



राष्ट्रीय प्रौद्योगिकी संस्थान रायपुर
NATIONAL INSTITUTE OF TECHNOLOGY RAIPUR
(An Institute of National Importance)
G.E. Road, Raipur – 492010 (CG),

Phone: (0771) 2252700
Fax: (0771) 2253104
Email: registrar@nitrr.ac.in
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Open Tender Enquiry for Microsoft Cloud Campus Agreement
(Single Bid System)

Enquiry NITRR/S&P/CCC/OT/2019/203

Date: 02/05/2019

To

Important Dates

Event	Date	Time
Last Date of submission of quotation	27/05/2019	Upto 18:00 Hrs
Bid Opening date	29/05/2019	At 15:00 Hrs

Dear Sir,

We intend to purchase the commodities specified in this document and invite quotations in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly submit your bid online through <http://www.tenderwizard.com/NITR>. Tender will be accepted online only & no other mode will be accepted.

Yours sincerely,

Registrar

National Institute of Technology,
Raipur

Enclosed:

- (1) Instruction to bidder - containing General terms and conditions.
- (2) Acceptance of terms & conditions of tender - Annexure 1
- (3) Item with Description - Annexure 2
- (4) Bidder Qualification Criteria - Annexure 3
- (5) Scope of Work - Annexure 4
- (6) Bidder information - Annexure 5
- (7) Price Bid Format- Annexure 6
- (8) Service level Agreement - Annexure 7

General Terms & Conditions of The BID Enquiry

1. Please go through the instruction contained in this document carefully for bidding instructions.
2. For clarifications if any, please mail to storenpurchase@nitrr.ac.in
3. The bid should remain valid for a period of **150 days** from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation. Validity period may also be extended without change in bid prices, if required on mutually agreed basis only.
4. **The price of the goods quoted should be FOR NIT RAIPUR** inclusive of all applicable taxes (GST etc.), packing, forwarding, insurance and other local services required for delivery, installation and support services of the products at NIT Raipur.
5. Submission of bids: Bidders have to submit their bid through E-tendering mode only at website <http://www.tenderwizard.com/NITR>
6. Financial Bid (Microsoft Excel File) is to be downloaded from website <http://www.tenderwizard.com/NITR> and then is to be filled, saved and uploaded (through digital signature) on the same website and not to be submitted in hard copy at all.
7. Custom duty: The NIT Raipur have registration in Department of Scientific & Industrial Research (DSIR).
8. **Bid Security (BS)/(Earnest Money, EMD)** The Bidder/Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 50,000/- only. The bid security shall be in Indian Rupees. The bid security should be submitted only through online payment gateway in e-tendering portal i.e. <http://www.tenderwizard.com/NITR>. Also bidder need to submit tender fee of INR 1180/- (including GST) through e-payment mode.
9. Any bid without EMD or bid not secured in accordance with above will be rejected by the Institute as non- responsive.
10. The bidders should quote their offer/rates in clear terms without ambiguity.
11. The rates should be quoted both in figures and words. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
12. Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive
13. The bidder has to sign and upload the acceptance of tender terms as per Annexure-I compulsorily.
14. The Bidder/Tenderer shall indicate **unit prices in the prescribed format only**.
15. The bid security of unsuccessful Bidder/Tenderer will be discharged /returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity or placement of order whichever is later.
16. The Bidder/Tenderer's bid security will be discharged normally within 30 days after issue of PO. The successful Bidder will be required to submit the performance bank guarantee along with the letter of acceptance within 15 working days of the issue of the PO. Successful bidder shall be required to deposit a PBG of 10% of the work order value at the time of release of his security deposit. This amount shall be refunded on the successful completion of the work and support period of one year. The PBG may be in FDR format also.
17. The complete Tender document can be viewed and downloaded only from the Website (www.tenderwizard.com/NITR) & <http://www.nitrr.ac.in/> during the tender sale period. The intending bidders should submit the tender documents sale price & tender processing fee, through e-payment, at the time of making online request.

18. To participate in the E-tender, it is mandatory for the bidders to have user ID & password, which has to be obtained by submitting an annual registration charges of Rs. 2000/- +GST @ 18% to ITI, through e-payment. Also it is mandatory for all bidders to have class 3 digital signature certificates from any of the CCA (Controller of Certifying Authority, India) or if any support required on DSC, Please contact to Helpdesk No. 011-4942436,8305920951.
19. **Delivery and installation period:** Delivery and installation should be made within **90 days** from the date of placement of the order of goods.
20. **Delayed delivery and installation:** In case of delayed delivery and installation of the goods a penalty **1% per week or part there of subject to maximum of 6% will be recovered from the firm of the value of undelivered goods. Request for extension in delivery and installation period should be made before the last date of supply and installation as mentioned in Purchase Order.**
21. **Non delivery and Installation beyond extended period:** If the bidder fails to execute the order within the delivery and installation period including extended period (of maximum 42 days) as mentioned above the order will be cancelled and EMD will be forfeited by the institute. In case of incomplete supply and installation of items even in extended period, EMD will be forfeited and payment of the supplied items will be released after recovering the penalty for delay in delivery and installation of goods.
22. The bidder need to submit the following certificates along with the Tender Documents to confirm their eligibility in this part :
 - i. Proof of establishment of Firms/shop/business/ manufacturing unit etc.
 - ii. The GST registration certificate should be enclosed as per the applicability.
 - iii. The bidder should enclose Photocopy of PAN card issued in the name of the bidder's firm/ in the name of proprietor in case of proprietorship firm.
23. Payment for Goods shall normally be made in Indian Rupees, as follows: 100% payment will be made through account payee cheque or Draft/ online Transfer using RTGS to the Supplier normally within thirty (30) days after the complete supply and installation of software as per the terms & conditions contained in these documents.
24. Any disputes arising out of this enquiry shall be dealt in the Raipur jurisdiction.
25. Bidder has to sign all the pages of this tender and enclose it with the bid.

Registrar
NIT-Raipur

Acceptance of terms & conditions of tender (Must be on Letter Head)

Date:

To

The Registrar,
National Institute of Technology,
Raipur-492010(Chhattisgarh)

Subject: Acceptance of Terms & conditions of Tender.

Tender ref. No. : NITRR/S&P/CCC/OT/2019/

Dated

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender enquiry no. from the website <http://www.tenderwizard.com/NITR> or <http://www.nitr.ac.in/>
2. I/We hereby certify that I/we have read entire terms & conditions of the tender documents from Page 01 to 12 (including all documents like annexure, schedules etc.) which form part of the tender document and I/we shall be abide by the terms & conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by NIT Raipur to have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in totality/entirely.
5. In case any provisions of this tender are found violated, NIT Raipur shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against NIT Raipur in satisfaction of this condition.
6. I/We confirm that we or our proprietor/Director/Partner have not been blacklisted or debarred or declared ineligible for corrupt/fraudulent practices either indefinitely or for a particular period of time by any Government or other agency. I/we further declare that no criminal case is registered on pending against the firm/company or its owner/partners/directors anywhere in India. Also there are no contractual restrictions or legal disqualifications or other obligations which prohibit the applicant from entering into tender process.

(Seal & Signature of the bidder)

Item with Description

S. No.	Description	Quantity
1.	Microsoft Campus Agreement for 12 months O365ProPlusOpenFaculty Shrd Svr ALNG Subs VL OLV F Academic AP (Part No. S3Y-00002) - 12 months WINEDU ALNG Upgrd SAPk OLV F 1Y Academic Ent (Part No. KW5-00360) -12 months \$0 Office 365 Pro Plus SKU for students [Windows upgrade, Microsoft Office Professional Plus 2012 and Upgrade]	350 (FTE Count)

Bidder Qualification Criteria

S. No.	Qualification Criterion	Documents Required
1.	Bidder should be an Indian Company registered under Companies Act and in the IT Business for at least five (05) years.	Bidder must submit Certificate of Incorporation / Memorandum of Association.
2.	Bidder should have an annual turnover of at least INR 2.0 crores (Two Crore Rupees Only) per annum during the last 3 audited financial years ending March 2018, i.e., 2015-16, 2016-17 and 2017-18. Bidder should not have negative net worth in the last 03 audited financial years.	Bidder must submit self-attested true copies of the audited financial statements, profit and loss statement etc.
3.	Income Tax return for last three years	Bidder must submit self-attested copies of IT returns for the last three years
4.	Bidder should be OEM or an authorized partner in the bid.	Authorization letter (MAF) from manufacturers to bid / negotiate / conclude the order against the tender must be enclosed with the bid.
5.	Bidder should have completed within the preceding 7 calendar years ending last day of month previous to the one in which this tender has been published (a) One similar completed works each costing not less than 11.2 lakhs, or (b) Two similar completed works each costing not less than 7 lakhs, or (c) Three similar completed work costing not less than 5.6 lakhs Similar projects should include supply of licensed software to organizations like IITs, NITs, Central Universities, CSIR, DRDO, other Academic and Research Organizations under the Central / State Governments, reputed Industries and Private Sector Organizations/ Universities/Institutes.	Self-attested copies of work orders and work completion certificates / client signoff / invoice

Scope of Work:

The scope of work of the bidder shall minimally include the following:

1. The supply and installation of the software and the required licenses is end-to-end in the scope of the bidder.
2. The bidder shall take all necessary steps to resolve the technical issues at the client end, if any, and report genuine technical constraints like system not meeting minimum system requirements, etc.
3. The bidder shall provide user manuals (soft or hard copy), and explain the details of product features and facilities in the supplied software
4. Any other work required to make the software and the licenses functional is in the scope of the bidder
5. The bidder is required to provide training and send onsite support engineer for resolution of any residual technical issues to the Institute twice in 1 year period.
6. For remote support, the bidder shall provide a toll free helpline number (and email) which should be functional between 10:00 am and 6:00 pm Monday through Friday except National Holidays.
7. Bidder shall maintain a ticketing system for complaints in his organization for this project during the one year period and provide the Service Escalation Matrix for resolution of technical problems along with the ETR (Estimated Time of Resolution) which should not exceed 48 hours. Service Escalation Matrix is to be included with the bid.
8. Bidder shall be bound by the terms of the SLA included with this tender document.

Bidder's Information

1. Name of the Firm:

2. Type of the firm:

3. Address of the firm:

4. Contact detail: Phone No.:

Mob No. :

Fax No.

E mail:

5. Name of the authorised signatory:

6. EMD detail : Intrument No.

Date :

Amount:

Issuing Bank name & branch detail:

(In case of more than one instruments use seperate sheet)

7. Bank details of the firm :

Account No. :

IFSC Code:

Name of the Bank :

Branch:

List of documents attached :

1.

2.

3.

Seal & Signature of Bidder

Annexure-6**PRICE BID FORMAT**

Name of the Bidder/Tenderer :

Tender No. :

Sno	Details of Software to be Supplied	Units	Unit Price	Mention HSN code and Applicable GST %	Unit Price with tax	Quantity	Total Price
1	O365ProPlusOpenFaculty Shrd Svr ALNG Subs VL OLV F Acdmc AP (Part No. S3Y-00002) - 12 months WINEDU ALNG Upgrd SAPk OLV F 1Y Acdmc Ent (Part No. KW5-00360) -12 months \$0 Office 365 Pro Plus SKU for students [Windows upgrade, Microsoft Office Professional Plus 2012 and Upgrade]	350 Nos.			350 Nos.		

NIT Raipur have DSIR Registration Certificate.

Total Bid Price in Indian currency_____

In Words _____

Name:_____

Note:

1. Bidder should read the tender document and understand the complete scope of work before quoting above prices.
2. The price of the goods quoted should be FOR NIT RAIPUR inclusive of all applicable taxes (GST etc.), packing, forwarding, insurance and other local services required for delivery, installation and support services of the above products at NIT Raipur.
3. Bidder should not be black listed. He must submit an undertaking in this regards on his letter head.
4. The L1 (successful) bidder will be selected from the list of qualified bidders who have accepted the terms & conditions, scope of work, service level agreement etc. of this tender on the basis of the lowest total Bid Price quoted.

Seal & Signature of Bidder

SERVICE LEVEL AGREEMENT (SLA)

This service level agreement shall be signed between the successful bidder and the National Institute of Technology, Raipur.

Service to be provided by the Bidder:

1. The supply and installation of the software and the required licenses is end-to-end in the scope of the bidder.
2. The bidder shall take all necessary steps to resolve the technical issues at the client end, if any, and report genuine technical constraints like system not meeting minimum system requirements, etc.
3. The bidder shall provide user manuals (soft or hard copy), and explain the details of product features and facilities in the supplied software
4. Any other work required to make the software and the licenses functional is in the scope of the bidder.
5. The bidder is required to provide training and send onsite support engineer for resolution of any residual technical issues to the Institute for 10 day period twice in 1 year period and provide remote support as mentioned in point No. 6.
6. For remote support, the bidder shall provide a toll free helpline number which should be functional between 10:00 am and 6:00 pm Monday through Friday except National Holidays. Bidder shall also maintain an online complaint management system for tracking, prioritizing, and solving customer support tickets of NIT Raipur.
7. Bidder shall maintain a ticketing system for complaints in his organization for this project during the one year period and provide the Service Escalation Matrix for resolution of technical problems along with the ETR (Estimated Time of Resolution) which should not exceed 48 hours. Service Escalation Matrix is to be included with the bid.
8. Bidder shall be bound by the terms of the SLA included with this tender document.

Time to Respond:

The complaint acknowledgement should be within 4 hours of complaint logging during the period mentioned in point no. 6 under scope of work. Acknowledgement shall mention the expected time of remote resolution (ETRR).

The total time of remote resolution (TTRR) from the time of logging the complaint shall not exceed 48 hours of the period mentioned in point no. 6 under scope of work.

Exception Clauses:

The time to respond for remote resolution (TRRR) and support shall depend on the customer providing remote access to authorized support software on his / her system at the time of logging the complaint.

In case of appropriate justification by vendors the software purchase committee (NIT Raipur) will take the decision on penalty.

The above ETR shall depend on the availability of internet on the customer desk during the aforementioned period.

Penalty for Not Meeting SLA:

For complaints pending beyond 48 hours in the period mentioned in point no. 6 under scope of work, the penalty shall be levied at the rate of Rs. 1 per hour. Part hours shall be rounded to the next hour. For example, 1 hour 15 minutes shall be counted as 2 hours and will attract penalty at the rate of Rs. 2/-.

SLA monitoring and Reporting:

SLA monitoring and reporting function shall be included in the complaint management system. Reports shall be generated on periodic basis (weekly and monthly) and this report shall be available through a login account provided to the Institute.