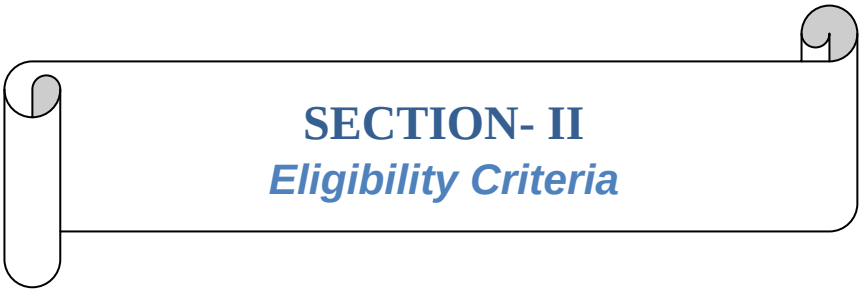
At any time before the deadline for submission of bids, the LITSS may, for any reason, whether at its own initiative or in response to clarification requested by a prospective Bidder, modify the bidding document by amendment. All the amendments made in the document would be published in the following websites – www.lakshadweep.nic.in&www.tendersutl.gov.in . no individual intimations shall be provided. All such amendments shall be binding on all the bidders. The bidders are also advised to visit the aforementioned websites on a regular basis for checking necessary updates.

4. Bidders can prepare & edit their offers number of times before tender submission date & time. After the tender submission date & time, the bidder cannot edit their offer submitted in any case. No written or online request in this regard shall be granted.
5. Bidder shall submit their offer i.e. Pre-qualification document with Technical Bid & Price Bid in Electronic format on above mentioned website & Date after digitally signing the same.

6. Offers submitted without digitally signing will not be accepted. Also offers will not be accepted in physical form in any case.
7. Required documents for Pre-qualification documents received later than the time specified will not be accepted in any case and the bid of that bidder shall be considered non-responsive.
8. The Bidder shall have to submit an unconditional offer without differing from any of the tender conditions.

(Aditya Bhatt DANICS)

Director IT | CEO LITSS



SECTION- II

Eligibility Criteria

2. A. Eligibility Criteria

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The Bidder must also possess the technical "know-how" and the financial wherewithal that would be required to successfully provide the revamped LSWAN and support services sought by the LITSS, for the entire period of the contract. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document.
The following are the eligibility criteria for the bidders who is participating in the tender:

S.No	Clause	Documents required
1.	The Bidder should be a company registered under the Companies Act, 1956 since last 3 years	Certificate of incorporation
2.	The Bidder should be an established Information Technology Company/ IT Master System Integrator and should have been in the business for a period exceeding five years as on 31.12.2025.	a) Work Orders confirming year and area of activity. b) Memorandum and Articles of Associations.
3.	The Bidder must have ISO 9001:2008,ISO 27001:2005, CMMi level - 3 Certificate certifications.	Valid Copies of Certificates
4.	The bidder should have experience in successfully completing projects for setting up/system integration of Data Centre IT infrastructure which includes Servers with Virtualization, Networking, Storage during the last five years in central/StateGovt/PSU/Reputed organizations with order value as follows. a. One project of Order Valueof not less than Rs. 5 crores. Or b. Two project of Order Value of not less than Rs. 3 crores each.	a. Copy of work order / client certificates. Work Order clearly mentioning the said order value. (refer Annexure XV)

5.	The Bidder should have experience in providing Facility Management Services to at least one State Wide Area Network, for the last five years	Copy of work order / client certificates (refer Annexure XV)
6.	The Bidder should have positive net worth and a turnover of more than Rs. 10 crores for each of the last three Financial Years ending on 31.03.2025.	a. Chartered Accountant certificate for Net-worth. b. Copy of the audited profit and loss account of the company showing turnover of the company for last three years. c. Copy of the audited profit and loss account of the company showing turnover of the company for last three years.
7.	a) The Bidder must have on its roll at least 10 technically qualified professionals in, networking, systems integration, and prior experience in providing the State Wide Area Network's infrastructure maintenance services as on date. b) At least five resources should be ITIL certified.	a) Name of the employees along with relevant CV and certificate has to be submitted.
8.	The Biddershall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the Bidder
9.	Mandatory	a. Office in Lakshadweep (GST registration document has to be submitted) b. Manufacturer's Authorization Form (MAF) is compulsory (Annexure XIII) c. Technical Compliance (Annexure I) d. Make and Model list(Annexure XIV) e. Annexure provided (in the annexure section)

2.B. Technical Evaluation Criteria

The following criteria shall be used to evaluate the technical bids. All the bids scoring 60 and above in the technical evaluation will be qualified for commercial bid opening.

Evaluation Criteria	Marks	Total Points
A. Organization Capability		**35**
(i) Office in (Supporting documents with location details/address/phone number to be submitted – at least one office in Lakshadweep). Presence of personnel in a customer site would not be considered as Infrastructure presence.	10	
a. Office in Lakshadweep -10 Marks		
(ii) Organizations manpower strength (Letter declaring the same (including category wise numbers i.e Technical, Sales, Finance & Accounts etc) from the Head of HRD of the Bidder.)	10	
a. 300 to <400 employees - 3Marks		
b. 400 to 500 employees - 6Marks		
c. Above 500 employees - 10 Marks		
(iii) The bidder should have an average turnover of Rs 90 Crores in last 3 years.(Supporting documents i.e. Audited balance sheets to be submitted)	15	
a. 90 Crores to <100 Crores - 2 Marks		
b. 100 Crores to <200 Crores - 5 Marks		
c. Above 200 Crores – 15 Marks		
B. Technical Capability: Technical Capability in executing & managing large multi-location WAN projects, integrating various technologies. (Total number of nodes, Servers and VoIP implemented by the bidder would be taken into account)		**35**
(i) Organizational CMMI certification level (supporting documents i.e. certificate copy to be submitted)	5	
a. CMMI level 1 - 2 Marks		
b. CMMI level 2 - 3 Marks		
c. CMMI level 3 and above - 5 Marks		
(ii) Total Number of WAN Nodes i.e. WAN Links handled in a single work order(Work order copy to be submitted)	20	
a. 150 Nodes to <200 Nodes - 5 Marks		
b. 200 Nodes to 300 Nodes - 10 Marks		
c. Above 300 Nodes - 20 Marks		
(iii) Number of VoIP terminal implemented (Work order copy to be submitted)	10	

a. 50 to 100 - 3 Marks		
b. 100 to 150 - 5 Marks		
c. More than 150 - 10 Marks		
C. Past Experience of the Organization		**30**
(i) No of years' experience in related Industry (ROC to be submitted)	10	
3 years to 7years - 5 Marks		
More than 7years - 10 Marks		
(ii) Highest single Work order (model) in terms of order value in last 3 financial years (Work order copy to be submitted)	20	
30 Crores to <50 Crores - 5Marks		
50 Crores to <100 Crores -10 Marks		
More than 100 Crores -20 Marks		
Total Technical Score (T)=100		**100**

The technical scores of the bidder against each criteria would be totaled, and thereafter the technical scores of all the bidders would be listed in decreasing order. Any proposal achieving a Total Technical Score (T) less than 60 will be treated as Not Substantially Responsive and will not be considered further. Only the technically qualified bidders will be informed for opening of the price bid.

SECTION- III

Project Profile

3. LSWANOverview

The National e-Governance Program (NeGP), approved by the Government of India, aims

to significantly transform and improve the way the Government provides services to its citizens. It is envisaged to move from a government-centric to a citizen-centric paradigm in service provisioning; to start treating citizens as government customers; and to empower them to demand convenient, cost effective and transparent services from the government.

NeGP comprises of several projects spread across a number of sectors which are to be implemented either by the line ministries/departments at the central government or by state governments, as well as integrated projects spanning across multiple ministries/departments/agencies.

LSWAN is envisaged to establish a robust infrastructure by replacing the existing End-of-Life products to enable the Government to deliver the services quickly and effectively to its stakeholders. The proposed LSWAN, connected to the State Wide Area Network (SWAN), shall provide the access to the e-Governance applications & Services to Government employees through Intranet and to the citizens through public Internet/CSCs LSWAN. Through such a Shared Service Centre implemented and managed by LITSS, the individual departments can focus more on the service delivery rather than on the issues surrounding the infrastructure.

SWAN is envisioned as the computer network that connects State and Union Territory Headquarters (Kavaratti, Capital of Union Territory of Lakshadweep) to block-level offices (in case of Lakshadweep, those block-level offices are situated at total 9 number of islands named as Agatti, Amini, Andrott, Chetlat, Kadmat, Bitra, Kalpeni, Kiltan, and Minicoy) via adequate robust bandwidth. SWAN is envisaged to establish a robust converged network for data, voice and video communication to ensure the government departments' various applications running under State Data Centers (SDCs). By means of smoothly-functioning SWAN only, the SDC can enable the Indian States' and UTs' Government administrations, to deliver the applications and services quickly and effectively to its stakeholders.

The proposed LSWAN shall facilitate consolidation of services, applications and infrastructure. LSWAN would provide many functionalities and some of the key

functionalities are Central data repository, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration

The LSWAN will be a key-supporting element of e-Government Initiatives & businesses for delivering services to the citizens with greater reliability, availability and serviceability. LSWAN will provide better operations & management control and minimize overall cost of Data Management, IT Management, Deployment and other costs.

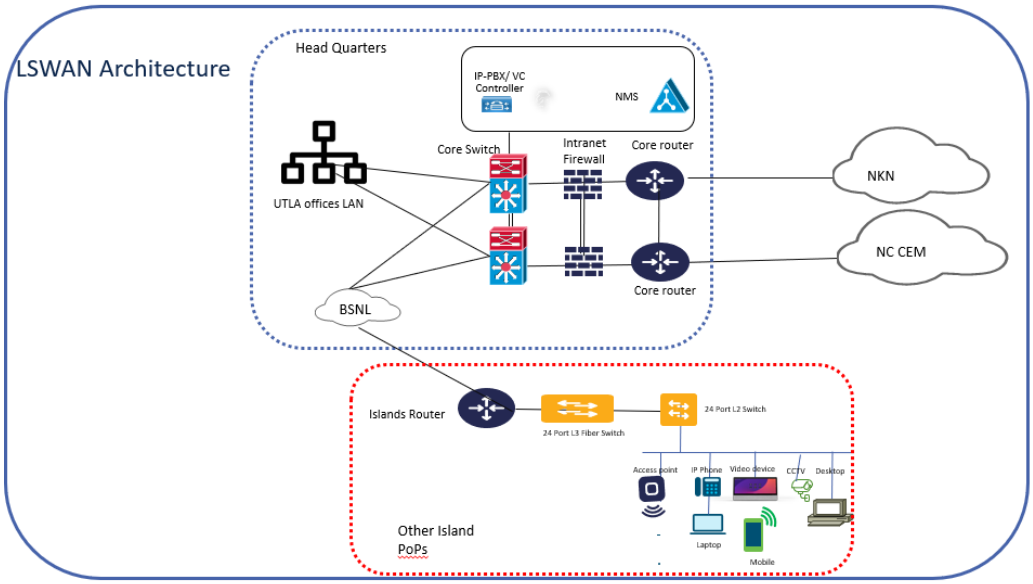
3.1 Lakshadweep UT – Specific Information

In respect to the above, it is therefore, proposed to create a LSWAN to consolidate its services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. LSWAN infrastructure shall provide adequate space to house ICT assets of various departments within Lakshadweep in an environment that meets the need for reliability, availability, scalability, security and interoperability. LSWAN will ensure provision of high availability & centralized authenticating system to authenticate the users to access their respective applications depending on the authentication matrix

3.2 Objective of the Project

The IT infrastructure of the Union Territory of Lakshadweep has reached its end-of-life (EOL), making it essential to migrate existing network (LSWAN) and applications to a more supported and modern environment to enhance scalability, security, and operational efficiency, along with continued operations and maintenance services

3.3 Proposed Network Architecture:



SECTION- IV

Scope of Work

4 Scope of Work

4.1 Bidder Responsibility

Successful Bidder's overall responsibility shall be to Design, Procure, Install, to upcoming LSWAN and maintain LSWAN, which consists of Network Operation Centre (NoC) and other island PoPs. The Bidder shall add additional components as they feel are required to meet the requirements specified in the SLA. The bidder has to provide the complete solution to the LITSS and fill all the gaps which are not covered in this RFP. Bidders are requested to read carefully the entire tender document prior to responding to the tender.

- The minimum specified scope of work to be undertaken by the bidder for setting up and operating LSWAN is mentioned below. The selected bidder shall design the LSWAN to ensure an uptime of 99.80% on a quarterly basis
- The selected bidder shall build, operate and maintain the LSWAN as per the scope and for a period of 5 yearsfrom the date of FAT.
- The minimum specified work to be undertaken by the bidder for setting up and operating LSWAN has been categorized as under
- Design, Supply, Installationand Commissioning Phase — Schedule I
- Operation and Maintenance Phase — Schedule II

Note :

a) Bidder has to bring necessary equipment (Such as desktop, workstation etc..) required for day-to-day functioning of the LSWAN."

b) "The inventory of all items procured under this RFP will be verified and entered into the stock register at the time of FAT. In due course if the SELECTED BIDDER brings any equipment/ software licenses etc in order to obtain the certifications and maintain the SLA's, the same will have to be added in the inventory register and will become the property of the LITSS. This would also be verified by the TPA, appointed by the State."

c) For detailed requirement specifications for each of the LSWAN components, refer**Annexure II**

- All documentation generated during design, installation and commissioning phase shall always be made available to the LITSS - LAKSHADWEEP on request.
- LSWAN Sub-Centreneeds to be set upin the remainingislands viz Agatti, Amini, Androth, Bitra, Chetlat, Kadmath, Kalpeni, Kiltan& Minicoy.
- Detailed scope of work for each of the above-mentioned components is given Schedule I & Schedule II

SECTION- V

Service Level Agreement (SLA)

5 Service Level Agreement (SLA)

The purpose of his Service Level Agreement (hereinafter referred to as SLA) is to clearly define the level of service which shall be expected by the SELECTED BIDDER to LITSS for the duration of this contract.

The LITSS shall regularly review the performance of the services being provided by the SELECTED BIDDER and the effectiveness of this SLA. It should also be noted that as and when the Disaster Recovery (DR) site is operational corresponding SLA shall be included in the SLA charter.

5.1 Definitions

For purposes of this SLA, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

1. "**Üptime**" shall mean the time period for which the specified services / components with specified technical and service standards are available to the LITSS and user departments. Uptime, in percentage, of any component (Non-IT & IT) can be calculated as :

   Uptime={1-[(Downtime) / (Total Time – Maintenance Time)]} * 100
2. "**Downtime**" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the LITSS and user departments and excludes the scheduled outages planned in advance for the LSWAN.
3. "**Incident"** refers to any even / abnormalities in the functioning of the LSWAN Equipment / specified services that may lead to disruption in normal operation of LSWAN services.
4. "**Response Time"** is defined as the time between receipt of the incidence and a support team member start time for working on incidence.
5. "**Resolution time"** shall mean the time taken in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level

escalation. The resolution time shall vary based on the severity of the incident.

6. **MTTR(Maximum Time To Repair)** for any equipment is 30 days; beyond which the SELECTED BIDDER has to provide the replacement for the same or higher configuration (compatible / interoperable)
7. Downtime shall be considered as per service window defined above and net impact on operations with reference to the time of incident receipt (call/ receipt of alarm generated by management system).
8. If a severity one incident reoccurs within two hours of resolution, downtime will be calculated from time of first occurrence.

5.1.1 The severity would be as follows:

a) Critical : Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. These incidents shall impact the overall functioning of LSWAN.

b) Medium: Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component.

c) Low: incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component.

5.2 Planned Downtime

Planned downtime shall mean any time when the LSWAN services are unavailable because of urgent maintenance activities and any other scheduled maintenance or upgrade activities that may or may not be periodic, and that will be notified to client at least 36 hours in advance. Urgent maintenance activities are maintenance activities required by application or systems that cannot be postpone until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring storage allocation, reloading data and making DNS & firewall changes to close security holes.

5.3 Categories for SLAs

The SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurement thereof. The SELECTED BIDDER shall ensure provisioning of all required service while monitoring

the performance of the same to effectively comply with the performance levels. The services provided by the SELECTED BIDDER shall be reviewed by the LITSS which will:

- Regularly check performance of the SELECTED BIDDER against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

5.3.1 The SLA has been logically segregated in the following categories:

a) Implementation Service levels
b) IT Infrastructure related Service levels
c) Physical Infrastructure related Service levels
d) Help desk Services
e) Compliance and Reporting Procedures
f) Security & Incident Management SLA

5.4 Service Level Management

-The following measurements and targets shall be used to track and report performance on a regular basis. The targets reflected in the following table are applicable for the duration of the contract. All the targets for the measurements are calculated on a quarterly basis. Please note that the Bidder should provide comprehensive, end-to-end service to maintain the Network &Server Infrastructure, including replacement of the equipment in case of physical damage. No reason shall be entertained (unless those mentioned in Force Majeure) in case of un-availability of any service given in the scope of work in this RFP and the appropriate penalty shall be levied.

5.4.1 Implementation Service Levels

ServiceCategory	Target	Severity	Penalty
System integration services for Final Acceptance Testing	16 Weeks from signing of contract	**Critical**	APenaltyas1%perweekforfirsttwo weeks,2%perweekfor everysubsequentweek.Subject toamaximumof10%.Penaltywillbec omputedonCAPEX value ofthecontract.

5.4.1 IT Infrastructure related Service Levels

Following outlines the service level indicators & and the target performancelevels to bemaintained by the Agency during the contract period. These SLAs shall be strictly imposed and a third-party audit/certification agency shall be deployed for certifying the performance of theAgency against the target performance metrics as outlined in the table below:

S.No.	Measurement	Target	Severity	Penalty
1.	NetworkConnectivity	99.75%	Critical	0.50% of the QGR for every hour of downtimeatastretchorinparts up to total down time of 5 hours. This down time shall be calculated over and above the total hours of downtimepermissibleasperTierII/TierIIIstandards. Beyond 5 hours of down time, 1% of the QGR for every 1 hour of down time at a stretch or in parts. Exceptions may be considered for **force majeure events**, scheduled maintenance, or mutually agreed circumstances.
3.	LAN Availability(Activeand passive components)	99.75%	Critical	0.5% of the QGR for every hour of down time at a stretch or in parts up to total down time of 5 hours. This down time shall be calculated over and above the total hours of downtime permissible as per Tier II / Tier III standards. Beyond 5 hours of down time, 1% of the QGR for every 1 hour of down time at a stretch or in parts. Exceptions may be considered for **force majeure events**, scheduled maintenance,

				or mutually agreed circumstances.

N.B.:QGRmeans"QuarterlyGuaranteedRevenue".

Note:EquipmentAvailabilityRelatedpenaltiesshallbegovernedbythefollowingconditions:

- ThePenalty shallbecalculatedon a quarterly basis.
- IftheSLAsdropbelowthelowerlimitedspecifiedforeachcomponentinthetableabove, itwillbegovernedbytheeventofdefaultclauseasspecifiedunderSectionVII:General Conditions of the Contract.

5.4.2 HelpDeskServices

Timeinwhichacomplaint/queryisresolvedafterithasbeenrespondedtobytheITservice management.

TypeofIncident	**Resolution time**	**Penalty**
Critical Tier3Support- For critical, the resolution time shall be mutually agreed by the StateandtheSELECTED BIDDERatthetimeof	T	No Penalty
	T1=T+2hours	0.05% of the QGR for every unresolved call
	T2=T1+2hours	1%oftheQGRforevery unresolved call
awardofcontract.Thisishandled by Expert Level 3. 'T'shallbetheagreedresolutiontime.	> ***T2***	2% of the QGR for every unresolved call
Medium Technical support that handles moderately complex issues, requiring a deeper understandingof	***1 day from the time of incident logged at the help desk***	No penalty
	> ***1 day and < =2 days***	0.05% of the QGR for every unresolved call

TypeofIncident	Resolution time	Penalty
the product or service than basic Level 1 support but not as specialized as the expert-level troubleshooting provided in Level 3 support; essentially,itinvolves troubleshooting that may require some analysis, configuration changes, and potentially collaborating with other teams to resolve issues that cannot be handled by basic frontline support.	> ***2 days***	1% of the QGR for every unresolved call
Low Tier 1 support which handles basic, first-line troubleshooting for common issues, often involving simple solutions like password resets, application access, or basic technical questions, where users initially contact the helpdesk for assistance.	<= ***2 days from time of response logged.***	No Penalty
	> ***2 days and < = 4 days***	0.01% of the QGR for every unresolved call
	> ***4 days***	0.05% of the QGR for every unresolved call

5.4.3 Compliance and Reporting Procedures

S.No.	Measurement	Definition	Target	Penalty
1	Submissionof MIS Reports	The SELECTED BIDDER shall submit the MIS reports as requested by the LITSS.	Reportforthe previousmonthshallbe submittedby the7thofthe next month.Penalty shall beleviedonly after the 10th of the month of submission.	1 % of the QGR for every 1 day of delay in submission on an incrementalbasistoa maximumof5%.

5.4.4 Security & Incident Management SLA

TheseSLAswouldbecalculatedforeachofthefollowingtypesofincidences:

a) VirusAttack/Intrusion:

Any virus infection and passing of malicious code shall be monitored at the gateway level or user complains of virus infection shall be logged at the help desk system and collated every quarter.

b) DenialofServiceAttack:

Non-availability of any services shall be analyzed and forensic evidence shall be examined to check whether it was due to external DoS attack.

- SPAM statistics on monthly basis shall be monitored through reports generated by Anti-SPAM software.

5.4.5 SLAReviewProcess

a) Either LITSS or SELECTED BIDDER may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

b) A meeting or conference call will be conducted to resolve the issue in a timely manner.The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.

c) The LITSS and the SELECTED BIDDER shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The SELECTED BIDDER will then communicate the resolution to all interested parties.

d) In case the issue is still unresolved, the arbitration procedures described in the "Terms & Conditions" section will be applicable.

5.4.6 Penalties

a) ThetotaldeductionshouldnotexceedtheQGR.

b) Three consecutive quarterly deductions of more than 10% of the applicable fee on account of any reasons will be deemed to be an event of default and termination.

c) The certifications would be obtained by the SELECTED BIDDER latest by end of third Quarter of theOperations phase failing which the subsequent QGRs will deferred till the certifications is obtained.

d) Intheeventofanyoftheabovehappening, itshallbegovernedbyterms conditionsdefinedin***SectionVII–GeneralConditionsoftheContract***clause7.37.

SECTION- VI

Instruction to Online Bidders

6 Instruction to Online Bidders

6.1 Tender Notice:

The tender notice can be seen & downloaded from the Website https://lakshadweep.gov.in&https://tendersutl.gov.in

6.2 Procedure for Submission of Bids:

- Bidders who wish to participate in online tenders will have to procure / should have legally valid Digital Certificate (Class III) as per Information Technology Act – 2000 using which they can sign their electronic bids. Bidders can procure the same from any of the license certifying Authority of India
- Bidders, who wish to participate in this tender will have to register on **https://tendersutl.gov.in**
- Bidders are requested to download bid form and fill the same and submit the bids through online in the website **https://tendersutl.gov.in** **.** No other mode of submission will be accepted at any cost.
- All the required documents as per RFP MUST be uploaded in the eTender website.

Note-*Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender(s) published kindly contact the respective Tender Inviting Authority onTel: +914896263125 email -* ***lak-dit@nic.in***

6.3 Authentication of Bid:

- All bids should be digitally signed by the authorized person. Bidders who already have a valid Digital certificate need not procure a new Digital certificate.
- Bids without digital signature will not be accepted and will be summarily rejected.

6.4 Opening of Tender:

- Opening of online bid will be held as per the date & time mentioned in ***Point 1 key Events & date in Section-1***.

6.5 Pre-Bid Conference:

- Pre-Bid conference will be held as per the date & time mentioned in ***Point 1 key Events & date in Section-1***.

6.6 Bid Security and Cost of Bidding

- The amount should be in Indian Rupee (INR) for all kind of payment with regard to this

RFP.

- The bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purpose of clarification of the bid, if so desired by LITSS. LITSS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- The bid security shall be provided as per the amount mentioned in ***Point 1 key Events & date in Section-1*** of this RFP.
- The tender fee will not be refunded under any circumstances.
- Tenders without tender fee, and other required documents specified in tender documents which do not fulfill all or any of the condition or submitted incomplete in any respect will be rejected.
- LITSS reserves the right, without any obligation or liability, to accept or reject any or all the bid at any stage of the process, to cancel or modify the process or any part thereof or to vary any of the terms and conditions at any time, without assigning any reason whatsoever.

6.7 Bid Validity Period

Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by the LITSS. A bid valid for shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

6.8 Extension of Validity Period

In exceptional circumstances, the LITSS may request the Bidder(s) for extension of the period of validity. The request and the responses thereto shall be made in writing (or through email). The validity of EMD shall also be suitably extended.

6.9 Local/Site Conditions

- It will be incumbent upon each bidder to fully acquaint himself with local conditions and other relevant factors at the proposed LSWAN&Sub-Centre sites which would have any effect on the performance of the contract and / or the cost. The bidders are advised to visit the proposed LSWAN&Sub-Centres location (at its own cost) and due-diligence should be conducted before pre-bid meeting/ bid-submission.

- The Bidder is expected to make a site visit to the proposed LSWAN&Sub-Centrefacility to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.

- Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender documents.

- It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The LITSS shall not entertain any request for clarification from the Bidder regarding such conditions.

- It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the LITSS and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the LITSS on account of failure of the Bidder to appraise themselves of local laws and site conditions.

6.10 Evaluation of Bids

- Pursuant to the pre-qualification criterion Bidders will be short-listed for technical bid. Technical bids will be opened only for the Bidders who succeed the pre-qualification criterion. The technical bids for the disqualified Bidders will be returned unopened at the address mentioned on the envelopes containing the technical bid.

- The evaluation process of the tender proposed to be adopted by the LITSS is indicated under the section 2.A and 2.B. The purpose of the said clause is only to

provide the Bidders an idea of the evaluation process that the LITSS may adopt. However, the LITSS reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

- LITSS will review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive.Bids that are not substantially responsive shall be liable to be disqualified at LITSS's discretion.

- LITSS will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion approved by LITSS. The commercial bids for the technically qualified Bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

6.11 Evaluation of Commercial Bids -Lowest Commercial cost

- The commercial bids will be opened only for the bidders with score of 60 points and above on the parameter defined above.The bid with the lowest commercial (L1) will be considered as the successful bidder.

SECTION- VII

General Terms & Conditions

7 General Terms &Conditions of Contract

7.1 **DURATION of Contract:** The contract can remain valid for a period of 5 (Five) years from the date of acceptance of the LSWAN&Sub-Centres by LITSS.

7.2 **Delivery of Materials**

7.2.1 The materials are required to be supplied at the Office of the **Assistant Executive Lakshadweep Information Technology Services Society (LITSS), Lakshadweep Administration office, Indira Gandhi Road, Willingdon Island, Kochi-682 003**.

7.2.2 Transportation of all materials from Kochi to Kavaratti shall be done by SELECTED BIDDER with support of LITSS. This period is exempted for the selected bidder. The bidder's installation time shall begin on the day of receipt of all materials at Concerned Islands. LITSS shall intimate the selected bidder once the materials are received at Lakshadweep.

7.2.3 All the costs involved towards the transportation the materials from Kochi to concerned islands shall be borne by the SELECTED BIDDER on actual.

7.3 **Contract Performance Guarantee**

Within 14 days after the receipt of notification of award of the contract from LITSS the successful bidder shall furnish contract performance guarantee to LITSS. Which shall be equal to 5% of the value of the contract and shall be in the form of bank guarantee bond from a nationalized bank in the proforma given at Annexure

7.4 Knowledge of Site Conditions

- The Implementation Agency's undertaking of this Contract shall be deemed to mean that the SELECTED BIDDER possesses the knowledge of all LSWAN related requirements as stipulated in the Tender Document including but not limited to environmental, demographic and physical conditions and all criteria required to meet the design of the LSWAN.

- The SELECTED BIDDER shall be deemed to have understood the requirements and have satisfied himself with the data contained in the Bidding Documents, the quantities and nature of the works and materials necessary for the completion of the works, etc. and in-general to have obtained himself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during the process of site preparation and installation of the equipment at the LSWAN, SELECTED BIDDER detects any obstructions affecting the work, the SELECTED BIDDER shall take all measures to overcome them.
- SELECTED BIDDER shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Price for the works. The consideration provided in the Contract for the SELECTED BIDDER undertaking the works shall cover all the Implementation Agency's obligation and all matters and things necessary for proper execution and maintenance of the works in accordance with the Contract and for complying with any instructions which the LITSS Representative may issue in accordance with the connection therewith and of any proper and reasonable measures which the SELECTED BIDDER takes in the absence of specific instructions from the LITSS Representative.

7.5 SummaryofRolesofResponsibilities

The roles of the stakeholders shall change over a period of time as the project will evolve from design to implementation and enter the operations phase. With this background, stakeholders' responsibilities, illustrative organizational structure for the design & implementation phase, operational phase is given below:

7.6 EstimatedTimelines

ThetablebelowprovidesthetimescheduleforimplementationoftheLSWAN.'T',asreferredto in the table, is treated as the date of signing the agreement with the selected SELECTED BIDDER by LITSS.

Week	Activity	Remarks
T + 1	Project Kick-off	This would be done after Contract

Week	Activity	Remarks
		Signing between MSI & LITSS.
T + 5	Supply of IT components	By MSI& LITSS
T + 10	Installation & Testing of IT components (Switches/ Router / Server / Security / Hardware / Software / Database / bandwidth) including LAN Cabling laying	By MSI
T + 11	Security Level Design Document & implementation of Security policy	By MSI
T + 12	Commissioning of & IT components	By MSI
T + 13	Design document & manuals handover to end customer	By MSI
T + 14	User Acceptance Test	By MSI
T + 15	Training	Training shall be provided for a batch of 10 people for 7 days.
T + 16	Project Sign-off	After the Project Sign-off; O & M period will start for the next 5 years.

7.7 Statutory Requirement

- During the tenure of this Contract nothing shall be done by the SELECTED BIDDER in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep LITSS indemnified in this regard.
- The SELECTED BIDDER and their personnel/representative shall not alter / change / replace any hardware component proprietary to the LITSS and/or under warranty or AMC of third party without prior consent of the LITSS.
- The SELECTED BIDDER and their personnel/representatives shall not without consent of the LITSS install any hardware or software not purchased / owned by the LITSS.

7.8 Information Security

- The SELECTED BIDDER shall not carry and/or transmit any material, information,

layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the LITSS, out of LSWAN premises without prior written permission from the LITSS.

- The SELECTED BIDDER shall adhere to the information security policy developed by the LITSS.
- SELECTED BIDDER acknowledges that LITSS business data and other LITSS proprietary information or materials, whether developed by LITSS or being used by LITSS pursuant to a license agreement with a third party are confidential and proprietary to LITSS and SELECTED BIDDER agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by SELECTED BIDDER to protect its own proprietary information.

7.9 Risk Management

SELECTED BIDDER shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the SELECTED BIDDER under this CONTRACT. SELECTED BIDDER shall underwrite all the risk related to its personal deputed under this CONTRACT as well as equipment and components of the LSWAN, tools and any other belongings of the SELECTED BIDDER or their personal during the entire period of their engagement in connection with this CONTRACT and take all essential steps to reduce and mitigate the risk. LITSS will have no liability on this account.

7.10 Indemnity

- The SELECTED BIDDER shall execute and furnish to the LITSS a deed of indemnity in favor of the LITSS in a form and manner acceptable to the LITSS, indemnifying the LITSS from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the contract period out of:
- Any negligence or wrongful act or omission by the SELECTED BIDDER or the implementation agency's team or any sub-implementation agency/ third party in connection with or incidental to this contract; or
- A breach of any of the terms of the implementation agency's bid as agreed, the

tender and this contract by the implementation agency, the implementation agency's team or any sub-implementation agency/ third party.

- The indemnity shall be to the extent of 100% in favor of the LITSS.

7.11 **Confidentiality**

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Authority in relation to or matters arising out of, or concerning the bidding process. The Authority will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless LITSS directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Authority.

7.12 Payment Schedule

S.No.	Payment Schedule	Fee Payable	Remarks
1.	On Delivery of equipment's on prorate basis	50% of the CAPEX	Payable against the delivery of items as per BoM and verification by LITSS appointed Nodal Officer.
2.	On successful installation of all the equipment's	30% of the CAPEX	Payable against the installation of items as per BoM and verification by LITSS appointed Nodal Officer.
3.	On successful final acceptance test (FAT)/Go-Live	20% of the CAPEX	Payable on successful completion of FAT/Go-Live and training, in accordance with LITSS and concerned departments.

S.No.	Payment Schedule	Fee Payable	Remarks
5	Operations and Maintenance for 5 years payable quarterly at the end of each quarter	OPEX will be paid in twenty (20) equal quarterly instalments spread across 5years Post FAT/Go-Live	It will start after the successful implementation of FAT/Go-Live

The total payment shall be paid separately for CAPEX and OPEX. For payment release purpose, CAPEX value will not be considered more than 80% of total bid value at any stage, balance will be considered as OPEX. CAPEX payment shall be released based on the mentioned milestone in the above sections.

OPEX payment will be released in twenty (20) equal quarterly instalments spread across 5 years Post Go-Live.

7.13 **TERMINATION CLAUSES.**

That the agreement shall be terminated at any time by the Director, LITSS, Lakshadweep giving one month's notice to the Agency and in the event of such termination, the Agency shall be entitled to all such fee for the services rendered and liable to refund the excess payment, if any made to him over and above what is due in terms of the agreement on the state of termination and the IT/LITSS may make full use of all or any of the drawings prepared by the Agency. The determination of entitle fees shall be as determine by Director, IT/LITSS, Lakshadweep which will be final & binding.

7.14 **Liquidated Damages**

Subject to clause for Force Majeure if the bidder fails to complete the Commissioning of Data Centre before the scheduled completion date or the extended date or if SELECTED BIDDER repudiates the Contract before completion of the Work, the LITSS at its discretion may without prejudice to any other right or remedy available to the LITSS the Contract recover a maximum of 10%(ten percent) of the project cost from the Implementation Agency as Liquidated Damages (LD). This 10%(ten percent) will be

staggered over a period of 5 (five) weeks at the rate of2%(twopercent) per week.

The LITSS may without prejudice to its right to affect recovery by any other method deduct the amount of liquidated damages from any money belonging to the DCO in its hands (which includes the LITSS's right to claim such amount against Implementation Agency's Bank

Guarantee) or which may become due to the Implementation Agency. Any such recovery or liquidated damages shall not in any way relieve the DCO from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

7.15 Force Majeure

- Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.
- The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The LITSS will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the SELECTED BIDDER in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- In case of a Force Majeure all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the

obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

7.16 **GENERAL :**

a. Intending bidders or their representative who wish to remain present at the time of tender opening can do so.

b. The fees for online tender document will not be refunded under any circumstances.

c. This tender notice shall form a part of tender document. And Conditional tender shall not be accepted.

d. Tenders which do not fulfill all or any of the condition or submitted incomplete in any respect will be rejected.

e. LITSS reserves the rights to reject any or all tenders without assigning any reason thereof.

SECTION- VIII

Bill of Material (BOM)

8 Bill of Material (BOM) for LSWAN& Sub-Centre's

Following includes the Bill of Material for the LSWAN at Kavaratti & Sub-Centre at islands. The specifications of the components listed below are provided in**Annexure II**. The bidder shall provide the quotation for unit prices for the following components in the commercial bid. However, for overall commercial evaluation, the quantities indicated in the below table shall be considered. At the time of actual implementation, based on the requirements, the number of servers/IP Phone may be increased / decreased by LITSS.

A. Bill of Material

Sr. No	Components	Qty
-	**Hardware Components**	-
1	Core Router	2
2	Core Switch	2
3	External Firewall	2
4	Call Manager with 150 User license	1
5	IP Phone	150
6	Branch Router	12
7	Layer 3 Fiber Switch	12

8	Layer 2 Switch	15
9	NMS	1
10	65" Screen	5
11	2 Ton Split Standard AC	9
12	UPS 6kVA	9

SECTION- IX

Preparation of Financial Proposal

9 Format and Signing of Bids

The Bidder shall provide all the information sought under this RFP. The Director, IT/LITSS, Kavaratti will evaluate only online bids.

- The financial proposal should list the costs associated with the assignment. These should cover remuneration for staff, accommodation, transportation, site visits (as per requirements), printing of documents and other project related expenditures.
- The financial quote should be inclusive all taxes. No additional finance will be provided under any other headings not mentioned in the financial quotation.
- The Authority may, in exceptional circumstances, and at its sole discretion, extend the Application Due Date by issuing an Addendum, uniformly for all Applicants.
- Bids received by the Authority after the specified time on technical bid submission /Due Date shall not be eligible for consideration and summarily rejected.

9.1 Confidentiality

a) Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Authority in relation to or matters arising out of, or concerning the Bidding Process. The Authority will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information

unless itis directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Authority

9.2 Award of Contract

a) The Contract shall be awarded after successful Negotiations with the successful Selected Bidder if required. If the Selected Bidder fails after that, the EMD of the Selected bidder shall be forfeited by the Authority. The selected Bidder is expected to commence the Assignment within two days of the signing of the contract.

b) The rate quoted by the selected Bidder shall be valid for other similar project of Administration if found necessary, mutually agreed by the both party.

9.3 Law of Contract

The contract shall be interpreted and have effect in accordance with the Law of India and so suit or other proceeding relating to this contract shall not be filed or taken by the selected bidder in any court of Law except in a court of Competent jurisdiction in Lakshadweep.

SHEDULE - I

Design, Supply, Installation & Commissioning Phase

SHEDULE - I

1. Design

While the basic Network Architecture is given as part of the RFP, the Successful Bidder will have to redesign the architecture and/or specifications given as part of this RFP on the basis of their initial study,subjecttotheapprovalbyLITSS.The design shouldensureanuptimeof**99.749%** on a quarterly basis.

Thesuccessful Biddershallpreparedetaileddeploymentdocument(bothphysicaland IT) and shall submit the same for approval within 30 days of the signing of the contract. While preparing the design, the Successful Bidder shall keep in mind the scalability requirements as mentioned below:

1.1 Supply, InstallationandCommissioning ofITComponents

a) TheselectedBiddershallprocureandsupplyallIT(ActiveandPassive)components.The selectedBidderwouldberequiredtoundertakeallthenecessaryworksrelatedto supply and installationof all the components should be in All 10 Islands details as below Annexure -III

b) Installation shall mean to install and configure / integrate every component and

subsystem component, required for functioning of the LSWAN. Based on generic solution design, minimum capacities and specifications for the components have been worked out and described in Annexure-II of the RFP. However, these are only bear minimum requirements and the Bidder is at liberty to suggest better solutions to meet the overall SLA requirements.

1.2 Final AcceptanceTesting andCommissioning

a) LITSS shall review the detailed acceptance test plan (Factory Acceptance Test - FAT)
inconsultationwiththeconsultantaftertakingintoaccountanycomments/suggestion softhe DIT. LITSS, through the designated TPA (Third Party Auditor) would also conduct audit of the process, planandresultsoftheAcceptanceTestcarried outbythe selected bidder.The TPAwouldissue certification ofcompletionforwhichLITSSshallverifyavailabilityofallthedefinedservicesaspert he contract signed between the selected bidder and LITSS. The selected bidder shall be required to demonstrate all the services / features / functionalities as mentioned in the agreement.

b) Commissioning shall involve the completion of the site preparation, supply and installation of the required components and making the network available to LITSS for carrying out live Operations and getting the acceptance of the same from LITSS. Testing and Commissioning shall be carried out before the commencement of Operations.

c) The date on which Final FAT certificate is issued shall be deemed to be the date of successful commissioning of the LSWAN.

1.3 PrerequisiteforcarryingoutFATactivity:

- Detailed test plan shall be defined by LITSS. This shall be submitted by the bidder before FAT activity to be carried out.
- All documentation related to LSWAN and relevant acceptance test document (including IT Components, Non-IT Components etc.) should be completed &

submitted before the final acceptance test.

- The training requirements as mentioned should be completed before the final acceptance test.

1.4 TheFATshallincludethefollowing:

- AllhardwareandsoftwareitemsmustbeinstalledatLSWANasperthespecification.
- AvailabilityofallthedefinedservicesshallbeverifiedI.
- Thebiddershallberequiredtodemonstrateallthefeatures/facilities/functionalitiesas mentioned in the RFP.
- The bidder will arrange the test equipment required for performance verification. Bidder will also provide documented test results.
- Thebiddershallberesponsibleforthesecurityauditofthenetwork tobecarriedoutbya certified agency other than the successful Bidder.

1.5 Training andDocumentation

a) After installation andcommissioninghasbeencompleted,theselectedBidder shallprovide training to a batch of 10 people for 7 days at the LSWAN premises. All the required trainingmaterial will be provided to the participants by successful Bidder. The training shall cover both IT and Non-IT components involved in the buildup of LSWAN and shall be provided by Certified Professionals.

b) The Successful Bidder shall document all the installation and commissioning procedures andprovidethesametoLITSS within oneweek ofthecommissioning ofLSWAN. TheSuccessful Bidder shall submit a complete cabling system layout (As installed), including cable routing, telecommunication closets and telecommunication outlet/connector designations. The layout shall detail locations of all equipment and indicate all wiring pathways.

c) TheBidderwillalsoprovidedocumentation,whichshouldfollowtheITIL(Informatio n Technology Infrastructure Library) standards. This documentation should be submitted as the project undergoes various stages of implementation.

d) Process documentation: The Bidder shall be responsible for preparing process documentation relating to operation and maintenance of each and every service as mentioned in this section. The prepared process document shall be formally signed off by LITSSbeforecompletionoffinalacceptancetest.Theprocessdocumentationshall includebutnot limited toall thecategories of scopedefined above. Each process map shall clearly define the roles and responsibilities, detailed steps for execution of thedefined task, detailed configuration steps etc.

SHEDULE - II

Operations & Maintenance Phase

SHEDULE - III

1. The ‘Scope ofWork’ for the ‘Operations’ Phase can be categorized under three service categoriesasdepictedbelow.BasicInfrastructureServicesaremandatoryservicestobeprovidedbytheSELECTED BIDDER to ensure seamless LSWAN operations.

1.1 Pre-requisitesfortheServices

- Both the SELECTED BIDDER and the LITSS should agree upon the contractual period & service levels for providing the necessary services.
- Both the SELECTED BIDDER and the LITSS should agree upon the application(s) to be supported by the SELECTED BIDDER.

1.2 Basic InfrastructureServices

FollowingservicesshallbeprovidedbytheSELECTED BIDDERunderthebasicinfrastructureservices:

- Proactive and reactive maintenance, repair and replacement of defective

components (IT infrastructure) installed at the LSWAN through this RFP. The cost for repair and replacement shall be borne by the SELECTED BIDDER.

- Any component (Physical & IT installed at the time of LSWAN commissioning) that is reported to be faulty / non-functional on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time-frame agreed upon in the Service Level Agreement (SLA).
- Proactive monitoring of the entire basic infrastructure installed at the LSWANthrough building management software.
- The SELECTED BIDDER shall maintain records of the maintenance of the basic infrastructure and shall maintain a logbook on-site that may be inspected by the State at any time

1.3 Network MonitoringServices

1.3.1 TheSELECTED BIDDERshallprovideservicesformanagementofLSWANenvironmenttomaintain performance at optimum levels on a 24 x 7 basis.

1.3.2 TheSELECTED BIDDERshallmonitorandadministerthenetworkwithintheLSWANuptothe integration points.

1.3.3 TheSELECTED BIDDERshall carry outbreakfixmaintenanceoftheLANcablingormaintenancework and requiring work.

1.4 Integration Testing

1.4.1 This shall be a black-box testing role primarily to ensure that the application to bedeployed does not disrupt the Network operations and affect other Network infrastructure in terms of performance and security. The technical tasks to be carried out shall be asfollows:

- Functional Testing: Ensuring that the equipment's' functionality as described

by the department works adequately on the LSWAN environment.

- Performance Testing: Ensuring that the expressed performance requirements on the LSWANequipment's by using performance test tools and performance monitoring tools

1.5 ChangeManagement

1.5.1 Plan for changes to be made - draw up a task list, decide on responsibilities, coordinatewith all the affected parties, establish and maintain communication between parties to identifyandmitigaterisks,managetheschedule,executethechange,ensureand manage the port change tests and documentation.

1.6 VendorManagementServices

1.6.1 Coordination with all the project stakeholders (State Implementation Committee, Nodal Agency,UserDepartments,Vendors,ifany)toensurethatallLSWANactivitiesare carried out in a timely manner.

1.6.2 CoordinationwithvendorsandOEMstoensurethattimeandequipmentdependencies are optimally managed.

1.6.3 The SELECTED BIDDER shall coordinate and follow-up with all the relevant vendors of the UTLA Department to ensure that the user problems and issues are resolved in accordance with the SLAs agreed upon with them.

1.6.4 The SELECTED BIDDER shall maintain database of the various OEM vendors with details like contact person, telephone nos., escalation matrix, response time and resolution timecommitments etc.

1.6.5 The SELECTED BIDDER shall draw a consolidated quarterly SLA performance report across vendors for consideration of the user departments.

1.7 PhysicalInfrastructureManagementandMaintenance Services

All the devices that will be installed in the LSWAN as part of the physical

infrastructure should be SNMP enabled and shall be centrally and remotely monitored and managed on a 24x7x365 basis. Industry leading infrastructure management solution should be deployed to facilitate monitoring and management of the LSWAN Infrastructure on one integrated console. The physical infrastructure management and maintenance services shall include:

a) Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software).The cost for repair and replacement shall be borne by the selected Bidder.

b) The selected Bidder shall have to stock and provide adequate onsite and offsite spare partsandspare components to ensurethat the uptimecommitment as perSLAis met. To provide thisserviceitisimportantfortheselectedBiddertohaveback-to-back arrangementwith the OEMs.TheselectedBidderneedstoprovideacopyoftheservicelevelagreementsigned with the respective OEMs.

c) Components that is reported to be down on a given date should be either fully repaired or replacedbytemporarysubstitute(ofequivalentconfiguration)withinthetime-frame indicated in the Service Level Agreement (SLA). In case the selected Bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.

d) The selected Bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by LITSS at any time.

1.8 LicenseMetering/Management

The SELECTED BIDDER shall provide monitoring and management services for an agreed service window during the agreed contractual period from the date of final acceptance test. The scope of the services for overall Physical and IT infrastructure management during this period shall include Monitoring,

Administration and Management of the entire LSWAN infrastructure. Theentire stack ofmonitoring and management services shall include the following:

- HelpDeskServices
- NetworkMonitoring,Administration&ManagementServices
- SecurityAdministrationServices

ANNEXURES

Annexure I

Technical Specification

1. Core Router

Sl No	Specifications
1	Router should have minimum onboard 4 x 1G WAN ports with 2 ports supporting 1Fiber SFPfrom day-1.
2	The Router should have atleast 2 empty slots for future use
3	The routershould support2 x 10Gig FibrePorts inthe Future
4	The Routershould supportinterfaces likeChannelized E1/T1, Serial V.35, G.703, LTE. All themodular interfaceson therouter should support hot- swapability feature to accommodate field upgrades without rebooting the router.
5	Router should support an aggregated minimum throughput of 18 Gbps or more with encryption

6	Router should be able to support IPSec tunnels from day 1
7	Router should support hot swappable redundant power supply
8	Router shouldsupport static Routes, OSPFv2, OSPFv3, BGP4, MPLS, HSRP/VRRP, IGMPv3, PIM-SM, PIM-SSM, RSVP, DVMRP, IPv4 and IPv6 tunneling, LISP, VirtualPrivate LANServices (VPLS), Ethernet over MPLS
9	Router should support minimum 64 VRF for segmentation
10	Router should support Configuration and monitoring using SSH, CLI
11	Router should support SNMPv3, NTP, DNS client, DHCP client, DHCP server, DHCP relay, config archival, Syslog, SSH, SCP,NAT/PAT, IPFIX or NetFlow export
12	Router should support Forwarding and Quality of Service (QoS) Classification, prioritization, low latency queuing, remarking, shaping, scheduling, policing, mirroring, NAT/PAT
13	Router should support Routepolicies, app-aware routing, controlpolicy, data policy, ACL policy, VPN membership policy, service advertisement and insertion policy
14	should have 8GB ofDRAM from day-1 whichcan bescalable up to 32GB.
15	Router should support Bridging like 802.1Q, Ether channel or equivalent, Sub interface, MACSec
16	The routershould supportthe followingsecurity features: Zero-trust, whitelisting, tamper-proof module, DTLS/TLS, IPSec, ESP-256-CBC, Authentication Header, HMACSHA1
17	Proposed routershould becertified with EAL3 orabove /NDPP/ common criteria certificate
18	The Router should be IPv6 Ready Logo Phase-2 certified
19	UL 60950-1/UL 62368-1 and MTCTE certified
20	Proposed solution with 5 Years Warranty and shouldsupport 24x7x365 OEMTAC support and advance Next Business Day Hardware replacement

2. Core Switch

Sl No	**Specifications**
1	Chassis based switch with minimum 5 or more slots for operational and atleast 1.44 Tbps
2	The Switch should support 240 Gbps per slot
3	The Switch populated with Redundant Supervisor Engine from day 1
4	There shouldnot beany performancedegradation evenif one Supervisor Engine fails
5	The Switchshould supportredundant powersupplies fromdayone

6	Switch should have 16 GB DRAM and 10 GB Flash with optional SSD to host 3rd party container based application
7	The Switch should have 1x 48 Port 10/100/1000 UTP ports from day one
8	The switch should have support 24 port 1/10 G Fibre ports from day one
9	The Switch should support Network virtualization and segmentation with Group-based policies and Context-based analytics
10	The Switch should support overall more than 1.44 Tbps of System Bandwidth
11	The Switch should support throughput of atleast 900 Mbps
12	The Switchshould support IPv4 and IPv6 supportin hardware (Unicast and Multicast)
13	The Switch should support 112K IPv4 / IPv6 Routing Entries
14	The Switch should support Mirroring sessions
15	The Switch should support atleast 18,000 Security and QoS Hardware Entries
16	The switchshould support IPv6 supportin hardware, providing wire-rate forwarding for IPv6 networks
17	Must support Temperature of -5 to +45° C
18	The Switch should support External USB for flexible storage options
19	The Switch should support N + 1 Power Supply redundancy
20	The Switchshould have1 dedicated 10/100/1000 management port and one RJ45 console port
21	The Switch must support MACSEC 128 in all ports from day 1
22	The Switchshould supportmore than 380K Flowentries in hardware
23	Must support Automation includes NetConf, Restconf, gRPC, YANG, PnP Agent
24	The Switch should support Nonstop Forwarding
25	The switchshould supportPVLAN, VRRP, PBR, CDP, QoS, FHS, 802.1x
26	The Switch should support Unicast Reverse Path Forwarding
27	The Switch should support SPAN and RSPAN
28	The Switchshould supportmeasure, report, andreduce energy consumption on POE if considered
29	The Switch should support analyse IP service levels for IP applications and services by using active traffic monitoring
30	The Switchshould supportLayer 3routing protocols- OSPF, EIGRP and multicast routing from Day 1
31	The Switchshould supportBGP, VRFand Policybased routing functionality (PBR) from Day 1

32	The Switch should support security Features such as IEEE 802.1x, port security, Dynamic Host Configuration Protocol (DHCP) Snooping and Guard, Dynamic ARP Inspection, RA Guard, IP Source Guard, control plane protection (CoPP)
33	Switch shall conform to UL 60950-1/UL 62368-1 and MTCTE certified
34	Proposed solution with 5 Years Warranty and shouldsupport 24x7x365 OEMTAC support and advance Next Business Day Hardware replacement

3. External Firewall

Sl No	Specifications
1	**Hardware Architecture**
2	The appliance based security platform should provide firewall, AVC and IPS and Zero day protection functionality in a single appliance from day one
3	The appliance should support atleast 8 *1G Gigabit ports and 4x1G SFP ports
4	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system to support higher memory and should support minimum of 16 GB of RAM
5	Proposed Firewallshould notbe proprietaryASIC basedin nature& should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.
6	The proposed solution shouldn't use a proprietary ASIC hardware for any kind of performance Improvement. If option to disable ASIC is there than OEM must mention the performance numbers in datasheet
7	**Performance & Scalability**
8	Firewall should support 3.2 Gbps (1024 bytes) of NGFW (FW, AVC and IPS) real-world / production performance
9	Firewall should support atleast 400K concurrent sessions with application visibility turned on
10	Firewall should support atleast 20K connections per second with application visibility turned on
11	Firewall should support at least 1024 VLANs
12	**NG Firewall Features**
13	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc
14	Firewall should support manual NAT and Auto-NAT, static nat, dynamic nat, dynamic pat

15	Firewall shouldsupport Nat66 (IPv6-to-IPv6), Nat64 (IPv6-to-IPv4) & Nat46 (IPv4-to-IPv6) functionality
16	Firewall should support Static, RIP, OSPF, OSPFv3 and BGP, BGPv6
17	Firewall should support Multicast protocols like IGMP, PIM, etc
18	Firewall should support capability to integrate with other security solutions to receive contextual information like security group tags/names
19	Firewall shouldhave thecapability ofpassively gathering information about virtual machine traffic, network hosts and their activities, such as operating system, services, open ports, client applications, and vulnerabilities, to assist with multiple activities, such as intrusion event data correlation, elimination of false positives, and policy compliance.
20	Firewall support more than 3000 (excluding custom application signatures) distinct application signature as application detection mechanism tooptimize securityeffectiveness andshould beable to \create 40 or more application categories for operational efficiency
21	The proposed firewall should support intelligent path selection based on metric. should supportPBR basedon parameterlikes source port, destination address, destination port, protocol, applications, or a combination ofthese objects. Also PBRpolicy shouldrely on flexible metrics, such as round trip time, jitter, mean opinion score, and packet loss of the interfaces to identify the best routing path for its traffic
22	Firewall shouldbe capableof automaticallyproviding the appropriate inspections and protections for traffic sent over non-standard communications ports.
23	Firewall should be able to link Active Directory and/or LDAP usernames to IP addresses related to suspected security events.
24	Firewall should be capable of detecting and blocking IPv6 attacks.
25	Firewall should support more than 25,000 (excluding custom signatures) IPS signatures or more
26	The solutionmust provide IP reputation feedthat comprisedof several regularly updated collections of poor repuration of IP addresses determined by the proposed security vendor
27	Solution must support IP reputationintelligence feedsfrom third party and custom lists of IP addresses including a global blacklist
28	Firewall shouldmust supportDNS threatintelligence feedsto protect against threats
29	The Appliance OEM must have its own threat intelligence analysis centerand shoulduse theglobal footprintof securitydeployments for more comprehensive network protection.
30	The detection engine should support capability of detecting and preventing a wide variety of threats (e.g., network

	probes/reconnaissance, VoIPattacks, bufferoverflows, P2P attacks, etc.).
31	Firewall shouldbe ableto identifyattacks basedon Geo-location and define policy to block on the basis of Geo-location
32	The detection engine should support the capability of detecting variants of known threats, as well as new threats
33	The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability- based rules, protocol anomaly detection, and behavioral anomaly detection techniques. I
34	Firewall should support Open based Application ID for access to community resources and ability to easily customize security to address new and specific threats and applications quickly
35	**URL Filtering Features**
36	Firewall mustsupport URLthreat intelligencefeeds toprotect against threats
37	Firewall shouldsupport Reputation- and category-based URL filtering offering comprehensive alerting and control over suspect web traffic and enforces policieson morethan 280million ofURLs inmore than 80 categories.
38	**Anti-APT / Malware Features**
39	Firewall should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file- hash or signature (update to be provided in 300 seconds) as theytransit thenetwork andcapability todo dynamicanalysis on- premise on purpose built-appliance or on cloud as required
40	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP
41	Proposed solution shall have required subscription like Threat Intelligence forproper functioningand otherlicense tobe added from day one
42	**Management**
43	The management platform must be accessible via a web-based interface and ideally with no need for additional client software
44	The management platform must provide a highly customizable dashboard.
45	The management platform must be capable of integrating third party vulnerability information into threat policy adjustment routines and automated tuning workflows

46	The management platform must be capable of role-based administration, enabling different sets of views and configuration capabilities for different administrators subsequent to their authentication.
47	Firewall should support REST API for monitoring and config programmability
48	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.
49	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).
50	The management platform must provide robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.
51	The managementplatform mustrisk reportslike advanced malware, attacks and network
52	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external networkand security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.
53	Proposed solution with 5 Years Warranty and shouldsupport 24x7x365 OEMTAC support and advance Next Business Day Hardware replacement

4. Branch Router

Sl No	**Specifications**
1	Router shouldhave minimum 2x1 GCopper and 2x1G Fiber ports
2	The Routershould supportinterfaces likeChannelized E1/T1, Serial V.35, G.703, LTE. All themodular interfaceson therouter should support hot- swapability feature to accommodate field upgrades without rebooting the router.
3	Router shouldsupport anaggregated minimumthroughput of 3.8 Gbps or more with encryption
4	The Router should have 1 empty slot for future use
5	Router should support IPSec tunnels from day 1
6	Router should support fixed power supply
7	Router should support static Routes, OSPFv2, OSPFv3, BGP4, MPLS, HSRP/VRRP, IGMPv3, PIM-SM, PIM-SSM, RSVP, DVMRP, IPv4 and IPv6 tunneling, LISP, VirtualPrivate LANServices (VPLS), Ethernet over MPLS.

8	Router should support minimum 64 VRF for segmentation
9	Router should support Configuration and monitoring using SSH, CLI
10	Router should support SNMPv3, NTP, DNS client, DHCP client, DHCP server, DHCP relay, config archival, Syslog, SSH,SCP,NAT/PAT, IPFIX or NetFlow export
11	Router shouldsupport Forwardingand Qualityof Service (QoS) Classification, prioritization, low latency queuing, remarking, shaping, scheduling, policing, mirroring, NAT/PAT
12	Router shouldsupport Routepolicies, app-aware routing, control policy, data policy, ACL policy, VPN membership policy, service advertisement and insertion policy
13	Router should have 8GB of DRAM from day-1 which can be scalable up to 16GB
14	Router should support Bridging like 802.1Q, Ether channel or equivalent, Sub interface, MACSec
15	The router should support the following security features: Zero-trust, whitelisting, tamper-proof module, DTLS/TLS, IPSec, ESP-256-CBC, Authentication Header, HMACSHA1
16	The routershould workin controllerbased architectureand should support per tunnel QoS
17	Proposed routershould becertified with EAL3 orabove /NDPP/ common criteria certificate
18	The Router should be IPv6 Ready Logo Phase-2 certified.
19	UL 60950-1/UL 62368-1 or MTCTE certified
20	Proposed solution with 5 Years Warranty and shouldsupport 24x7x365 OEMTAC support and advance Next Business Day Hardware replacement

5. Aggregation Fiber Switch

Sl No	Specifications
1	Switch should be 1U and rack mountable in standard 19" rack.
2	Switch should support internal hot-swappable Redundant Power supply
3	Switch should have redundant hot swappable fans.
4	Switch should have minimum 8 GB RAM and 8 GB Flash
5	Switch shallhave 24 nos. 1G SFPports andadditional 4 nos. SFP+ uplinks ports
6	Switch should have dedicated slot for modular stacking, in addition to asked uplink ports. should support for minimum 320Gbps of stacking throughput with 8 switch in single stack
7	Switch shall have minimum 208 Gbps of switching fabric and 154 Mpps of forwarding rate.
8	Switch shall have minimum 32K MAC Addresses and 1000 active VLAN.

9	The switch should support minimum 32K IPv4 routes or more and 16K IPv6 routes or more
10	Switch shall have 8K or more multicast routes.
11	Switch should support atleast 64K flow entries, 128 or more STP Instances
12	Switch should have 16MB or more packet buffer
13	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x,802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u,802.3ab, 802.3z &1588v2
14	Switch musthave functionalitylike staticrouting, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1
15	Switch Should support advance Layer 3 protocol like BGPv4, BGPv6 , MPLS, VRF, VXLAN, IS-ISv4,OSPFv3, MP-BGP
16	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues
17	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+
18	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RAGuard, IPv6 DHCPGuard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.
19	Switch shouldsupport 802.1xauthentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 on hardware
20	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.
21	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signedimages toprovide assurancethat the firmware & BIOS are authentic.
22	Switch shallhave modularOS tosupport application 3rd party application hosting
23	Switch shall conform to UL 60950-1/UL 62368-1 and MTCTE certified
24	Proposed solution with 5 Years Warranty and shouldsupport 24x7x365 OEMTAC support and advance Next Business Day Hardware replacement

6. Layer 2 Switch

Sl No	Specifications
1	Switch should be 1U and rack mountable in standard 19" rack.
2	The switch should support internal field replaceable Redundant Power supply from day one

3	Switch should have minimum 2 GB RAM and 2 GB Flash or higher
4	Switch shall have minimum throughput of 128 Gbps from day 1
5	Switch shall have minimum Traffic handling capacity of 95 Mpps from Day 1
6	Switch should have 6MB or more packet buffer.
7	All modules/SFP & Power supplies should be Field replaceable
8	Minimum 24 x 10/100/1000 Base-T ports from day 1 should have4 x 1G/10G Uplink Interfaces
9	Switch shouldsupport PoE (802.3af) and PoE+ (802.3at) witha PoE power budget of 370W.
10	Switch should support stacking with dedicated stacking ports providing minimum of 80 Gbps stacking bandwidth. should support 8 switch in single stack.
11	Switch shall support 16,000 MAC Address
12	The switch should support minimum 11K IPv4 routes or more
13	Switch shall have 1K or more multicast routes.
14	Switch should support atleast 16K flow entries
15	Switch should support 4K Vlan IDs
16	Switch should support 128 or more STP Instances.
17	Switch should support jumbo Frame size of 9198 bytes
18	Switch shouldsupport IEEEStandards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.
19	Switch shouldsupport networksegmentation thatovercomes the limitation of VLANs using VXLAN
20	Switch should be IPv6 Ready
21	Switch shouldsupport EnergyEfficient Ethernet (EEE) to provide optimum power saving.
22	Switch shouldsupport 802.1xauthentication andaccounting, IPv4 and IPv6 ACLs, Dynamic VLAN assignment
23	Switch should support MACSec-128/IEEE802.1AE on hardware for all ports.
24	Switch shouldsupport IPv6 BindingIntegrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.
25	Switch shouldsupport Access List/ FirewallFilters, Policy based routing, NTP, SNMP, TACACS/RADIUS, AAA
26	Switch should support telemetry & visibility using Netflow/jflow/sflow,
27	Switch should support SPAN, RSPAN / remote port mirroring
28	Switch shouldsupport managementfeatures like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+

29	During systemboots, thesystem's softwaresignatures should be checked for integrity. System shouldcapable tounderstand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.
30	Switch shallhave 802.1pclass ofservice, marking, classification, policing and shaping and eight egress queues.
31	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.
32	Operating Temperature : 0°C to +40°C
33	The switch should support SDN functionality using open APIs/NETCONF / RESTCONF using YANG/XML datamodels for external tools or equivalent to automatically provision network resources/configuration from day one.
34	The switch should be VATP/EAL3/NDPP/NDcPP certified under Common Criteria.
35	Switch shall conform to UL 60950-1/UL 62368-1 and MTCTE certified
36	Switch shall support functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features by purchasing the Additional License

7. IP Telephony System

Sl No	Specifications
	System Architecture
1	A comprehensive IP based solutions based on a Server and Gateway Architecture. The server and Gateway are from Same OEM
2	The call control system and gateway should support IPv4 and IPv6 from day one.
3	The call Control Server should support to be deployed in a active-active configuration
4	The solution should support to integrate Analog & IP Phones (Wired,Wireless,Video), PSTN gateways ,Video conferencing devices, over IP architecture
5	The proposed system should be Integratable with ACD, IVR Systems and Voice Mail Solutions
6	The system should be scalable up to 1000 extensions on the proposed single hardware.
7	Proposed Solution should have capability from day one for 150users to register simultanious 150 devices (hard phone and Soft phone)
8	Intercluster scalability to 100+ sites or clusters through H.323 gatekeeper

9	The call control functionality centralized or distributed across multiple nodes across WAN for enhanced redundancy with SRST
10	The Media Gateway shall provide fall back call control service in case the remote site looses all connectivity to the main Call Control system.
11	The Server Gateway Architecture Should support signaling standards/Protocols – SIP, MGCP, H.323, Q.Sig.
12	End user devices should have CODEC support - G.711, G.729, G.729ab, g.722, iLBC
13	The system should support an inbuilt reporting tool and aslo Call Detail Record (CDR) to Third party reporting systems
14	**Security**
15	The Call control web based administration with HTTPS Management.
16	All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions, SFTP for File Transfer Etc.).
17	Protection of signaling connection over IP by means of authentication, Integrity and encryption should be carried out using TLS.
18	Should support SSL for LDAP directory integration.
19	**IM & Presence**
20	The Soft Client should have soft phone capability and should support desktop and iPad based point to point video calls.
21	Solution should provide a "presence" application for users.
22	Should support the users to their contact list users Status (like (Available, Away, Do Not Disturb (DND)) and IP phone's on/off hook states, To see the status of their contacts in .
23	**End user Features required:**
24	Extension mobility
25	Do not disturb
26	Dial-plan partitioning
27	Fax over IP—G.711 pass-through and Fax Relay
28	Forced authorization codes and client matter codes (account codes)
29	The System should have Automated bandwidth selection
30	The System should support Audio message-waiting indicator (AMWI)
31	It should be possible to monitor the call control system i.e. system performance, device status, device discovery, etc

8. IP Phone

Sl No	General Features
1	The IP Phone should have a LCD display of at least 3.5”inch with 4 Programmable lines keys.
2	The IP Phone should have 2* 10/100/1000 BASE-T Ethernet ports for LAN and PC
3	The IP Phone should support Power over Ethernet IEEE 802.3af class 1/2/3 and should also have AC power adapter option
4	The phone should be a SIP based Phone i.e session Initiation protocol (SIP) supported
5	The phone should support IPv4 and IPv6 from day1.
6	It should support the following codecs: G.711a/μ-law, G.722, G.729a, iLBC
7	The phone should support XML based services and applications.
8	The phone should have a distinct LED indicator for message waiting.
9	Should have keys for specific functionalities such as – voicemail, directories, settings, transfer, speakerphone, mute on/off, headset etc
10	Corporate directory and Lightweight Directory Access Protocol (LDAP) integration.
11	Ready access to missed, received or placed calls (plus intercom history and directories).
12	The phone should support QoS mechanism through 802.1p/q.
13	IP address Assignment by DHCP or statically configured
14	Hands-free operation with full-duplex speaker-phone with volume adjustments for the speakerphone, handset and ringer.
15	The phone should support mounting against a wall
16	Supports Media Encryption (SRTP) using AES and Signalling Encryption (TLS) using AES
17	The phone should have the ability to register to call control server over an internet link with or without VPN.
18	The phone should support at least 100 entries for call history i.e. missed, received, placed etc.
19	The phone also includes the following settings - Display contrast, Ring type, Network configuration, Call status
20	The Phone should support the ability to provide different ringtones for internal and external calls.
21	**Calling Feature**

22	The phone should the following features: iv. Extension Mobility v. Auto answer vi. Message waiting indicator vii. Music on hold viii. Forced Authorization Code (Account Code/FAC) ix. Conference x. Music on Hold (MoH) xi. Corporate directory xii. Auto-detection of headset xiii. Busy Lamp Field (BLF) xiv. Callback xv. Immediate Divert

9. NMS System

1	The proposed solution platform shall provide a single integrated solution for comprehensive management of the wired/wireless access, and rich visibility into connectivity and performance issues.:
2	The EMS must conduct Performance Monitoring, Performance management Control, and Performance Analysis of every network element into the system.
3	The EMS should conduct the monitoring and management of the coordinated configuration of multiple network devices
4	The EMS must ensure monitoring: coordinated Fault Management, Network Configuration Management, Accounting Management (Netflow based traffic monitoring), Performance Management and Security Management (role based access control) across the associated elements in the network.
5	The solutionshall havetemplate formonitoring keynetwork resources, devices.
6	The proposed solution must provide comprehensive and integrated management of IT infrastructure components to maximize the availability of IT services and SLA performance.
7	The proposedsolution mustprovide acomplete viewof theTopology andnetwork elements. The NMSshall havethe abilityto includethe network elements and the links in the visual/graphical map of the department. The visual maps shall display the elements in different color depending upon the status of the element. The topology should show Traffic utilization, interface status & details on hovering the mouse over the link/interface.
8	Proposed EMS/NMS softwareapplication shouldhave qualified Security verification certificate by the list of STQC/CERT-IN **Government** empanelled Information Security Auditing organization for testing and issuing the certificate /clearance.
9	The proposed solution must keep historical data for minimum 3 months.

10	The proposedsolution mustprovide thevisual presentationof the Network Element's status and the alarms. The topology should provide details of neighbors, neighbor IP, neighbor interface, statistics, device vendor, model. The solution should also have anomaly detection.
11	The proposed solution must provide Health Monitoring reports of the network with settable periodicity e.g. @24 Hrs., 1 week, 1 month etc.
12	The proposed solution must provide the graphical layout of the network element using different colors to indicate their status.
13	The proposed solution must provide calendar view which allows the operator all theschedule activitiessuch asReports, Inventoryscans etc.It shall also allow to define scheduled report for uptime, link status etc.
14	The proposedsolution shouldhave multiplealerting featuresto get the notification via email, SMS and third-party systems.
15	The proposed solution must support listening to traps and syslog events from the network devices with retention period up to 6months.
16	The proposed solution must supportthe data retention period as per duration required, preferably 6 months to control storage.
17	The solution must support custom device template to support Generic SNMP devices.
18	The solution must provide discovery & inventory of heterogeneous physical network devices like Layer-2 & Layer-3 switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular visibility up to individual ports level.
19	It shall provide Real time network monitoring and Measurement offend-to-end Network performance& availabilityto defineservice levelsand further improve upon them.
20	Proposed EMS/NMS Solution OEM should have valid & genuine CMMI L3 certificate to ensure its process efficiency, promote quality product and service development & decrease risk in software. OEM shall facilitate the validation of CMMI L3 Certificate from CMMI Institute from CMMI PARS portal.

10. UPS 6 KVA

S/N	Parameter	Minimum Technical Requirement
1	Capacity	Adequate capacity to cover all above IT Components at respective field locations.
2	Input Frequency Range	50 Hz+/-0.5 %(Free running); +/-3 %(Sync. Mode)
3	Output Frequency Range	50 Hz+/-0.5 %(Free running); +/-3 %(Sync.Mode)
4	Output Voltage	220/230/240Vac 230VAC
5	Inverter efficiency	>90%
6	Harmonic Distortion (THD)	< 3% (linear load)

7	Output Waveform	Pure Sine wave
8	Output Power Factor	0.8 or more
9	Battery Backup	120 min
10	Battery Type	VRLA (Valve Regulated Lead Acid), SMF (Sealed Maintenance Free) Battery. Makes Quanta/Exide/Unominda/HBL
11	General Operating Temperature	As per City condition and requirement.
12	Alarms & Indications	All necessary alarms & indications essential for performance monitoring of UPS like mains fail,low battery & fault detection Automatic, Manual Bypass Switch.
14	Certifications	Manufacturer inIndia shallhave ISO 9001. UPS OEM must be established and supplying UPS from last 10 years in India..
15	Overall Protection	UPS OEM has to supply IP 55 Cabinet to place UPS & Batteries (Floor type) along with FAN for ventilation, Main input Breaker with Indian socket PDU.
16	Rack & Accessories	Rack & Accessories

11. Display Monitor

S.No	Item Name	Specification
1.	Display Monitor	1. Active Screen Diagonal - 65" or higher, 2. Technology - LED Based 3. Resolution - minimum 1920x1080(full HD), Colors - 16.8 million, aspect ratio - 16:9 4. Viewing angle - 178 degrees or higher 5. Response time - less than 8 secs 6. Dots per inch – Minimum 52dpi or more 7. Standard inputs - DVI,VGA(D15), S-Video, Composite Video, Component Video (YPbPr, YCbCr),HDMI,USB 8. Supported resolution - On composite, S-video and component inputs 9. PAL - Secam 576i, NTSC 480i 10. On DVI and VGA inputs: VESA: VGA, SVGA, XGA, WXGA, SXGA, SXGA+, UXGA; SMPTE-296M(1280 x 720p); SMPTE-274M (1920 x 1080i and 1920 x 1080p) 11. Control - RS232, On screen display, IR Remote control 12. Mounts - VESA MIS F, 600, 200, 8

Annexure II

Pre Qualification Check List

#	Compliance Criteria	Compliance (Yes/No)	Page No. and Section No. in bid
1.	RFP Document Fees		
2.	Earnest Money Deposit		
3.	Eligibility Criteria Covering letter		
4.	Bidder Profile		
6.	The annual Turnover (TO) in Indian Rupees for more than Rs. 10 crores for each of the last three Financial Years ending on 31.03.2025.		
7.	The Positive Net Worth (PNW) in Indian Rupees for each of the last three Financial Years ending on 31.03.2025.		
	Project Experience Summary		
8.	Blacklisting Certificate		
9.	Manufacturers'/Producers' Authorization Form		
10.	Technical Compliance		
11.	Power of Attorney		
12.	Total responsibility certificate		
13.	No Deviation Certificate		
14.	Proposed Bill of Material (Make and Model)		

Annexure III

Technical Check list

#	Checklist Item	Compliance(Yes/No)	Page No,andSectionNo.in Bid
1.	TechnicalBidLetter		
2.	Supporting documents with location details/address/phone number to be submitted – at least one office in Lakshadweep)		
2.	CertificatefortheAnnualTurnover		
3.	Certificatefor theNetWorth		
6.	ProjectExperienceSummary		
7.	Self-Certificate for Project execution experience (In Bidding Entity's Letter Head)		

Annexure IV

Template for Queries

Bidder shall submit all queries in MS excel in the following format along with the name and details of the organization submitting the queries.

Sl#	RFP Volume, Section/FR/TR No*	RFP Page No.	Content in the RFP	Clarification Sought

Note:

- In case of queries with regard to RFP document, please mention the section/clause as may be applicable.
- *In case of queries with regard to functional or technical requirements, please give reference of the corresponding FR/TR.
- In case of queries pertaining to the work but not listed in RFP document, please mention them at the end of the list.

Annexure V

Pre-Qualification Bid Covering Letter

Date: dd/mm/yyyy To,
[ ]

Sub:

Ref: RFP No. <<…..>> dated <<…..>>

Dear Sir,

With reference to your "…", we hereby submit our Prequalification bid.
We hereby declare that:

a. We hereby acknowledge and unconditionally accept that the Client can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of Agency for providing services.
b. We have submitted EMD of Indian Rupees [ ] Crores and RFP Document fee of Indian Rupees [ ] online through NEFT/ RTGS in the <<Account details>> or Demand Draft no XXX or Bank Guarantee.
c. We hereby declare that all information and details furnished by us in the Bid are true and correct, and all documents accompanying such application are true copies of their respective originals.
d. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the RFP. We do hereby undertake to comply as per these terms and conditions.
e. In the event of acceptance of our bid, we do hereby undertake:
    i. To supply the products and commence services as stipulated in the RFP document
    ii. To undertake the project services for entire contract period from the date of signing of the contract as mentioned in the RFP document.
f. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.
g. We fully understand and agree to comply that on verification, if any of the information provided in our bid is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

In case of any clarifications please contact_ email at _____

Thanking you, Yours sincerely,
(Signature)

Printed Name Designation

Seal

Date:
Place:
Business Address:

Annexure VI
Format for Power of Attorney to Authorized Signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance withrelevantStampAct.Thestamppapertobeinthenameoftheorganizationwhoisissuingthepowerofattorney.]

We,M/s. _____(nameofthefirmorcompanywithaddressoftheregisteredoffice)herebyconstitute,appointand authorize Mr.orMs. _____(Nameandresidentialaddress)whoispresentlyemployedwithusandholdingthepositionof _____,asourAttorneytodoinournameandourbehalfalloranyoftheacts,deedsorthingsnecessaryorincidentaltoourRFPfor the Project(name of the Project), including signing and submission of the RFPresponse, participating in the meetings, responding to queries, submission of information ordocumentsandgenerallytorepresentusinallthedealingswithClientoranyotherGovernment Agency or any person, in connection with the works until culmination of theprocessofbiddingtilltheProjectAgreementisenteredintowith__(Client)andthereaftertill the expiryoftheProjectAgreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorneypursuant to this power of attorney and that all acts, deeds and things done by our aforesaidAttorneyshallandshallalwaysbedeemedto have been done byus.

Datedthisthedayof_____202

_____
(SignatureandNameofauthorizedsignatory)

SealofOrganisation:

Witness1: Witness2:

Notes:

a. *Tobeexecutedbyallthemembersindividually.*
b. *The Mode of execution of the power of attorney should be in accordance with theprocedure, if any laid down by the applicable law and the charter documents of theexecutant(s) and when it is so required, the same should be under common sealaffixedinaccordancewiththerequired procedure.*
c. *IncasetheProposalissignedbyanauthorizeddirectoroftheBidder,acertifiedcopyof the*

appropriate resolution/ document conveying such authority may be enclosed inlieuofthepowerofattorney.

Annexure VII

BidderProfile

BriefBidderprofile

Sl. No.	Particulars	Descriptionordetails
1.	NameofBidder	
2.	LegalstatusofBidder(company,Pvt.Ltd.,LLP,PartnershipFirmetc.)	
3.	Main business oftheBidder	
4.	Registeredofficeaddress	
5.	Incorporation/Registration date andnumber	
6.	GSTregistrationnumber	
7.	PANdetails	
8.	PrimaryContactPerson(Name,Designation, address, mobile number, fax,email)	
9.	SecondaryContactPerson(Name,Designation, address,mobilenumber,fax,email)	
10.	EMDDetails	
11.	Copyofcertificateor registrationofBidder	

A. CertificateofIncorporation/Registration

B. PANCardNo

C. GSTRegistrationNo

D. ShareholdingoftheBidder,ifapplicable

E. ListofDirectors/Partners andtheircurrentofficecontact details

F. Particularsofthe AuthorizedSignatoryof theBidder

(a) Name:
(b) Designation:
(c) Company:
(d) Address:

(e) Telephone/MobileNumber:
(f) E-MailAddress:

Annexure VIII

CertificatefortheAnnualTurnover and Net Worth

Thisistocertifythataspertheauditedfinancialstatementsof<<nameofthebidder>>, theannualturnoverisasfollows:

Sl.No	FinancialYear	AnnualTurnover(RsCrore)	Networth (Rs Crore)
1	FinancialYear 2022-23		
2	FinancialYear 2023-24		
3	FinancialYear 2024-25		

Name of the Statutory Auditor /Practicing Chartered Accountantissuing the

certificate:Nameofthe Firm:

SealofFirm:
Registration No.:

Date:

(Signature, name, designation and registration no of the authorized signatory for theAuditor's/CAFirm)

Note:

- *The Bidder shall attach copies of the balance sheets, financial statements andaudited annual reports for each of the Financial Years mentioned above. Thefinancialstatementsshall:*
    a. *reflecttheturnoveroftheBidder;*
    b. *beauditedbyastatutoryauditor/PracticingCharteredAccountant;*
    c. *Becomplete,includingallnotesandschedulestothefinancialstatements.*

Annexure IX

Format for Declaration of Non-Blacklisting

To,
….
….
….

Dear Sir/Madam,

Sub: UPGRADATION OF STATE-WIDE AREA NETWOK, UT OF LAKSHADWEEP"
Ref: Tender No.

We [Company and Address], confirm that our company or firm, is currently not blacklisted/debarred in any manner whatsoever by any of the State or UT or PSU or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on the date of submission of tender.

For…

Signature
Name:
Designation:
Office Address:
Date:
Place:

Annexure X

No Deviation Certificate

This is to certify that our proposed solution meets all the requirements of the RFP including but not limited to Scope of Work, stated Project Outcomes (including SLAs), Business Requirements and Functional Specifications/ Requirements.
We further certify that our proposed solution meets, is equivalent or better than the minimum technical specifications as given in the RFP.
We understand that the Bill of Material provided in the RFP is indicative and we confirm that we have undertaken our own assessment to finalize the components and quantity.
We further confirm that our commercial proposal is for the entire scope of work, comprising all required components and our obligations, for meeting the complete scope of work.

(Authorized Signatory of Bidder)

Signature:

Name:

Designation:

Address:

Annexure XI

Total Responsibility Certificate

To,
…
…
…

Dear Sir/Madam,

Sub: UPGRADATION OF STATE-WIDE AREA NETWOK, UT OF LAKSHADWEEP
Ref: Tender No. …

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions as per the requirement of the tender for the duration mentioned in all the sections of the tender floated by … for the project UPGRADATION OF STATE-WIDE AREA NETWOK, UT OF LAKSHADWEEP & its corrigendum's.

For

Signature

Name:
Designation:
Office Address:
Date:
Place:

.

Annexure XII

Technical Bid Covering Letter

To,

[ ]

Subject:
Ref: RFP No. <<…..>> dated <<…..>>

Dear Sir,

I (bidder), having read and examined in detail all the bidding documents in respect of "……." do hereby propose to provide our services as specified in the bid submitted by us.
It is hereby confirmed that I / We are entitled to act on behalf of our company / corporation / firm / organization and empowered to sign this document as well as such other documents, which may be required in this connection.
We declare that all the services shall be performed strictly in accordance with the RFP documents.
We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Client, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Client in its evaluation process. We also confirm that we shall not attract conflict of interest in principle.
We hereby declare that our bid is made in good faith, without collusion or fraud and if it is proven to the contrary by any court procedure during anytime of the project we submit that we are for due compensation of loss of time and money to the authorities and further state that the information contained in the bid is true and correct to the best of our knowledge and belief.

Thanking you, Yours sincerely,
(Signature of the Sole/Lead Bidder)

Printed Name Designation

Seal

Date:
Place:
Business Address:

Annexure XIII

ManufacturersAuthorization Form (MAF)

(This form has to be provided by the OEMs of the hardware and software solutions proposed. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent to bind the manufacturer.)

Date: DD/MM/YY

To,
…
…
…

Subject: Manufacturer's Authorization Form in reference Request for Proposal to …

Dear Sir,
We.....(Name of the OEM) who are established and reputable manufacturers of.....(List of Goods) having factories or product development centers at the locations.....or as per list attached, do hereby authorize …… Registered Office at located at ……. (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. ……. for the above goods manufactured or developed by us.
We hereby extend, our warranty for the hardware goods supplied by the bidder and or maintenance or support services for software products against this invitation for bid by …… (Name of the Bidder) as per requirements and for the duration of contract as specified in this RFP.

Products or technology quoted are neither end of- sale nor end-of-life as on the date of installation and commissioning and are not end-of-support till the successful completion of O&M period of the project.
We have not been blacklisted by any State / Central Government Department or Central/State PSUs.
We have not filed for bankruptcy and should be profitable for at least last 3 consecutive financial years.

Thanking you,
Yours faithfully,
(Signature)
For and on behalf of: (Name of the OEM) Authorized Signatory

Name:
Designation:
Place:
Date:

Annexure XIV

Make and Model list

#	Description	Make	Model
	Hardware Components		
1	Core Router		
2	Core Switch		
3	External Firewall		
4	Call Manager with 150 User license		
5	IP Phone		
6	Branch Router		
7	Layer 3 Fiber Switch		
8	Layer 2 Switch		
9	NMS		
10	65" Inch Screen		
11	2 Ton Split Standard AC		
12	6 KVA UPS		

Annexure XV

Project Experience Summary

Sl #	Category	Project Name	Client Name	Client Type	Project Value (in Indian Rupees)	Project Components	Documentary evidence provided (Yes/No)	Project Status (Completed or Ongoing
1.								
2.								
3.								
4.								
5.								
6.								
7.								

Enclosed: Copy of Work Orders/Client certificates

Annexure XVI

Self-CertificateforProjectexecutionexperience(InBiddingEntity'sLetterHead)

This is to certify that <Name of the Bidding entity> has been awarded with <Name of theProject>asdetailed under:

Assignment/ jobname:	
DescriptionofProject:	
Approx. value of the contract (inRupees):	
Country:	
Locationwithincountry:	
Durationofassignment/job(months):	
NameofEmployer:	
Address:	
TotalNumberofstaff-monthsof the assignment/job:	
Approx.valueoftheassignment/job provided by your firm under the contract(inRupees):	
Startdate(month/year):	
Completiondate(month/year):	
NameofassociatedConsultants,if any:	
Number of professional staff-monthsprovidedbyassociatedConsultants:	
Nameofsenior professionalstaffofyour Firminvolvedandfunctionsperformed	
Description of Actual Assignment / JobProvided byYourStaffwithinthe Assignment /Job:	

We further confirm that we are aware our Proposal for the Bidder to ……. would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of selection and/or thereafter during the term of the Contract.
Dated this ……..Day of , 202….

(Authorized Signatory)

Signature:
Name:
Designation:
Bidding entity's name Address:

Seal: Date:

Annexure XVII

UPGRADATION OF STATE-WIDE AREA NETWOK, UT OF LAKSHADWEEP

Commercial BOQ

S/N	Description	Qty (Nos)	Unit Rate including Taxes(INR)	Total (including Taxes)
	Hardware Components			
1	Core Router	2		
2	Core Switch	2		
3	External Firewall	2		
4	Call Manager with 150 User license	1		
5	IP Phone	150		
6	Branch Router	12		
7	Layer 3 Fiber Switch	12		
8	Layer 2 Switch	15		
9	NMS	1		
10	65" Inch Screen	5		
11	2 Ton Split Standard AC	9		
12	6 KVA UPS	9		
			A. Total (INR)	

LAKSHADWEEP ADMINISTRATION/लक्षद्वीप प्रशासन

DEPARTMENT OF INFORMATION TECHNOLOGY/सूचना प्रौद्योगिकी विभाग

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY/लक्षद्वीप सूचना प्रौद्योगिकी सेवाएं समिति

KAVARATTI – 682 555

Date : /07/2025

Corrigendum

Sub: Corrigendum to the Tender Notice for "Upgradation of State Wide Area Network" — Regarding Pre-Bid Meeting.

With reference to the Tender Notice No. LD-01011(04)/1/2023-LITSS-UTL dated 18/07/2025, published for the work "**Upgradation of State Wide Area Network**", it is hereby informed that the Pre-Bid Meeting scheduled as part of the tender process will now be conducted through Video Conference (VC) mode.

Details of the Pre-Bid Meeting:

- Date: 31-07-2025
- Time: 16:30 Hrs
- Platform: Bharath VC
- Link/Meeting ID: https://bharatvc.nic.in/join/8822011296
- Conference ID: 8822011296
- Password: 467151
- Agenda: Clarifications regarding the tender terms and conditions.

Interested bidders are requested to join the meeting through the given VC link. All other terms and conditions of the tender shall remain unchanged.

Yours sincerely,

Aditya Bhatt DANICS
Director IT|CEO LITSS

lak-dit@nic.in
Phone: 04896 263125

LD-01011(04)/1/2023-LITSS-UT-LKS

LAKSHADWEEP ADMINISTRATION/लक्षद्वीप प्रशासन

DEPARTMENT OF INFORMATION TECHNOLOGY/सूचना प्रौद्योगिकी विभाग

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY/लक्षद्वीप सूचना प्रौद्योगिकी सेवाएं समिति

KAVARATTI – 682 555

Date : /08/2025

Corrigendum - 1

Sub: Corrigendum to the Tender Notice for "Upgradation of State Wide Area Network" vide — Regarding.

With reference to the Tender Notice No. LD-01011(04)/1/2023-LITSS-UT-LKS dated 18/07/2025, published for the work "**Upgradation of State Wide Area Network**", it is hereby informed that the following amendments are made in **S.No. 1 - Key Events & Date** section in the above RFP document.

S.No.	Event	Existing Target Date	Amended as
7.	Last date of Submission of Bids through Online	08/08/2025 at 15:00 Hrs	25/08/2025 15:00 Hrs
8.	Opening of Technical Bid	11/08/2025 at 15:30 Hrs	25/08/2025 15:30 Hrs
9.	Presentation on Technical bid by short-listed bidders	Will be declared later	27/08/2025 11:00 Hrs

All other Event & date mentioned in the original RFP document shall remain unchanged. Bidders are advised to consider the above amendments while submitting their proposals.

This corrigendum shall be treated as an integral part of the RFP

Yours sincerely,

Aditya Bhatt DANICS
Director IT|CEO LITSS

lak-dit@nic.in
Phone: 04896 263125

LD-01011(04)/1/2023-LITSS-UT-LKS

LAKSHADWEEP ADMINISTRATION/लक्षद्वीप प्रशासन

DEPARTMENT OF INFORMATION TECHNOLOGY/सूचना प्रौद्योगिकी विभाग

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY/लक्षद्वीप सूचना प्रौद्योगिकी सेवाएं समिति

KAVARATTI – 682 555

Date : /08/2025

Corrigendum - 2

Sub: Corrigendum to the Tender Notice for "Upgradation of State Wide Area Network" vide — Regarding.

With reference to the Tender Notice No. LD-01011(04)/1/2023-LITSS-UT-LKS dated 18/07/2025, published for the work "**Upgradation of State Wide Area Network**", it is hereby informed that the following amendments are made in **Annexure I – Technical Specification** section in the above RFP document.

S.No.	RFP Page No, & Name of the Item	Existing Specs in the RFP	Amended as
1.	Page No. 65, Core Switch	Proposed solution with 5 Years Warranty and should support 24x7x365 OEM TAC support and advance Next Business Day Hardware replacement	Accepted and modified as "*Proposed solution with 5 Years Warranty and should support 24x7x365 OEM TAC support and advance Next 7 Days Hardware replacement at LITSS Office at Kavaratti*"
2.		Switch should have 16 GB DRAM and 10 GB Flash with optional SSD to host 3rd party container-based application	Accepted and modified as "*Switch should have 16 GB DRAM and 8 GB/10GB Flash with optional SSD to host 3rd party container-based application*"
3.	Page No. 67, External Firewall	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system to support higher memory and should support minimum of 16 GB of RAM	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system
4.		Proposed Firewall should not be proprietary ASIC based in nature& should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	Proposed Firewall should be Open Architecture Based /ASIC on multi-core cpu's to protect & scale against dynamic latest security threats.

lak-dit@nic.in
Phone: 04896 263125

5.	Page No. 67, External Firewall	The proposed solution shouldn't use a proprietary ASIC hardware for any kind of performance Improvement. If option to disable ASIC is there than OEM must mention the performance numbers in datasheet	Removed
6.		Firewall should support atleast 400K concurrent sessions with application visibility turned on	Firewall should support atleast 400K concurrent sessions with application visibility/app-id/L7 enabled OR 3 Million Concurrent Sessions
7.		Firewall should support atleast 20K connections per second with application visibility turned on	Firewall should support atleast 20K connections per second with application visibility/app-id/L7 enabled OR 400K connections per second.
8.	Page No. 68, External Firewall	Firewall support more than 3000 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness and should be able to create 40 or more application categories for operational efficiency	Firewall support more than 3000 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness and should be able to create 18 or more application categories for operational efficiency"
9.		Firewall should support more than 25,000 (excluding custom signatures) IPS signatures or more	Firewall should support more than 10,000 (excluding custom signatures) IPS signatures or more.
10.	Page No. 69, External Firewall	Firewall should support Open based Application ID for access to community resources and ability to easily customize security to address new and specific threats and applications quickly	Removed
11.		Firewall should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file- hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on- premise on purpose built- appliance or on cloud as required	
12.	Page No. 71, Branch Router	. Proposed solution with 5 Years Warranty and should support 24x7x365 OEM TAC support and advance Next Business Day Hardware replacement	Accepted and modified as "Proposed solution with 5 Years Warranty and should support 24x7x365 OEM TAC support and advance Next 7 Days Hardware replacement at LITSS office at Kavaratti"
13.	Page No. 79,	Resolution - minimum 1920x1080(full HD), Colors - 16.8 million, aspect ratio - 16:9	Accepted and modified as "Resolution - minimum 1920x1080(full HD) or Higher,

	Display Monitor		Colors - 16.8 million, aspect ratio - 16:9"
14.		Standard inputs - DVI,VGA(D15), S-Video, Composite Video, Component Video (YPbPr, YCbCr),HDMI,USB	Accepted and modified as " HDMI x 3, USB x 1"
15.		Supported resolution - On composite, S-video and component inputs	Removed
16.		On DVI and VGA inputs: VESA: VGA, SVGA, XGA, WXGA, SXGA, SXGA+, UXGA; SMPTE-296M(1280 x 720p); SMPTE-274M (1920 x 1080i and 1920 x 1080p)	
17.		Mounts - VESA MIS F, 600, 200, 8	As per OEM Standard
18.		Whether the call manager system will integrate with existing setup or a newly separated one	As per LITSS, the Call Manager System will be an entirely new setup. The existing setup if any, will not be reused.

All other Technical Specifications mentioned in the original RFP document shall remain unchanged. Bidders are advised to consider the above amendments while submitting their proposals.

This corrigendum shall be treated as an integral part of the RFP

Yours sincerely,

Aditya Bhatt DANICS
Director IT|CEO LITSS

lak-dit@nic.in
Phone: 04896 263125

LD-01011(04)/1/2023-LITSS-UT-LKS

LAKSHADWEEP ADMINISTRATION/लक्षद्वीप प्रशासन

DEPARTMENT OF INFORMATION TECHNOLOGY/सूचना प्रौद्योगिकी विभाग

LAKSHADWEEP INFORMATION TECHNOLOGY SERVICES SOCIETY/लक्षद्वीप सूचना प्रौद्योगिकी सेवाएं समिति

KAVARATTI – 682 555

Date :22/08/2025

Corrigendum - 3

Sub: Corrigendum to the Tender Notice for "Upgradation of State Wide Area Network" vide — Regarding.

With reference to the Tender Notice No. LD-01011(04)/1/2023-LITSS-UT-LKS dated 18/07/2025, published for the work "**Upgradation of State Wide Area Network**", it is hereby informed that the following amendments are made in **S.No. 1 – Key Events & Dates** section in the above RFP document.

Sl No	**Key Events** section No. in the above RFP document	Event	Existing Target Date	Amended as
1	7	Last date of Submission of bids through online	25/08/2025 15:00 Hrs	04/09/2025 15:00 Hrs
2	8.	Opening of Technical Bid	25/08/2025 15:30 Hrs	04/09/2025 15:30 Hrs
3	9.	Presentation on Technical Bid by short-listed bidders	27/08/2025 11:00 Hrs	08/09/2025 11:00 Hrs

All other Key Event & Date mentioned in the original RFP document shall remain unchanged. Bidders are advised to consider the above amendments while submitting their proposals.

This corrigendum shall be treated as an integral part of the RFP

Yours sincerely,

Aditya Bhatt DANICS
Director IT|CEO LITSS

lak-dit@nic.in
Phone: 04896 263125