



Limited Tender Enquiry for Procurement of Microsoft Azure Cloud Services
(Single Bid System)

Department: MIS Cell

Enquiry NITRR/S&P/MIS/LT/2020/505

Date: 04/09/2020

To

Important Dates

Event	Date	Time
Last Date of submission of quotation	26/09/2020	Up to 18:00 Hrs
Bid Opening date	28/09/2020	At 16:00 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 www.tenderwizard.com/NITR & no other mode will be accepted.

Yours sincerely,

Registrar
National Institute of Technology,
Raipur

Enclosed:

- (1) Instruction to bidder - containing General terms and conditions and acceptance letter.
- (2) List of Items with the specification and eligibility criteria with scope of work- Annexure1
- (3) Bidder information & check list – Annexure 2
- (4) Price Bid Format- Annexure 3

General Terms & Conditions of Tender

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 for commercial queries & pdewangan.min@nitrr.ac.in for technical queries.
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), service support, packing ,forwarding, insurance and other local services required for delivering 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 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 18,000/- 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>.
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 **for a period of one year service**. The services can be extended further on mutual consent at the same rate.
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 successful Bidder/Tenderer's bid security will be discharged normally with in 30 days after the completion supply order.
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. 011-49424365.

19. Incomplete tenders shall be liable for rejection without seeking any further clarification. We also reserve the right to reject any or all tenders without assigning any reasons whatsoever.
20. **Delivery period:** Delivery should be made within **60 days** from the date of placement of the order of goods.
21. **Delayed delivery:** In case of delayed delivery of the goods a penalty **0.5% per week or part of thereof subject to maximum of 10% will be recovered from the firm of the value of undelivered goods. Request for extension in delivery period should be made before the last date of supply as mentioned in Purchase Order.**
22. **Non delivery beyond extended period:** If the bidder fails to execute the order within the delivery period as mentioned above the order will be cancelled and EMD will be forfeited by the institute. In case of incomplete supply 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 of goods.
23. 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 GSTIN 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.
24. The Bidder must provide full technical support during the service period.
25. NIT Raipur reserves the right to waive any irregularities; accept or reject the whole; accept or reject part of; any or all responses at its sole discretion without assigning any reason whatsoever.
26. Any disputes arising out of this enquiry shall be dealt in the Raipur jurisdiction.
27. Bidder has to sign all the pages of this tender and enclose it with the bid.
28. NIT intends to use cloud services provided by the service provider for a period of one year and service provider shall enter into a one year contract agreement with NIT. However, NIT / Vendor reserves the right to terminate the contract at any point of time without any explanation by giving 1 month prior notice.
29. Confidential Information, Security and Data: Bidder should maintain the confidentiality and security of data

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/MIS/OT/2020/505 Dated 04/09/2020

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 11 (including all documents like annexure, schedules etc.) which form part of the tender document and I/we shall 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 Azure Cloud Services as per proposed technical architecture mentioned in the tender document	Complete package

Scope of Work:

The scope of work of the bidder shall include supply of Microsoft Azure cloud services for hosting ERP of NIT Raipur as per the technical details mentioned below:

Line #	Cloud Services		Description
1	Virtual Machine	DBSERVER	1 D4s (4vCPU(s), 16GB RAM)x1 Windows Standard SQL Server; Pay as you go; 01 managed OS disks –P10
2.	Virtual Machine	APPSERVER	1 D2s V3(2vCPUS(s), 8GB RAM) Windows (OS Only) –Pay as you go 01 managed OS disks –P10
3.	Storage		Block BLOB Storage, General Purpose V2, LRS Redundancy, Hot Access Tier, 1,000 GB Capacity – Pay as you go, 1,00,000 Write Operations, 1,00,000 List and create Container operations, 1,00,00 Read operations, 1,00,000 Archive High Priority Read, 1 Other Operation, 1,000 GB Data Retrieval, 1,000 GB Archive High Priority Retrieval, 1,000 GB Data Write
4.	Load Balancer		Standard Load balancer
5.	Azure DNS		1 hosted DNS zones, 1 DNS queries
6.	Data Transfer		
7.	IP Address		0 Dynamic IP Address, 1 Static IP Addresses
8.	Azure Site Recovery		0 Customer instances, 2 Azure instances
9.	Traffic Manger		1 Million DNS queries/mo, 2 Azure endpoint(s),0 Fast Azure endpoint(s),0 External endpoint(s), 0 Fast External endpoint(s), 0 million(s) of user measurements, 0 million(s) of data points processed
10	Premium SSD Managed Disk		P15, IOPS per disk-1100, Throughput per disk – 125 MB/Second

Eligibility criteria

Following are the eligibility criteria for the bid. Any bid not fulfilling any of the eligibility criteria shall be summarily rejected.

1. The bidder should be registered with any Govt. Depts i.e., Central Govt./State Govt./ PSU OR registered under SME/NSIC OR registered under Shop & Establishment Act/ Companies Act along with GST registration and valid Permanent Account Number PAN.
2. The bidder must be authorized vendor of Microsoft. (Enclose certified document).
3. The bidder must be in operation in India for a period of at least 3 years as on last date of bid submission.
4. The Cloud Service Provider should be listed under Ministry of Electronics and Information Technology (MeitY), Govt. Of India website (<http://meity.gov.in/content/gi-cloudmeghraj>) for Cloud Service providers (CSPs).
5. The bidder must have successfully executed similar cloud project in Government/ Semi Government/Autonomous Organizations/ Public Sector Utilities/ Private Sector in India as main contractor.
6. The bidders should have average annual turnover of at least an average value of Rs 10 Lakh (Ten Lacs Only) during the last three years. Enclose the supporting document in the support of income.
7. The bidder must submit compliance sheet for the attached technical specification of required services/equipment's. In case of a deviation or non-submission of compliance sheet the bid is liable to be summarily rejected.

Scope of Work

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

1. The services includes providing Cloud Hosting Space, Managed services and Operations & Maintenance Support for managing and transacting ERP of NIT Raipur web/android/mobile applications For supporting cloud Infrastructure & portals along with rate contract initially for one year and extendable further on satisfactory service support and performance.
2. The bidder shall take all necessary steps to resolve the technical issues at the client end. The bidder is required to provide training and send onsite support engineer for resolution of any residual technical issues to the Institute as and when required and provide remote support. The bidder to provide Off business

hours Azure Infrastructure support Monday to Friday during Migration period, maximum 4 weeks from the day migration starts.

3. For remote support, the bidder shall provide a helpline number (and email) which should be functional between 10:00 am and 6:00 pm Monday through Friday except National Holidays.
4. Technical problems reported by the users should be resolved within same day preferably.
5. ERP of NIT Raipur is presently managed, maintained and supported by M/S Mastersoft ERP Solutions, Nagpur, Maharashtra. The successful bidder is required to provide necessary technical services and support as per their requirements for successful hosting and in day to day transaction of data on cloud services. In case of unsatisfactory support, the contract may be terminated with a prior notice of one month.

- Check List (Please enclose the copy of the following & tick as per applicability)**

- ### Signature of Bidder

Price Bid Format: Price Schedule for Goods Being Offered in INR
(Separate form to be used for each item offered)

Name of the Bidder /Tenderer:

Tender No.:

Line #	Cloud Services		Description	Approx. Usage	UOM
1	Virtual Machine	DBSERVER	1 D4s (4vCPU(s), 16GB RAM)x1 Windows Standard SQL Server; Pay as you go; 01 managed OS disks –P10	730	Hours
2.	Virtual Machine	APPSERVER	1 D2s V3(2vCPUS(s), 8GB RAM) Windows (OS Only) –Pay as you go 01 managed OS disks – P10	730	Hours
3.	Storage		Block BLOB Storage, General Purpose V2, LRS Redundancy, Hot Access Tier, 1,000 GB Capacity – Pay as you go, 1,00,000 Write Operations, 1,00,000 List and create Container operations, 1,00,00 Read operations, 1,00,000 Archive High Priority Read, 1 Other Operation, 1,000 GB Data Retrieval, 1,000 GB Archive High Priority Retrieval, 1,000 GB Data Write	Monthly	Month
4.	Load Balancer		Standard Load balancer	730	NA
5.	Azure DNS		1 hosted DNS zones, 1 DNS queries	Monthly	Month
6.	Data Transfer				Month
7.	IP Address		0 Dynamic IP Address, 1 Static IP Addresses		Month
8.	Azure Site Recovery		0 Customer instances, 2 Azure instances		Month
9.	Traffic Manger		1 Million DNS queries/mo, 2 Azure endpoint(s),0 Fast Azure endpoint(s),0 External endpoint(s), 0 Fast		Month

			External endpoint(s), 0 million(s) of user measurements, 0 million(s) of data points processed		
10	Premium SSD Managed Disk		P15, IOPS per disk-1100, Throughput per disk – 125 MB/Second		Month

Note:

1. Please specify the unit rate of each of the above items. Price of above should be quoted in excel file available in tenderwizard portal.
2. Cloud Services and quantities mentioned in the above table are only tentative, the actual Cloud services and quantities consumed will depend on the applications enabled on cloud.
3. While preparing this document, NIT Raipur tried to cover all relevant information. However, bidder should examine this document for technical feasibility and bring out any omissions in a separate chapter under “Deviation Statement”, in their “Bid” with relevant write-up and any such inclusions must be factored-in in their commercial bids. Once the bid is technically acceptable & commercially evaluated, it is the responsibility of the vendor to complete the Project, as per the Scope, without any further commercial impact to NIT Raipur.
4. It is the Bidder’s responsibility to carefully review this document and understand the scope of work while quoting for the bid. This Project is to be completed as defined in the Scope of work. Any hardware, software required for executing the project & not listed in this tender, will be on bidder’s account and bidder must take into account all such costing while submitting bids.

Delivery Schedule

S No	Parameter	Timeline
1.	Provisioning of VM infrastructure, Network connectivity and Azure Services	Within 15 days from the issuance of outline agreement (Contract Agreement).
2.	Operational acceptance	15 days after provisioning the services
3.	Operation and maintenance phase	Will start from the date of operational acceptance provided by NIT

Payment Terms and other conditions :

1. All prices quoted should in Indian Rupees (INR).
2. No Advance payments would be made for any activity.

3. Usage of services/resources to be tracked and Invoices to be raised against each Unit of NIT separately.
4. Business Unit against which billing has to happen to be identified at the time enabling cloud services/resource for a process/application.
5. Bills should be raised for monthly consumption. Monthly payments will be on the actual usage of Microsoft AZURE cloud services/resources. Bills must be supported with original invoices and consumption/usage report. Payment will be made within 2-3 weeks, from the date of submission of bill with all supporting documents.
6. The billing would start from date of deployment .

Total Bid price in Indian currency _____

In words: _____

Name _____

Business Address

Signature of Bidder