



**THIRUVANANTHAPURAM REGIONAL CO-OPERATIVE MILK
PRODUCERS' UNION LTD., KSHEERA BHAVAN, PATTOM,
THIRUVANANTHAPURAM - 695 004**

Phone No: 0471-2447109 ; E-mail ID - trcmpumis@milma.com.

Bid Ref. No. TRCMPU/THO/SYS(1225)/3/2026-MILMA

**TENDER FOR
RENEWAL OF AMC / SUPPORT / SECURITY SUBSCRIPTION FOR
SONICWALL FIREWALL PROTECTION TO TRCMPU LTD**

NOTICE INVITING TENDER

The Managing Director, Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd (TRCMPU Ltd) invites bids from reputed OEM-authorized Partners/Resellers of Sonic-Wall for the Renewal of Annual Maintenance Contract (AMC) / Support / Security Subscription for the existing SonicWall Next Generation Firewall devices installed at TRCMPU Ltd, for a period of three years. No supply of new firewall hardware is envisaged under this tender.

1	Tender Ref No. & Date	TRCMPU/THO/SYS (1225)/3/2026-MILMA dated 09-10-2026
2	Item of Service	Renewal of Annual Maintenance Contract (AMC) / Support / Security Subscription for the existing SonicWall Next Generation Firewall devices installed at TRCMPU Ltd
3	Specification	Attached
4	Units covered	Attached
5	Estimated Amount	Rs. 350000/-
6	EMD Amount	Rs. 3500/-
7	Tender Fee	Rs. 700/-
8	Date of Publication of tender	09-10-2026
9	Last Date of Submission of tender	19-10-2026
10	Date and time of opening of tender	22-10-2026
11	Place of Opening	TRCMPU Ltd., Ksheera Bhavan, Pattom, Thiruvananthapuram - 695004.
12	Bid Validity	180 days
13	Renewal / Service Commencement	3 years

WILSON M J

MANAGING DIRECTOR(MDO-THO)

Terms & Conditions for e-Procurement

This tender is an e-Tender and is being published online for work / supplying of equipment as mentioned in the Invitation to bid. The tender is invited in two cover system from the registered and eligible manufacturers / suppliers through e-procurement portal of Government of Kerala (<http://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in.

A. Online Bidders registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or 0484-2336006, 2332262 or 0497-2764788, 2764188 or 0483-273294 or through e-mail: etendershelp@kerala.gov.in or helptender@gmail.com for assistance in this regard.

B. Online Tender Process:

The tender process shall consist of the following stages:

- i. **Downloading of tender document:** Tender document will be available for free download on www.etenders.kerala.gov.in from the date & time of publication of e-tender, till the last date & time for online submission of e-tender. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document. Downloading of tender documents will not be possible after the date specified above.
- ii. **Pre-bid meeting:** Refer page 3 of the tender document
- iii. **Publishing of Corrigendum:** All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.
- iv. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document to www.etenders.kerala.gov.in. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- v. **Opening of Technical bid and bidder short-listing:** Technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualification. All documents in support of technical qualification shall be submitted online as well as offline within the due date and time. Failure to submit the documents will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vi. **Opening of financial bids:** Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and

time mentioned in the critical date section

C. Documents comprising bid:

i. First Stage (Pre qualification or Technical cover based on 1 cover or 2 cover tender system):

Pre-Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload.

- A. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership or if a joint venture, of each party there to constituting the bidder.
- B. Copies of GST registration certificate.
- C. Details of experience and past performance of the bidder (or of each party to a joint venture) on works of similar nature, and details of current work in hand and other contractual commitments shall be submitted. Customer's full address, contact persons, contact telephone number and e-mail ID are to be furnished.
- D. The bidder should be in same business as Supplier / manufacturer for which the bid is invited for a minimum period of twenty years at the time of bid opening. If an authorized dealer participates in the bid they should produce documentary evidence for establishing that their principal supplier should be in the same business for a minimum period of 5 years. Copy of authorized dealership certificate issued by the principal supplier or manufacturer should also be uploaded along with bid document.
- E. The bidder's annual financial turnover during any one of the last two years shall not be less than twice the estimated cost as specified in the Invitation to Bid.
- F. The bidder shall have completed at least 4 number of similar installations for which this invitation to bid is issued during the last twenty years.
- G. The bidder shall furnish a copy of the Income tax Returns for the previous year in original or certified true copies.

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

ii. The Second Stage (Financial Cover or as per tender cover system):

The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: - The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/variable price quotation will be treated as non-responsive and rejected.

D. Tender Document Fees and Earnest Money Deposit (EMD)

A. Internet Banking Options (Retail)

1	Allahabad Bank	29	Janata Sahakari Bank
2	Axis Bank	30	Karnataka Bank
3	Andhra Bank	31	Karur Vysya Bank
4	Bandan Bank	32	Kodak Mahindra Bank
5	Bank of Bahrain and Kuwait	33	Lakshmi Vilas Bank
6	Bank of Baroda	34	Mehasana urban Co-op Bank
7	Bank of India	35	NKGSB Co-operative Bank
8	Bank of Maharashtra	36	Oriental Bank of Commerce
9	Bassein Catholic Co-operative Bank	37	Punjab and Maharastra Co-operative Bank
10	BNP Paribas	38	Punjab National Bank
11	Canara Bank	39	Punjab and Sind Bank
12	Catholic Syrian Bank	40	RBL Bank
13	Central Bank of India	41	Saraswat Cooperative Bank
14	City Union Bank	42	Shamrao Vithal Cooperative Bank
15	Corporation Bank	43	South Indian Bank
16	Cosmos Bank	44	Standard Chartered Bank
17	DCB Bank	45	State Bank of India
18	Dena Bank	46	Syndicate Bank
19	Deutsche Bank	47	Tamilnadu Mercantile Bank
20	Dhanalaxmi Bank	48	Tamilnadu Cooperative Bank
21	Federal Bank	49	The Kalyan Janatha Sahakari Bank
22	HDFC Bank	50	TJSB Bank(erstwhile Thane Janata Sahakari Bank)
23	ICICI Bank	51	UCO Bank
24	IDBI Bank	52	Union Bank of India
25	Indian Bank	53	Vijaya Bank
26	Indian Overseas Bank	54	YES Bank
27	Indus Ind Bank	55	United Bank of India
28	Jammu & Kashmir Bank		

B. Internet Banking Options (Corporate)

1	Bank of Baroda	19	Karur Vysya Bank
2	Bank of India	20	Kodak Bank
3	Bank of Maharashtra	21	Lakshmi Vilas Bank
4	BNP Paribas	22	Oriental Bank of Commerce
5	Canara Bank	23	Punjab and Maharastra Coop Bank
6	Catholic Syrian Bank	24	Punjab and Sind Bank
7	City Union Bank	25	Punjab National Bank
8	Corporation Bank	26	RBL Bank
9	Cosmos Bank	27	Shamrao Vithal Cooperative Bank
10	Deutsche Bank	28	South Indian Bank
11	Development Credit Bank	29	State Bank of India
12	Dhanalaxmi Bank	30	Syndicate Bank
13	Federal Bank	31	UCO Bank
14	HDFC Bank	32	Union Bank of India
15	ICICI Bank	33	UPPCL
16	Indian Overseas Bank	34	Vijaya Bank
17	Janata Sahakari Bank	35	Axis Bank
18	Jammu & Kashmir Bank		

The Bidder shall pay a tender document fee and Earnest Money Deposit or Bid Security as given in the Tender Inviting Notice. The Bid security is required to protect the purchaser

against risk of Bidder's conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:

State Bank of India Multi Option Payment System (SBI MOPS Gateway): Bidder are required to avail Internet banking facility in any of the below banks for making tender remittances in e-Procurement system.

During the online bid submission process, bidder shall select SBI MOPS option and submit the page, to view the **terms and condition** page. On furtherer submitting the same, the e-Procurement system will redirect the bidder to MOPS Gateway, where two options, mainly **SBI and other banks*** will be shown. Here, bidder may proceed as per below.

(a). SBI Account holders shall click **SBI** option to with its Net banking facility, where bidder can enter their internet banking credentials and transfer the tender fee and EMD amount.

(b). Other bank account holders may click **other banks** option t view the bank selection page. Here bidder can select from any of the 54 banks to proceed with its net banking facility, for remitting the tender payments.

*Transaction charges for other banks vide SBI Letter No. LHO/TVM/AC/2016-17/47- 1% of transaction value subject a minimum of Rs.50/- and maximum of Rs.150/-

Any transaction charges levied while using any of the above modes of online payment has to

be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

E. SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD. For page-by-page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click "Bidders Manual Kit" link on the home page.

It is necessary to click on "Freeze bid" link/icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/opening during bid opening process.

SPECIAL TERMS & CONDITIONS

1. ELIGIBILITY AND QUALIFICATION REQUIREMENTS

1.1 Mandatory Eligibility and Qualification Criteria

The following requirements are **mandatory** for participation in the tender and shall be satisfied by the bidder as on the date of opening of the bid:

1. The bidder shall be a **SonicWall OEM-authorized Partner/Reseller** and shall have been engaged in the business of **firewall and networking AMC/support services for a minimum period of five years**.
2. The bidder shall submit a duly completed and signed **Manufacturer Authorization Form (MAF) issued by SonicWall (OEM)** specifically authorizing the bidder to quote for and undertake the **AMC/support/security subscription renewal and associated OEM support/services** covered under this tender.
3. The bidder shall furnish **certified true copies of Income Tax Returns filed for the previous two financial years**.
4. The bidder shall have an established **service arrangement in Thiruvananthapuram, Kollam, Pathanamthitta and Alappuzha districts** to attend complaints, failures or breakdowns of the covered firewall devices **within 24 hours**.
5. The bidder shall have adequate **technical manpower, infrastructure and service resources** to provide the required support and services throughout the contract period.

1.2 Documents and Details to be Submitted

The bidder shall submit the following documents/details along with the bid for verification of the eligibility and qualification requirements:

- Document establishing the **legal constitution/status of the firm/company**, including place of registration and principal place of business.
- **GST Registration Certificate**.
- **Manufacturer Authorization Form (MAF) issued by SonicWall (OEM)** as specified in Clause 1.1.
- Documentary evidence establishing the required **minimum five years of experience** in firewall and networking AMC/support services.
- Details of **similar AMC/support/subscription renewal works executed**, indicating the client/customer name, full address, contact person, telephone number and e-mail ID.
- Details of **current works in hand and other contractual commitments**, if any.
- Documentary evidence of the bidder's **service arrangement in the four specified districts**.
- **Bank details** of the bidder.

1.3 Non-Compliance

All the requirements specified in Clause 1.1 are **mandatory**. Failure to meet any mandatory eligibility or qualification requirement, or failure to furnish the required supporting document/evidence specified in Clause

1.2, shall render the bid **technically non-responsive and liable for rejection**. Such bidder shall not be considered for further evaluation of the price bid.

2. Renewal, Activation and Service Delivery

The Vendor shall ensure renewal and activation of the firewall licences/security subscriptions on or before **11.11.2026**, with uninterrupted coverage for the entire period from **11.11.2026 to 10.11.2029** for all the covered firewall devices at the service locations specified in the tender.

The Vendor shall provide all applicable **OEM-backed support, services, firmware/software updates and security updates** included under the renewed subscription throughout the contract period.

3. OEM Support and Service

The Vendor shall provide **OEM-backed 24/7 support** for the covered firewall devices throughout the contract period. The Vendor shall also ensure timely attendance and resolution of complaints, failures or breakdowns in accordance with the service requirements specified in the tender.

3. Renewal Documentation

The Vendor shall furnish the **OEM renewal/activation confirmation, licence/subscription details and validity period towards the device serial numbers** upon completion of the renewal. The documents shall clearly establish that the renewed subscription is valid for the period from **11.11.2026 to 10.11.2029**.

4. Compliance with Specifications

The renewal, licence/subscription and associated services provided by the Vendor shall conform to the specifications and requirements specified in the Tender.

TRCMPU reserves the right to reject the renewal/service, either in whole or in part, if the licence/subscription or associated services do not conform to the specified requirements. Any deficiency identified by TRCMPU shall be rectified by the Vendor within the stipulated time, without any additional cost to TRCMPU.

5. Liquidated Damages

If the Vendor fails to complete the renewal/activation or provide the required services within the period specified in the Order, TRCMPU shall, without prejudice to its other rights and remedies, deduct **0.5% of the total Order value for each week of delay** as liquidated damages.

The total deduction towards liquidated damages shall not exceed **5% of the total Order value**. Upon reaching the maximum limit, TRCMPU may consider cancellation/termination of the Order.

6. Submission of Bills and Payment

Bills/invoices shall be submitted in the name of:

The Managing Director, TRCMPU Ltd., Ksheera Bhavan, Pattom,

Thiruvananthapuram - 695 004.
GSTIN: 32AAAAT9795J1ZX

100% payment shall be released from TRCMPU Head Office within 15 days after successful renewal/activation of the AMC/support/security subscription for the firewall devices at all the specified units, subject to receipt of satisfactory confirmation from each concerned unit and submission of the required documents.

7. Price and Contract Period

The quoted price shall remain **firm and unchanged throughout the contract period**. Applicable tax verification shall be carried out during the contract period.

9. Tender Fee & Earnest Money Deposit

- The Tender fee and EMD as given in the invitation to bid shall be accepted through online NEFT transaction through the site www.etenders.kerala.gov.in.
- The EMD of the successful bidder shall be released after the signing of the agreement and submission of performance security.
- EMD of the unsuccessful tenderer shall be released after the award of the contract and execution of agreement by the successful tenderer
- No interest shall be paid for the EMD for the period for which it lies in deposit.

10. Service Locations

1. The Managing Director, TRCMPU Ltd, Ksheera Bhavan, Pattom, Thiruvananthapuram - 695 004. GST: 32AAAAT9795J1ZX	2. The Unit Head, MILMA TRCMPU Ltd Thiruvananthapuram Dairy, Ambalathara, Poonthura P.O. Thiruvananthapuram-695026 PH: 0471 - 2381228, 2382562 GST No. 32AAAAT9795J3ZV
3. The Unit Head, MILMA TRCMPU Ltd Kollam Dairy Thevally, Kollam-691009 PH-2794556, 2797991 GST No.32AAAAT9795J4ZU	4. The Unit Head, MILMA TRCMPU Ltd Pathanamthitta Dairy Mammoodu Jn. Nariyapuram.P.O, Pathanamthitta-689513, Kerala. PH.0468 2350089, 2350099 GST No. 32AAAAT9795J5ZT
5. The Unit Head, MILMA TRCMPU Ltd Alappuzha Marketing Cell Milma Marketing Cell,	6. The Unit Head, MILMA TRCMPU Ltd P&I Office, Mannar Alappuzha - 689 622.

Punnapra, Alleppey - 688 004.
PH:04772286935
GST No. 32AAAAT9795J6ZS

PH:04792312562
GST No. 32AAAAT9795J2ZW

WILSON M J

MANAGING DIRECTOR(MDO-THO)

SPECIFICATION OF FIREWALL

1. TZ 270 3YR RENEWAL - Application Control, IPS, Content Filtering Service ,Gateway Anti-Virus ,DNS Security, Deep Packet TLS/SSL for Decryption & Inspection ,Geo IP Country Traffic Identification, Botnet Service, Sandboxing (Static, RTDMI, Memory, Hypervisor, Emulation) ,24/7 Support - 5 NOS
2. TZ 370 3YR RENEWAL - Application Control, IPS, Content Filtering Service ,Gateway Anti-Virus ,DNS Security, Deep Packet TLS/SSL for Decryption & Inspection ,Geo IP Country Traffic Identification, Botnet Service, Sandboxing (Static, RTDMI, Memory, Hypervisor, Emulation),24/7 Support - 1 NOS

MANUFACTURER AUTHORIZATION FORM (MAF) HAS TO SUBMITTED BY THE VENDOR

Digitally signed by

WILSON M J

Date: 09-10-2026

14:05:14

WILSON M J

MANAGING DIRECTOR(MDO-THO)

BID FORM

1. Registered Name of Bidder :

2. Address :

3. Contact details

i. Land phone :

ii. Mobile :

iii. E-mail :

iv. Fax :

v. Authorized SonicWall Partner / Reseller ID :

COMPLIANCE STATEMENT

Compliance Statement of technical specification / support scope required for the SonicWall Firewall AMC / support / subscription renewal. Technical compliance should be marked and in case of any deviation, it shall be entered in the "Remarks" column. The bidder must furnish the make and model of the existing devices, and confirm continued OEM support eligibility, without fail.

SI No.	Features	Yes / No	Remarks
1.	TZ 270 - 3-Year Licence Renewal (5 Nos.): Application Control, IPS, Content Filtering, Gateway Anti-Virus, DNS Security, Deep Packet TLS/SSL Decryption & Inspection, Geo IP Country Traffic Identification, Botnet Service, Sandboxing (Static, RTDMI, Memory, Hypervisor & Emulation), 24/7 Support		
2.	TZ 370 - 3-Year Licence Renewal (1 No.): Application Control, IPS, Content Filtering, Gateway Anti-Virus, DNS Security, Deep Packet TLS/SSL Decryption & Inspection, Geo IP Country Traffic Identification, Botnet Service, Sandboxing (Static, RTDMI, Memory, Hypervisor & Emulation), 24/7 Support		