

TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar

Tripura West – 799022

No.F.TU/FIN/Wi-Fi/Vol-I/2025

Dated: 22-10-2026

NOTICE INVITING e- TENDER

Tripura University invites e-Tenders from eligible and experienced System Integrators, Network Infrastructure Companies, and OEM-authorized partners for the following work: **“Design, Supply, Installation, Testing, Commissioning, Configuration, and Comprehensive Maintenance of an Enterprise-Grade Campus-Wide Wi-Fi Network, including all required Active and Passive Network Components, Controllers/Cloud Management, Network Security, Structured Cabling, Power Supply, Integration, Testing, Documentation, and Technical Support.”** The detailed Tender Notice, technical specifications, terms and conditions, and other relevant information are available on the official website of Tripura University at www.tripurauniv.ac.in Interested bidders are required to submit their bids and other necessary documents through the Government e-Procurement Portal at <https://eprocure.gov.in/eprocure/app>

Sd/-

[Dr. Nirmalya Debnath]

Drawing and Disbursing Officer (DDO)

TRIPURA UNIVERSITY

(A CENTRAL UNIVERSITY)

Tender No:- No.F.TU/FIN/Wi-Fi/Vol-I/2025



E-TENDER Document for:

Name of the Item: - Design, Supply, Installation, Testing, Commissioning, Configuration, and Comprehensive Maintenance of an Enterprise-Grade Campus-Wide Wi-Fi Network, including all required Active and Passive Network Components, Controllers/Cloud Management, Network Security, Structured Cabling, Power Supply, Integration, Testing, Documentation, and Technical Support at Tripura University, Suryamaninagar.

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(Dr. Nirmalya Debnath)
Drawing & Disbursing Officer (DDO)

SECTION- I

NOTICE INVITING TENDERS

LIST OF DATES

TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar – 799022

NOTICE INVITING e-TENDER

1. Tripura University invites e-Tenders from eligible and experienced System Integrators, Network Infrastructure Companies, and OEM-authorized partners for the following work: “Design, Supply, Installation, Testing, Commissioning, Configuration, and Comprehensive Maintenance of an Enterprise-Grade Campus-Wide Wi-Fi Network, including all required Active and Passive Network Components, Controllers/Cloud Management, Network Security, Structured Cabling, Power Supply, Integration, Testing, Documentation, and Technical Support.” The detailed Tender Notice, technical specifications, terms and conditions, and other relevant information are available on the official website of Tripura University at www.tripurauniv.ac.in. Interested bidders are required to submit their bids and other necessary documents through the Government e-Procurement Portal at <https://eprocure.gov.in/eprocure/app>

Technical Specification

S. No.	Minimum required Technical Features
1	All equipment's should be 19" Rack mountable.
2	Access points should support Software defined controller and Zero touch provisioning
3	All access points should support Active PoE, MIMO, band steering, 2.4 GHz and 5 GHz frequencies, Wi-Fi speeds of 1 Gbps or higher, and auto-roaming capabilities. Wi-Fi 6 support mandatory
4	Access points should be equipped to support VLANs, Quality of Service (QoS), RADIUS, LDAP, and enterprise-level Wi-Fi authentication protocols.
5	Shall have internal HTTP proxy from day one.
6	Shall support deployment as a cluster with Active-Active or Active-Standby with stateful failover.
7	Firewall/L3 Performance should be 30 Gbps or better
8	The solution should include web content filtering, anti-malware content filtering, and reputation-based filtering to support over 3,000 users.
9	The solution should facilitate Wi-Fi user provisioning, registration, and self-service password reset, as well as support or external identity integration. It should also offer detailed reporting capabilities and optional integration with Billing system if needed.
10	The solution must support captive portal customization options. It should offer a responsive design to ensure compatibility across devices. Additionally, it should facilitate user redirection to specific landing pages or URLs after login, ensuring a seamless and engaging user experience that aligns with the institution's identity.
11	The solution should support Active POE for all the devices
12	Gateway Anti-Virus/Anti-Malware throughput: 5 Gbps or better
13	Shall support unrestricted number of users / hosts without any additional license cost
14	Shall support SSL VPN for at least 1000 users without any additional license cost.
15	The proposed solution should support stateful inspection with user based one-to-one & dynamic NAT, PAT.
16	Should support bandwidth management and provide detailed user reports.
17	The proposed solution should support user defined multi zone security architecture.
18	Support firewall policies based on user identity, IP address, MAC address, and source & destination ports.
19	Shall support time based access policies
20	Shall support rule/policy/ACL based source & destination NAT
21	Shall provide NAT ALG support with H.323 and SIP traversal
22	Shall well-known dynamic routing such as OSPF , BGP along with multicast routing/forwarding.

23	Shall be able to detect & block DoS/DDoS attacks
24	Shall be capable of implementing IP based and MAC based ACLs/policies/filters.
25	Shall have signature-based detection and protocol anomaly-based detection.
26	Shall support creation of custom IPS signatures
27	Shall support implementation of multiple IPS policies for different security zones. It shall be possible to apply the security policies for different zones instead of a blanket policy at the interface level.
28	Shall support blocking/controlling of Instant messaging features like prevent file transfer.
29	Shall support blocking/controlling of P2P applications, gaming applications, proxies, etc.
30	Shall support web/URL filtering based on database, keywords, etc.
31	Shall be able to filter / block websites/URLs with phishing or pharming links.
32	It shall be possible to block/filter ActiveX & java applets
33	Shall support exclusion lists based on regular expressions.
34	Shall be able to block HTTP or HTTPS based anonymous proxy request available on the internet.
35	It shall be possible to configure a customized "access denied" message based on category of URL/web page blocked.
36	The proposed solution should support scanning for SMTP, POP3, IMAP, FTP, HTTP,HTTPS, FTP over HTTP protocols
37	Shall support automatic signature databases at regular intervals. Manual updating shall also be a preferred option.
38	It shall support IPSec VPN with Hub & spoke (site-to-site) as well as remote VPN (client to Site)
39	Shall support DES, 3DES, AES encryption with higher cipher suite such as ECDHE
40	Shall support IPSec NAT Traversal
41	The system should support federated user authentication
42	DNS based filtering based on category and custom database
43	HTTPS inspection and possible solutions to block HTTPS websites
44	Support TLSV1.3 and HTTP/2 and HTTP/3
45	Support of DNSSEC
46	Shall support pre-shared as well as certificate-based authentication
47	Should support wireguard protocol for site to site connectivity.
48	Shall support LDAP, RADIUS and Microsoft AD for authentication.
49	Any Additional licensing or subscription cost should be included for modules such as VPN, IPSEC , Web filter database update, Av signature update etc. The proposed solution will be subscribed for 3000 users
50	Shall support 802.1Q VLANs
51	Shall have capability for load balancing of at least 3 ISP links from day one.
52	Shall support bandwidth management based on per user or group.
53	Shall support DHCP relay, DHCP server/client, DNS/DDNS client.
54	The proposed solution should provide option to set different level of priority for critical application.
55	Proposed solution should contain Directory services for user authentication. Should have the capability to join university systems in the domain for seamless or SSO based user authentication
56	The solution must include all necessary licensing costs, such as Client Access Licenses (CALs) or domain user licenses, required for adding university system (non-guest) in a restricted domain environment. This should cover both wired and Wi-Fi networks for up to 1,000 systems.
57	The solution should effectively manage password self-services.
58	Security breaches, traffic and policy violations etc shall be logged and reporting can be generated via included SIEM solution.
59	The proposed solution should provide connection wise reports for user, source IP, destination IP, source port, destination port or protocol.

60	The proposed solution should support multiple syslog server for remote logging
61	Should be integrated with cloud logging and reporting solutions
62	Proposed solution should be integrated with syslog system for real-time monitoring of the system
63	The proposed solution should provide reports for all blocked attempts done by users/IP address.
64	The main firewall solution should support LACP, GREs, Bridges, LAGGs
65	All component of the proposed solution should support virtual appliance-based deployment without any additional license cost
66	Addition to IPSEC or Open VPN, the solution should support wireguard light weight VPN for better cloud connectivity
67	The solution can be deployed as reverse proxy solution without any additional license. The reverse proxy should be well capable of handling HTTP error, HTTP web application firewall, L7 DDOS, REGEX based custom rule and integration with any third-party WAF solution.
68	Solution would be able to block Geo-Location based IPv4 and IPv6 with open ip reputation database
69	Basic firewall features such as stateful packet inspection, proxy, logging, wan load balancing should be available even the system's EOL
70	Support for IPv6
71	Support for dynamic dns should be available out of the box for all reputed cloud provider
72	SNMP monitoring should be enabled from day one and the system should have the capability to support SNMP monitoring platform
73	Virtual IP, Load balancing with RR/Topology/least Connection, SSL offloading feature should be available
74	Firewall can be deployed in HA with active sync of user session and auto failover
75	The proposed solution should be able to provide detailed reports about all mails passing through the firewall
76	It shall be possible to drill down to multiple reports
77	It shall have capability to perform forensic analysis to help organizations reconstruct the sequence of events that occurred at the time of security breach through logs and reports
78	Shall support blocking/controlling of instant messaging features, covert channel communications etc.
79	Solutions should capable of providing unlimited 2 factor authenticator for VPN access It should also support open authenticator apps.
80	It shall have minimum 240 GB of Internal SSD OR M2 SATA Storage
81	External SIEM solution or Separate logging or reporting server should be provided as physical virtual or cloud/SAAS application. Also, should be capable of handling minimum of 2TB of logs without any additional subscription or cost.
82	There is a requirement to expand our existing network to the new campus, which must have reviewed by the bidder during the EOI assessment. The required L2 switches and related details are included in the price bid. Suppliers are expected to carry out the necessary network expansion configurations without any additional cost or obligation including any necessary
83	Any OFC cable laying, splicing, electrical work, conduit installation, digging, necessary civil work or related activities required for the existing or new campus shall be carried out by the supplier at their own cost.

2. The tenderers fulfilling the required criteria as mentioned may download the tender document from the website <https://eprocure.gov.in/eprocure/app> and submit online as per the schedule given below. However, the tender documents can also be viewed in the website of the University www.tripurauniv.ac.in

Date and time of tender publication in the websites	22-10-2026 at 12.00 Noon
Data and time of Pre-Bid Meeting	12-11-2026 at. 3.00 PM
Date and time for closing of submission.	17-11-2026 upto 10.30 AM
Date and time for opening of technical bid document.	18-11-2026 at 11.00 AM
Date and time for opening of financial bid.	19-11-2026 at 10.00 AM

Important Note: Bidders are required to duly fill in and submit Annexures I to XIV, along with all requisite supporting documents, as specified in the tender document. The BOQ (Bill of Quantities) must also be duly completed and submitted along with the bid.

Failure to submit any of the prescribed Annexures, supporting documents, or the duly filled BOQ shall render the bid liable for rejection and the bidder shall be disqualified from further consideration in the tender process.

SECTION- II

**Eligibility Criteria, General Instruction,
Scope of work Etc.**

ELIGIBILITY CRITERIA

1. **Eligibility of Bidders:** Only those agencies that were shortlisted/preliminarily selected by the Tripura University Committee following evaluation of the Expressions of Interest (EOIs) submitted in response to EOI No. F.TU/FIN/WIFI/368/16 dated 03.09.2025 and EOI No. F.TU/FIN/WIFI/368/16 dated 10.07.2026 shall be eligible to participate in this Tender.
2. **Registration:** The bidder must have been duly registered under the Companies Act or any other applicable law enacted by the Government of India or the concerned State Government for a minimum period of 10 (ten) years as on the last date of submission of the Bid/Proposal.
3. **Certificate of Eligibility:** Only those agencies that have been preliminarily selected by Tripura University and issued a Certificate of Eligibility shall be eligible to participate in the tender process. The bidder shall mandatorily upload **the Certificate of Eligibility along with the tender submission. Failure to submit the Certificate of Eligibility shall render the bid non-responsive and liable for summary rejection, without any further consideration.**
4. **Experience and Financial Capacity:** The bidder shall meet the following eligibility requirements:
 - a. The bidder must have successfully completed at least 2 (two) similar projects, each involving the supply and installation of Wi-Fi, Firewall/UTM, and/or IT Electronic Security Solutions, with a minimum project value of Rs. 45.00 Lakh (Rupees Forty-Five Lakh only) in Government Departments/PSUs/Educational Institutions during the last 3 (three) financial years. Documentary evidence in support of the same shall be submitted along with the Techno-Commercial Bid.
 - b. The bidder must have achieved a minimum average annual turnover of **Rs.10.00** Crore (Rupees Ten Crore only) during the last 3 (three) financial years, i.e., 2023-2024, 2024-2025, and 2025-2026. The bidder shall submit duly audited financial statements/balance sheets certified by a Chartered Accountant/Chartered Accountancy Firm for the aforesaid financial years, along with the duly filled form.
5. **OEM Authorization:** Wherever applicable, the bidder shall submit a specific authorization letter/certificate from the respective Original Equipment Manufacturer (OEM) for all active components proposed under the tender. The OEM authorization shall be submitted strictly in the format prescribed in the tender document. Failure to comply with this requirement shall render the bid incomplete and liable for summary rejection, and no further communication or correspondence in this regard shall be entertained.
6. **Make in India Preference:** Preference shall be accorded to products manufactured in India to the maximum extent permissible, in accordance with the applicable Government of India guidelines. Bidders claiming such preference shall comply with all applicable eligibility criteria and requirements and submit the prescribed declaration and/or supporting documentary evidence along with their tender submission.
7. **Business/Company Details:** The bidder shall furnish complete details pertaining to its business/company in all the prescribed formats provided in Annexure.
8. **OEM Product Technical Certification Training:** The bidder shall arrange and complete the required OEM product technical certification training after successful installation and commissioning of the supplied systems, wherever applicable.
9. **Previous Experience:** The bidder should have prior experience in executing projects for minimum 3 years from the date of publishing the bid.
10. **ISO Certifications:** The bidder should have valid ISO 9001:2015, ISO 27001:2022, ISO 14001:2015, ISO 45001:2018 certifications. All certifications must be verifiable through the IAF-accredited certification verification website. i.e. <https://www.iafcertsearch.org/>. All

SCOPE OF WORK:

1. **Supply, Installation, Configuration and Commissioning:** The successful bidder shall supply, install, configure, integrate, test, and commission a comprehensive Wi-Fi and Web Security Solution for Tripura University to provide secure, reliable, controlled, and uninterrupted internet access to students, faculty, staff, and other authorized users.
2. **Security and Access Control Features:** The proposed solution shall provide, as applicable, gateway-level content filtering, antivirus protection, anti-spam protection, web filtering, application control, BYOD (Bring Your Own Device) security, user-based access control, bandwidth management, and other necessary security and access-control features for Wi-Fi users.
3. **Training:** The successful bidder/solution provider shall provide free comprehensive training to the University's designated personnel on the operation, administration, configuration, monitoring, troubleshooting, maintenance, and management of the deployed Wi-Fi and Web Security Solution. The training shall be conducted after successful installation and commissioning of the system.

PRE-BID MEETING

4. **Pre-Bid Meeting:** An online Pre-Bid Meeting shall be conducted exclusively for the agencies that have been preliminarily selected by Tripura University pursuant to the earlier Expression of Interest (EoI). The Pre-Bid Meeting shall be held on **12-11-2026 at 3:00 PM through an online mode**. The meeting link shall be provided by the Purchase Section in due course and communicated to the eligible agencies through their registered e-mail addresses. The purpose of the meeting shall be to address queries and provide necessary clarifications, wherever applicable, regarding the Tender Document, technical specifications, scope of work, and other tender-related matters. The meeting link shall be communicated to the eligible/preliminarily selected agencies through their registered e-mail addresses. Bidders are advised to raise all queries and seek necessary clarifications during the Pre-Bid Meeting. No queries, requests for clarification, or representations relating to the Tender Document shall be entertained after the conclusion of the Pre-Bid Meeting.

GENERAL INSTRUCTIONS TO BIDDERS

1. **Declaration Regarding Blacklisting:** The bidder shall submit, along with the Techno-Commercial Bid, a declaration on the bidder's letterhead confirming that the bidder has **not been blacklisted, debarred, or declared ineligible** by any Central Government or State Government Department, Public Sector Undertaking (PSU), Government Institution, or Educational Institution in India as on the date of submission of the bid.
2. **Due Diligence by the Bidder:** The bidder shall acquaint itself fully with the scope of work, technical requirements, site conditions, applicable terms and conditions, and all other circumstances that may affect the execution of the project. The bidder shall be deemed to have satisfied itself regarding all such conditions before submitting its bid.
3. **Completeness and Responsiveness of Bid:** The bidder shall ensure that the bid is complete in all respects and is submitted in accordance with the requirements specified in the Tender Document. Any incomplete bid, bid not conforming to the prescribed requirements, or bid submitted without the required Covering Letter, declarations, documents, or prescribed formats may be considered **non-responsive and liable for rejection**.
4. **Compliance with Prescribed Formats:** The bidder shall strictly adhere to all prescribed formats, annexures, schedules, and forms specified in the Tender Document. No deviation

from the prescribed format shall be permitted unless specifically allowed in the Tender Document.

5. **Clarification and Additional Information:** No change, modification, or supplementary information shall ordinarily be accepted after submission of the bid. However, Tripura University reserves the right, at its discretion, to seek additional information, clarification, or supporting documents from any bidder during the evaluation of the bid. Failure to submit the information or clarification sought within the stipulated time, or submission of incomplete or unsatisfactory information, may result in rejection of the bid.
6. **Evaluation and Opening of Financial Bids:** The bids shall be evaluated in accordance with the eligibility and selection criteria specified in the Tender Document. The **Financial Bids of only those bidders who qualify the Techno-Commercial/Technical evaluation** shall be opened, in accordance with the terms of the Tender.
7. **Right to Accept or Reject Bids:** Tripura University reserves the right to accept or reject any or all bids, in whole or in part, and to cancel the tender process at any stage, in accordance with the applicable rules and without being required to assign any reason, subject to applicable procurement regulations.
8. **Verification of Information:** Mere submission of information or documentary evidence by a bidder shall not automatically establish compliance with any eligibility or technical criterion. Tripura University reserves the right to verify, validate, and/or seek confirmation of any information or document submitted by the bidder from the concerned authority, organization, OEM, client, or any other relevant source.
9. **Financial and Statutory Documents:**
The bidder shall submit copies of the following documents along with the Techno-Commercial Bid, as applicable:
 - a. PAN Certificate;
 - b. TAN Certificate;
 - c. Income Tax Return/Income Tax Certificate, as applicable;
 - d. Audited Balance Sheets and financial statements for the last three financial years, duly certified by a Chartered Accountant/Chartered Accountancy Firm; and
 - e. GST registration certificate and relevant GST returns/compliance documents, including **GSTR-3B**, as applicable.
10. **Complete Quotation:** The bidder shall quote for **all items specified in the Schedule of Requirements**. Partial quotation or omission of any item from the Schedule of Requirements shall render the bid liable for rejection. No request for consideration of an omitted item or subsequent inclusion of such item shall ordinarily be entertained.
11. **Technical Compliance Statement:** The bidder shall submit a detailed **Technical Compliance Statement** in the prescribed format given in Annexure. The bidder shall clearly indicate compliance against each technical specification by mentioning **“Complied” or “Not Complied.”** Any deviation, whether higher or lower than the specified requirement, shall be clearly identified and explained with proper justification in the designated column.
12. **Technical Literature and Product Documentation:** The bidder shall submit relevant and complete technical literature/datasheets for all **active and passive components** offered under the Tender. The technical literature submitted shall correspond to the exact make and model offered and shall be available on the respective manufacturer's/OEM's official public website. Failure to submit the required technical literature may render the bid **non-responsive and liable for rejection**.
13. **Detailed Bill of Materials (BoM):** The bidder shall submit a detailed **unpriced Bill of Materials (BoM)** along with the Techno-Commercial Bid, clearly indicating the make, model number, part number, description, and quantity of all active components offered. The bidder shall provide complete and unambiguous details of the proposed products/solutions. Incomplete, misleading, or insufficient product details may render the bid liable for rejection.

14. **Price Schedule:** The bidder shall quote prices **item-wise** in the prescribed format given in **BOQ** and shall also indicate the **total system cost**, inclusive of all applicable costs, charges, duties, taxes, transportation, installation, configuration, commissioning, testing, training, and other associated expenses, as applicable under the Tender.
15. **Destination:**
All prices quoted shall be **FOR Tripura University, Tripura, India**, unless otherwise specified in the Tender Document. The quoted prices shall include all costs necessary for delivery of the items at the specified destination.
16. **Agreement and Warranty:** The successful bidder/vendor shall be required to enter into a formal agreement with Tripura University on **non-judicial stamp paper of appropriate value**, as prescribed under the applicable laws and rules, prior to commencement of the work, supply, or services. The agreement shall incorporate the applicable terms and conditions of the Tender, including the scope of work, delivery and installation obligations, warranty, support, and other contractual obligations of the successful bidder/vendor.

SECTION- II

General Terms & Conditions

GENERAL CONDITIONS OF THE CONTRACT

A. STANDARDS

The products, equipment, systems, and services supplied and provided under this Contract shall conform to the standards, specifications, technical requirements, and performance parameters of the Tender Document.

B. DELIVERY PERIOD: The successful bidder shall complete the delivery of all Products within **8–12 weeks** from the date of issuance of the formal Purchase Order by Tripura University.

C. COMPLETION OF SUPPLY, INSTALLATION AND COMMISSIONING: The successful bidder shall complete the entire scope of work, including the supply, installation, configuration, integration, testing, and commissioning of all products and services, within ninety (90) days from the date of inspection and verification of the delivered products at the University site, unless otherwise specified in the Tender Document.

In the event of any delay in completing the work within the stipulated period for reasons attributable to the successful bidder, liquidated damages (LD) shall be levied at the rate of 0.5% (half percent) of the total contract value for each week of delay or part thereof, subject to a maximum of 5% (five percent) of the total contract value.

D. RATES AND PRICES: The rates quoted by the bidder shall be clearly indicated both **in figures and in words** and shall include all applicable costs and incidental charges, including packing, forwarding, freight, transportation, insurance, loading/unloading, delivery, installation, configuration, commissioning, and other charges, as applicable under the Contract. The successful bidder shall be selected on the basis of the **lowest consolidated rate quoted against the Bill of Quantities (BOQ)**, subject to compliance with the prescribed technical specifications and other terms and conditions of the Tender Document.

E. GST AND OTHER TAXES: The bidder shall clearly indicate the applicable rate and amount of **GST and other statutory taxes/duties**, as applicable, in the Price Bid. GST shall be payable as per the applicable statutory provisions and the terms of the Contract.

F. PAYMENT TERMS

Payment for the Products and Services shall be made in Indian Rupees (INR) in accordance with the applicable financial rules and regulations of Tripura University, subject to satisfactory fulfillment of the contractual obligations by the successful bidder, as specified below:

1.Payment for Products and Services (excluding Manpower): **Ninety percent (90%)** of the total Contract Price, inclusive of applicable taxes, shall be paid upon successful completion of the project, including the supply, installation, configuration, testing, commissioning, and acceptance of the Products and Services by Tripura University, excluding manpower services. Such payment shall be subject to the submission and verification of all requisite documents, including the invoice, delivery challan, installation and commissioning certificate, acceptance certificate, and any other documents required under the applicable financial rules and regulations. **The remaining ten percent (10%) of the Contract Price** shall be retained by Tripura University as a security deposit

2. Payment for Manpower Services: Payment for manpower services shall be made in instalments at the end of every six (6) months of service for a total contractual period of three (3) years. No advance payment shall be made for manpower services. Each instalment shall be released subject to satisfactory performance of the manpower deployed and verification of the relevant service records, attendance records, and invoices by Tripura University.

3. Security Deposit and Release: The ten percent (10%) amount retained by Tripura University as a security deposit shall be released to the successful bidder, subject to satisfactory performance and fulfilment of all contractual obligations, in accordance with the following schedule:

a. Three percent (3%) of the total Contract Price shall be released upon satisfactory completion of two (2) years of the warranty/service period.

b. The remaining seven percent (7%) of the total Contract Price shall be released upon satisfactory completion of the subsequent one (1) year and three (3) months of the warranty/service period, thereby completing a total warranty/service period of three (3) years and three (3) months.

The release of the security deposit shall be subject to the satisfactory fulfilment of the contractual obligations and compliance with the applicable financial rules and regulations of Tripura University.

G. CONSIGNEE: All stores, equipment, materials, and other Products supplied under the Contract shall be consigned and delivered to: **Tripura University, Tripura (W), India.**

H. STORAGE OF DELIVERED MATERIALS: Tripura University shall provide a safe and secure storage facility at its campus for the materials delivered by the successful bidder, free of charge, until the materials are taken over by the authorized Stores/concerned department of the University.

I. WARRANTY: The successful bidder shall provide comprehensive warranty and technical support for all equipment supplied under the Campus-Wide Wi-Fi Network Project at Tripura University for a period of three (3) years from the date of completion of the work. The warranty shall cover defects in materials and workmanship, equipment malfunction or failure, and all other issues covered under the Original Equipment Manufacturers (OEM) warranty terms.

During the warranty period, if any equipment is found to be defective, damaged, malfunctioning, or rendered inoperative under normal operating conditions, the successful bidder shall, at no additional cost to the University, repair or replace the defective equipment with new, equivalent or superior equipment, as applicable, within a reasonable period specified by the University. The bidder shall also ensure timely resolution of all warranty-related issues and provide necessary technical assistance to maintain the uninterrupted and efficient operation of the Campus-Wide Wi-Fi Network throughout the warranty period.

J. REJECTION OF BID/OFFER: Any bid that does not conform to the terms and conditions, eligibility requirements, technical specifications, prescribed make/model requirements, or submission procedures specified in the Tender Document shall be liable to be rejected as **non-responsive**.

K. RIGHT OF ACCEPTANCE AND REJECTION: Tripura University reserves the right to accept or reject any or all bids, in whole or in part, and to cancel the tender process at any stage in accordance with applicable rules and regulations. The University shall not

be bound to accept the lowest-priced bid if the bidder does not meet the prescribed technical, commercial, quality, eligibility, or other requirements of the Tender.

L. TENDER FEE

A **non-refundable Tender Fee of Rs. 2,000/- (Rupees Two Thousand only)** shall be paid through RTGS/NEFT. A scanned copy of the payment proof shall be uploaded along with the tender documents.

The bank details are as follows:

- **Name of Account: Tripura University Online Deposit Account**
- **Type of Account: Savings Bank Account**
- **Account Number: 44836399405**
- **IFSC: SBIN0010495**

M. EARNEST MONEY DEPOSIT (EMD) Refundable

An EMD/Bid Security of **Rs. 5,00,000/- (Rupees Five Lakh only)** shall be paid through RTGS/NEFT. A scanned copy of the payment proof shall be uploaded along with the tender documents.

The bank details are as follows:

- **Name of Account: Tripura University Online Deposit Account**
- **Type of Account: Savings Bank Account**
- **Account Number: 44836399405**
- **IFSC: SBIN0010495**

N. EMD EXEMPTION FOR MSEs: Micro and Small Enterprises (MSEs) having valid **Udyam Registration** shall be eligible for exemption from payment of EMD/Bid Security and Tender Fee, wherever applicable, in accordance with the prevailing Government of India rules, orders, procurement policies, and prescribed conditions, subject to submission of valid documentary proof and fulfillment of the applicable requirements.

O. FORFEITURE OF EMD: The EMD/Bid Security shall be liable to be forfeited in the event of:

- a. withdrawal of the bid during the validity period of the offer;
- b. refusal or failure to accept the Purchase Order/Contract when placed;
- c. failure to confirm acceptance of the Purchase Order within the stipulated period after placement of the order; or
- d. any unilateral revision, modification, or withdrawal of the bid by the bidder during the validity period of the offer.

P. STATUTORY REGISTRATION: The bidder shall possess valid **GST Registration, Trade License, PAN, and other statutory registrations/licenses**, as applicable to the nature of the work and services covered under the Contract.

Q. DEDICATED TECHNICAL SUPPORT: The successful bidder shall depute at least **one dedicated technical support personnel** at Tripura University on all working days from **09:30 A.M. to 05:30 P.M.** for the effective operation, maintenance, monitoring, troubleshooting, and support of the installed systems.

The deployed technical personnel shall attend to routine and recurring maintenance/service requirements under the supervision of the authorized officer of Tripura University. In addition, **24×7 technical support shall be available for emergency network-related issues and critical service calls.**

R. LOG BOOK: The successful bidder shall maintain a **Log Book** in the prescribed format for the maintenance/service activities carried out under the Contract. The Log Book shall record, at a minimum, the date of service/call, nature of complaint, action taken, equipment concerned, downtime, and details of the service personnel attending the complaint.

S. SERVICE REPORT: A service report detailing the maintenance/service work carried out shall be submitted along with the relevant bill. The service report shall be duly verified and signed by the authorized officer/In-charge/Head of the concerned section of Tripura University.

T. REPAIR OF EXISTING OUT-OF-WARRANTY EQUIPMENT: Payment for repair, replacement, or service of any existing network hardware/appliances that are outside warranty shall be made separately, wherever approved by Tripura University, only after satisfactory completion of the actual work/service and verification of the work performed.

U. INCOME TAX DEDUCTION: Income Tax and other statutory deductions, wherever applicable, shall be deducted from the bills/payments of the successful bidder in accordance with the prevailing rules and statutory provisions.

V. PENALTY FOR DELAY IN SERVICE: In the event that a service call is not attended to within **48 hours** from the date and time of receipt of the complaint, a penalty at the rate of **1% per day** shall be levied for each day of delay and shall be **deducted from the Security Deposit/Security Money** of the successful bidder.

W. GOVERNING LAW AND JURISDICTION: The Contract shall be governed by and construed in accordance with the **laws and applicable rules of the Government of India and the State of Tripura**. Any dispute arising out of or in connection with the Contract shall be subject to the **exclusive jurisdiction of the competent courts/forums at Agartala**.

SECTION- IV

Instruction to Bidder

Tripura University (A Central University), Suryamaninagar, Agartala, Tripura invites E-tenders for: **“Subject: - Design, Supply, Installation, Testing, Commissioning, Configuration, and Comprehensive Maintenance of an Enterprise-Grade Campus-Wide Wi-Fi Network, including all required Active and Passive Network Components, Controllers/Cloud Management, Network Security, Structured Cabling, Power Supply, Integration, Testing, Documentation, and Technical Support at Tripura University”** as per details given in the tender document uploaded on <https://eprocure.gov.in/eprocure/app>.

The offers, in the prescribed format, shall be submitted online at <https://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with e-tender website <https://eprocure.gov.in/eprocure/app>.

The tender document is also available on Tripura University (A Central University) website: <https://www.tripurauniv.ac.in/> for reference and viewing only but not for submission. **However, for the purpose of submission, the website <https://eprocure.gov.in/eprocure/app> should be referred to NIT (notice inviting tender).**

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

Bidders are required to enroll on the e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

1. with clicking on the link **“Online bidder Registration”** on the e-tender Portal by paying the requisite **Registration fee through online banking.**
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile number as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/ nCode/ eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/ e-token.
7. The scanned copies of all original documents should be uploaded on portal.

Technical Bid

Annexure-I

Sl. No.	Particulars	Details to be furnished
01	Name of the Bidder/Firm/Company	
02	Registered Address	
03	Correspondence Address	
04	Name of Authorized Signatory	
05	Designation of Authorized Signatory	
06	OEM Authorization Certificate	
07	Contact Number	
08	E-mail Address	
09	Website, if any	
10	Legal Status of the Firm/Company	
11	Year of Establishment/Incorporation	
12	Registration No. and Date	
13	PAN No.	
14	TAN No.	
15	GST Registration No.	
16	Trade Licence/Other Registration No., if applicable	
17	Udyam Registration No., if applicable	
18	Name and Address of Banker	
19	Bank Account No.	
20	IFSC Code	
21	Certificate of Eligibility issued by Tripura University	
22	Certificate of Registration/Incorporation	
23	Minimum 10 years of registration	
24	Experience of minimum 2 similar projects	
25	Minimum value of each similar project: Rs. 45.00 Lakh	
26	Experience during the last 3 financial years	
27	Average annual turnover of minimum Rs. 3.00 Crore	
	Financial statements for FY 2023-24	
	Financial statements for FY 2024-25	
	Financial statements for FY 2025-26	
28	EMD (Refundable) Amount Transaction No..... Dt. Name of the drawing Bank	
29	Cost of Tender Document (Non-Refundable) Amount Transaction No..... Dt. Name of the drawing Bank	

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Seal of Bidder: _____

ANNEXURE II – BIDDER’S ANNUAL TURNOVER STATEMENT
(To be filled and submitted in Bidder’s Letter head)

NAME OF THE TENDER:

TENDER REF NO AND DATE:

The Annual Turnover of M/s for the past three financial years is as given below:

SLNO	FINANCIALYEAR	Annual Turnover (Rs.)	Supporting Document
1	2023-2024		
2	2024-2025		
3	2025-2026		
Total Turn Over			
Average Turn Over			

The bidder shall attach duly audited financial statements certified by a Chartered Accountant/Chartered Accountancy Firm.

ANNEXURE-III**EXPERIENCE DETAILS**

The bidder shall provide details of similar projects successfully completed during the last three financial years.

Name of Client	Name/Description of Project	Scope of Work	Contract/Work Order No. & Date	Contract Value (Rs.)	Date of completion	Completion Certificate/Document

Note: Documentary evidence such as Work Order, Purchase Order, Completion Certificate, Performance Certificate, or equivalent document shall be enclosed.

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Seal of Bidder: _____

OEM DETAILS AND AUTHORIZATION
(To be filled by the OEM in their letter head)

ANNEXURE-IV

Sl. No.	Component/Product	OEM Name	Make	Model	OEM Authorization Submitted (Yes/No)	Page No

The bidder shall submit the prescribed OEM Authorization Certificate/Letter for all applicable active components in the format specified in the Tender Document.

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Seal of Bidder: _____

ANNEXURE-V**Declaration by Bidder****To****The Finance Officer,****Tripura University****Suryamaninagar,****Tripura****Ref: e-Tender No..... dated.....****Sir,**

We hereby confirm that the above technical compliance statement is true and correct and that the products/solutions offered by us conform to the technical requirements specified in the Tender Document, except for deviations specifically identified and justified above.

Name of Authorized Signatory: _____**Designation:** _____**Signature:** _____**Date:** _____**Seal of Bidder:** _____

ANNEXURE-VI

UNPRICED BILL OF MATERIALS

The bidder shall submit a detailed unpriced Bill of Materials (BoM) for all active and passive components offered.

Sl. No.	Item Description	Make/OEM	Model No.	Part No.	Quantity	Warranty	Technical Literature	Page No

Important: No prices shall be indicated in the Technical Bid/Unpriced BoM.

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Seal of Bidder: _____

ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL BID**ANNEXURE VII - BID FORM**

(To be filled and submitted in Bidder's Letter head)

Tender name & Ref No.:

Bidder's Ref No & Date:

To

The Finance Officer TRIPURA UNIVERSITY

Dear Sir,

Having examined the conditions of the contract as specified in the Bid Documents and the specifications the receipt of which is hereby duly acknowledged, we undersigned offer to supply and deliver items and services for **Campus Wi-Fi Network Service at Tripura University** in conformity with the said conditions of contract and specifications for the sum of mentioned in the Price Bid, or such other sums as may be ascertained in accordance with the schedule of prices attached herewith and made part of this Bid.

We undertake the implementation of the said project and deliver our services to commission the network within the stipulated given in the tender.

We agree to abide by this Bid for a period of 30 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Purchase Order is prepared and executed this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid you may receive.

Signature

Company Seal Name in Block Letters of the Signatory

Address:

Annexure-VIII

Technical Compliance Report

The bidder shall submit a point-by-point compliance statement against every technical specification prescribed in Section-5 of the Tender Document.

To

The Finance Officer,

Tripura University,

Suryamaninagar

Sl. No.	Tender Technical Specification	Offered Specification	Make	Model/Part No.	Complied / Not Complied	Deviation/Remarks & Justification	Technical Literature	% of Make in India	Page No
1									
2									
3									
4									
5									
6									
7									

For and on behalf of the Bidder

Name of Firm/Agency/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Official Seal: _____

ANNEXURE IX**MANUFACTURER'S AUTHORISATION FORM****(To be filled and submitted in Manufacturer's Letter head)**

To

The Finance Officer

TRIPURA UNIVERSITY

**Sub: e Tender No..... for NEXT GENERATION WIFI and
WEBSECURITY SOLUTIONS SYSTEM AT TRIPURA UNIVERSITY**

Dear Sir,

We ----- who are established and reputable manufacturers of -----

----- having factories at ----- do hereby authorize M/s. -----

----- (name and address of bidder) to bid, negotiate and conclude the contract with
you against tender as mentioned above for the items manufactured and marketed by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Tender for
the products offered for supply against this invitation for bid by the above firm.

Yours faithfully,

For and on behalf of the Bidder**Name of Firm/Agency/Company:** _____**Name of Authorized Signatory:** _____**Designation:** _____**Signature:** _____**Date:** _____**Place:** _____**Official Seal:** _____

ANNEXURE-X

NON-BLACKLISTING DECLARATION

To
The Finance Officer
TRIPURA UNIVERSITY

Ref Tender No..... date.....

I/We, _____, having our registered office at _____, hereby declare and certify that our firm/agency/company **has not been blacklisted, debarred, suspended, or otherwise prohibited from participating in any tender/procurement process** by any Ministry/Department of the Government of India, any State Government, Union Territory Administration, Public Sector Undertaking, Autonomous Body, Statutory Authority, University, or any other Government/Government-funded organization as on the date of submission of this tender.

I/We further declare that **no order of blacklisting/debarment has been passed against our firm/agency/company by any competent authority** which remains in force as on the date of submission of the bid.

I/We undertake to inform **Tripura University** immediately, in writing, if any such order or proceeding is issued against our firm/agency/company during the tender process or during the period of execution of the contract, if awarded.

I/We understand that if any information furnished in this declaration is found to be false, incorrect, or misleading at any stage, **Tripura University shall have the right to reject our bid/cancel the contract, as applicable, and take appropriate action in accordance with the applicable rules and terms of the tender**, without prejudice to any other rights or remedies available to the University.

For and on behalf of the Bidder

Name of Firm/Agency/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Official Seal: _____

ANNEXURE-XI**IMPLEMENTATION AND PROJECT EXECUTION PLAN**

The bidder shall submit a brief implementation plan covering the following:

To

The Finance Officer,

Tripura University

Suryamaninagar

Reference Tender No..... dated.....

Sl. No.	Activity	Proposed Methodology/Details	Proposed Completion Time
01	Site Survey		
02	Supply of Equipment		
03	Installation		
04	Configuration		
05	Integration		
06	Testing		
07	Commissioning		
08	User/Administrator Training		
09	Documentation and Handover		

The bidder shall ensure completion of the supply, installation, configuration, testing, and commissioning within the period prescribed in the Tender Document.

For and on behalf of the Bidder

Name of Firm/Agency/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Official Seal: _____

ANNEXURE-XII**WARRANTY AND SUPPORT COMMITMENT**

To
 The Finance Officer,
 Tripura University
 Suryamaninagar

Reference Tender No..... dated.....

SI No	Particular	Bidder's Commitment
01	Warranty Period	
02.	Technical Support	
03.	On-site Support	
04.	Helpdesk/E-mail Support	
05.	Emergency Support	24X7
06.	Response Time for Service Call	
07.	Resolution/Restoration Time	
08.	Availability of Dedicated Technical Personnel	
09.	Preventive Maintenance	
10.	OEM Support	

The bidder shall comply with the warranty, service, support, and maintenance requirements specified in the Tender Document.

For and on behalf of the Bidder

Name of Firm/Agency/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Official Seal: _____

ANNEXURE-XIII**DEDICATED TECHNICAL SUPPORT PERSONNEL**

To
The Finance Officer,
Tripura University
Suryamaninagar

Reference Tender No..... dated.....

The bidder shall provide details of the technical personnel proposed to be deployed at Tripura University.

Sl No	Name	Designation	Qualification	Certification	Experience	Contact No
01						

The bidder shall provide details of the technical personnel proposed to be deployed at Tripura University.

The successful bidder shall deploy at least one dedicated technical support personnel at the University on working days during the prescribed working hours and provide 24 × 7 emergency support as specified in the Tender.

For and on behalf of the Bidder

Name of Firm/Agency/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Official Seal: _____

BIDDER'S UNDERTAKING

To
The Finance Officer,
Tripura University
Suryamaninagar

Reference Tender No..... dated.....

I/We, the undersigned, certify that I/we have carefully examined and understood the complete Tender Document issued by **Tripura University** and that all information, documents, declarations, technical details, and supporting documents submitted as part of this Technical Bid are true, complete, and correct.

I/We further undertake to comply with all the terms and conditions, technical specifications, scope of work, warranty, service, support, installation, commissioning, training, and other obligations specified in the Tender Document.

We understand that any misrepresentation, omission, or submission of incorrect/false information may result in rejection of our bid and/or such other action as may be permissible under the applicable rules and terms of the Tender.

For and on behalf of the Bidder

Name of Firm/Company: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Company Seal: _____