

EASTERN REFINERY LIMITED

North Patenga , CTG

Date: 02/03/2023

Terms and Conditions for the procurement of Firewall:

- (a) The bidder must have a minimum of 5 years of experience on supply, installation and maintenance of IT solutions.
- (b) The Tenderer shall have at least 2 (Two) numbers of similar working experience on the proposed product especially in any government/semi government/Reputed Company/Multinational autonomous body in the last 3 years. The tenderer must submit the relevant NOA/PO as proof.
- (c) The Tenderer must be a Premier Partner of the proposed products' OEM & needs to submit relevant partnership certificate.
- (d) Tenderer must provide support engineers & technical team's profile as reference
- (e) The bidder must have a servicing facility and will reach physically at ERL within 1 working day of complaint and must provide remote support within 2 hours of the complaint time.
- (H) The bidder must have successfully deployed two End to End Cisco Meraki Solution.
- (i) The bidder must provide a manufacturing authorization letter (MAF) & relevant document.