



Ref: CDACP/ENQ/17752/26-27

Dated: 24/04/2026

CALL FOR QUOTATIONS

Dear Sir / Ma'am,

Please send us your best competitive bid for the following services-

Sr.No.	Item Description	Qty. (Nos)
1.	Comprehensive Annual Maintenance Contract (AMC) for total 76 Cisco Devices (Switches and Controller) detail Scope as mentioned in Annexure 1.	76

Please note the terms:

Sl. No.	Sub-Heading	Details
1.	Delivery	Within 03-04 weeks positively at C-DAC, Pashan Pune (C-DAC reserves the right to levy penalty of @ 0.5 % of order value per week of delay beyond the scheduled deliveries / execution of the order successfully, subject to maximum of 5 % of the order value.)
2.	Prices	➤ Price quoted should be all inclusive (including cost of extended warranty) ➤ F.O.R. C-DAC, Pune. (Applicable GST rate as per tariff must be mentioned separately - the same will be added in the total amount)
3.	Warranty	as applicable
4.	Payment	As mentioned in Table 1 - Clause no. 11.
5.	Validity	Bid Validity should be minimum 70 days
6.	Remarks / Other Terms and Conditions	<ul style="list-style-type: none"> a) Quotation should contain the pricing details with detail terms and conditions like - delivery, warranty, validity of quote, payment terms etc. b) HSN Code & GSTIN no. must be mentioned on the Offers. c) Conditional bids will be summarily treated as non-responsive/non-compliant. d) C-DAC, reserves the right to accept / reject - fully partly any bids without assigning any reasons thereof. e) Signed and stamped Annexure on company's letterhead in view of Office Memorandum No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and Order (Public Procurement No. 1) No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and further Order/OMs regarding restrictions on procurement from a bidder of a country which shares a land border with India. f) Country of Origin and Country of Assembly Certificate to be provided from the OEM. g) Bid Specific OEM authorization Certificate required. h) Certificate from OEM is required for Warranty support.

The Quotations should upload on **GEM portal on or before 05/05/2026** address to **The Manager-Admin (Purchase), CDAC Innovation Park, Panchvati, Pashan, Pune 411 008. INDIA.**

Thanking you,
Sincerely,

Prasad K. Bhingarkar
Manager-Admin (Purchase)

Annexure 1

Scope of Work and Technical Specifications

(2-Year AMC for Cisco Network Infrastructure at C-DAC Pune)

1. Objective

To provide comprehensive 2-Year Annual Maintenance Contract (AMC) for Cisco network infrastructure installed at C-DAC Pune (Please refer table-1), ensuring high availability, security, software compliance, and uninterrupted network operations.

Device	Model	S. No.	Quantity
Cisco (L2 Switch)	9200L	JAE25121WJ4, JAE25121W03, JAE25121VYQ, JAE25121VTO, JAE25121W1K, JAE25121V5N, JAE25121WGT, JAE25121WGM, JAE25121WFZ, JAE25121W7T, JAE25121VX0, JAE25121VTK, JAE25121VN9, JAE25121W2N, JAE25121WG3, JAE25121WF0, JAE25121WA1, JAE25121W80, JAE25121W7K, JAE25121VA0, JAE25121V57, JAE25121WE2, JAE25121WAS, JAE25121W3H, JAE25121VFF, JAE25121W1X, JAE25121WDZ, JAE25121W9E, JAE25121W7Y, JAE25121W55, JAE25121VM3, JAE25121VJ4, JAE25121VJ1, JAE25121V8U, JAE25121W0Y, JAE25121VD1, JAE25121VE2	37
Cisco (L2 Switch)	9300	FOC2716Z6SE, FOC2716Z5ZA, FOC2716Z6YE, FOC2716Z6SY, FOC2716Z622, FOC2716Z6XP, FOC2716Z5VF, FOC2716Z6QY, FOC2716Z60Q, FOC2716Z6RQ, FOC2716Z6X4, FOC2716Z61T, FOC2716Z6RB, FOC2716Z61W, FOC2716Z6RX, FOC2716Z5NA, FOC2716Z6S5, FOC2716Z6M0, FOC2716Z6SJ, FOC2716Z61P, FOC2716Z5WN, FOC2716Z6QX, FOC2716Z6PR, FOC2716Z5XX, FOC2716Z6QC, FOC2716Z6R5, FOC2716Z6TK, FOC2716Z6RU, FOC2716Z6QR, FOC2716Z5XP, FOC2716Z6K7, FOC2716Z60T, FOC2716Z6LH, FOC2716Z6WN	34
Cisco Layer-3 Distribution Switch	C9500-48Y4C-A	FDO245208GQ, FDO2452089Q	2
Cisco Nexus (Router)	N9K-C93240YC-FX2	FDO24481AM9, FDO291915T1	2
Cisco Fabric Manager	DNAC	WMP2703004V	1

Table-1

2. Scope of Devices Covered

The AMC shall include complete support for the following:

1. **Cisco Catalyst 9200L (L2 Access Switches)** – 37 Nos
2. **Cisco Catalyst 9300 (L2/L3 Switches)** – 34 Nos
3. **Cisco Catalyst C9500-48Y4C-A (Core / Distribution Switches)** – 2 Nos
4. **Cisco Nexus N9K-C93240YC-FX2 (DCI / Core Routers)** – 2 Nos
5. **Cisco DNA Center (DNAC)** – 1 No
 - Managing up to 100 switches (9200/9300/9500 Series)

3. AMC Coverage Requirements

The bidder shall provide:

3.1 OEM Support (Mandatory)

1. Valid **Cisco SMARTnet / Solution Support** (24×7) for all listed devices.
2. TAC access with unlimited case logging.
3. Hardware replacement (RMA) with:
 - NBD (Next Business Day) replacement minimum
 - Faster replacement (4-hour / 8-hour) if OEM support contract permits.
4. Access to:
 - IOS-XE updates
 - NX-OS updates
 - Security patches
 - Bug fixes
 - Firmware upgrades
 - Software feature updates (if licensed)

All licenses currently active on the devices shall be renewed on **like-to-like basis without feature downgrade**.

4. Device-Specific Scope

4.1 Cisco Catalyst 9200L & 9300 Series

AMC shall include:

- Hardware support including power supplies, fans, supervisor modules
- IOS-XE firmware upgrade support
- Configuration troubleshooting
- VLAN / STP / RSTP / MST troubleshooting
- LACP / Port-Channel support
- PoE related issues
- Access control and security configuration support
- StackWise / StackWise-Virtual troubleshooting
- SFP / Transceiver compatibility verification

4.2 Cisco Catalyst C9500-48Y4C-A (Core Switches)

AMC shall include:

- Core routing support (OSPF / BGP / Static Routing)
- Inter-VLAN routing
- HSRP / VRRP / Redundancy troubleshooting
- High availability configuration validation
- Performance optimization
- Log analysis and stability review
- Firmware upgrades with minimal downtime planning

4.3 Cisco Nexus N9K-C93240YC-FX2 (Data Center / DCI)

AMC shall include:

- NX-OS support
- VPC configuration validation
- LACP Port-Channel troubleshooting
- DCI stability checks
- High bandwidth interface diagnostics
- Transceiver and fiber compatibility checks
- Hardware diagnostics
- Software upgrades with rollback planning
- Support for 10G/25G/40G/100G interfaces

4.4 Cisco DNA Center (DNAC)

AMC shall include:

1. Renewal of DNAC support and subscription licenses.
2. Support for management of up to 100 Cisco switches.
3. Software upgrades and patching.
4. Backup and restore validation.
5. Device discovery troubleshooting.
6. Assurance module support.
7. Integration troubleshooting with:
 - Core and Access switches
 - SNMP / NetFlow
 - Authentication systems (if integrated)
8. Health dashboard review and optimization.

5. Hardware Replacement

1. All defective components shall be replaced with genuine Cisco OEM parts.
2. No refurbished / grey-market spares permitted.
3. Replacement at bidder's own cost.
4. C-DAC shall not incur any additional cost for spares.

6. Software & Licensing Compliance

1. Renewal of all existing licenses (Network Essentials / Advantage etc.) on like-to-like basis.
2. No feature degradation permitted.
3. Compliance with Cisco licensing policies.
4. All firmware and patch upgrades included during AMC period.

7. Delivery Period

a. **Service Commencement Date:** The Comprehensive AMC (C-AMC) services shall commence within 10 (ten) days from the date of issuance of Service Order / Purchase Order or receipt of necessary inputs / clearances from C-DAC Pune, whichever is later.

b. **Service Completion Date:** The duration of the C-AMC services shall be 02 (Two) years from the date of commencement of services, unless terminated earlier as per terms and conditions of the contract.

8. Payment Terms

a. **100% Payment** shall be released against renewal of all applicable licenses/subscriptions subject to the following:

- i. Submission of valid OEM support / renewal agreement for the entire contract period.
- ii. Acceptance / certification of successful completion by C-DAC Pune.
- iii. Submission of **Performance Bank Guarantee (PBG) equivalent to 5% of the contract value**, valid for the warranty / AMC period of **02 years**.

b. Payment shall be processed by C-DAC Pune within **30 days** from the date of submission of complete and correct invoice along with all supporting documents.

9. Penalty for delayed services

C-DAC reserves the right to levy penalty @ of 0.5% of order value per week of delay beyond the scheduled execution of the order successfully, subject to maximum of 5% of the order value.

C-DAC reserves the right to cancel the order in case the delay is more than 10 weeks.

The delay in delivery and/or installation not attributed to supplier viz. delay in site preparation, delay in submission of required documents (by C-DAC) etc. and the conditions arising out of Force Majeure will not be considered for the purpose of calculating penalties.

10. Terms & Conditions

1. Only **OEM-authorized vendors** shall be eligible.
2. Valid OEM authorization letter and certifications are mandatory.
3. AMC cost shall remain **firm and fixed** for entire contract period.
4. C-DAC reserves the right to terminate the AMC by giving **45 days' notice**, without assigning any reason.

11. Performance Bank Guarantee

1. The successful bidder shall submit a Performance Bank Guarantee equivalent to **5% of the total AMC contract value**.
2. The PBG shall remain valid for the entire AMC period plus an additional **two (2) months claim period**.
3. The PBG may be invoked by C-DAC in case of:
 - Failure to renew or maintain OEM subscription
 - Failure to replace defective hardware within stipulated time
 - Termination due to bidder default
4. Submission of valid PBG is mandatory before commencement of AMC services / release of payment, as applicable.

12. Shipping/ Invoice Documents

The invoice shall be raised in the name of:

Centre for Development of Advanced Computing (C-DAC)
Innovation Park, PANCHAVATI, Pashan Road, PUNE 411008
Maharashtra, INDIA

The name, address and details of contact person of C-DAC's Customer will be informed to the successful bidder.

CERTIFICATE/UNDERTAKING FROM SUPPLIER

To: Executive Director,
C-DAC, Pune - 411008

Ref: Tender / Enquiry No xx dt xx

We have read the clause mentioned in Office Memorandum No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and Order (Public Procurement No. 1) No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and further Order/OMs regarding restrictions on procurement from a bidder of a country which shares a land border with India.

In view of this, we certify that,

a. We are not from a country sharing land border with India and any registration as mentioned in said OM is not applicable to us.

OR

b. We are registered with the competent authority as mentioned in said OM. The copy of registration No.xxx dt.xxx is enclosed.

For (Name of Bidder)

Authorized Signatory
(Name & Signature)
(Company's Seal)

(ON COMPANY'S LETTERHEAD)

Name of Bidder:
Detailed Address: (for release of INR order):
Contact Person:
Mobile No:

DETAILS OF DEVICES / ITEMS / COMPONENTS / SOFTWARES

Sr. No.	Description / Item	Make/ Model No	Declaration as per 6/18/2019-PPD & No.P-45021/112/2020-PP(BE-II)(E-43780) (Of OEM +Bidder)		(%) Make in India contents (F. No. W-43/4/2019-IPHW- MeitY)
			Country of Origin of OEM	Country of Manufacture	
1					

Bidder may add rows for the items required to cover the entire scope as per the Schedule of Requirements.