



**NATIONAL INSTITUTE OF TECHNOLOGY
RAIPUR – 492 010, CHHATTISGARH**

Open (Advertised) Tender for IT Related Requirements for Application Cluster

Department: Central Computer Center

Enquiry No: NITRR/CCC/OT/2021/101

Date: 22/03/2021

Important Dates

To

Event	Date	Time
Last Date of submission of quotation	14/04/2021	Upto 18:00 Hrs
Technical bid Opening date	16/04/2021	At 16:00 Hrs
Price (financial) bid Opening	To be Informed to technically successful bidder by mail and phone.	

Dear Sir

We intend to purchase the commodities & services 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 offer with prices and complete terms within the time mentioned above through our e-tender portal www.tenderwizard.com/NITR. **Tender will be accepted online only & no other mode will be accepted.**

SD

Registrar

National Institute of Technology, Raipur

Enclosed:

- (1) Bid Document - Instructions to bidders - containing detailed terms and conditions.
- (2) Bidder's Qualification Criteria - Annexure 0 including Appendix-I and Appendix-II
- (3) Acceptance of tender terms & conditions-Annexure 1
- (4) List of Goods and Services – Annexure 2
- (5) Detailed Scope of work – Annexure 3
- (6) Price Schedule for goods/ services being offered from India – Annexure 4
- (7) Deviation statement form - Annexure 5
- (8) Bidder information & check list – Annexure 6

BID DOCUMENT**INSTRUCTIONS TO BIDDERS**

Please go through the enclosed “bid document” carefully for other bidding instructions.

1. **IMPORTANT NOTE:** Being a Two-Part Tender (techno-commercial and price bid), fax quotations will not be accepted. Please ensure your offers are received on or before tender due date and time. Bidder/ Tenderer are requested to download the tender documents from our website (www.nitr.ac.in) & e-tendering portal i.e. www.tenderwizard.com/NITR and submit tender fee of amount 1180/- (inclusive of GST) through online mode in our e-tendering portal i.e. www.tenderwizard.com/NITR. **Kindly note that if any bidder wants to quote for more than one item in the tender then he has to pay tender fee only once at first and for later he will be exempted to pay tender fee for another items(have to select exempted option on payment page). If any vendor paid more than one tender fee in case of multiple items then the excess payment will not be reversed, so please be careful while submitting the bid.**
 - **Quotations received without tender fee will not be considered.**
 - No request for extension of the due tender date will be considered.
 - In the event any date indicated above is declared as holiday, the next working day at Institute shall be considered as the due date for receiving & opening of tenders.
 - The bids shall be opened on date and time as mentioned above. The bidders may send their authorized representatives to attend the bid opening, if they so desire.
 - Bids received after the deadline of receipt indicated above, shall not be taken in to consideration.
 - **(a) In the tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender. In the event of simultaneous bidding by both Principal/OEM and Indian agent; the bid submitted by the Indian agent will not be considered.**
 - **(b) If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for same item/product. In the event, an agent submits the bids on behalf of more than one Principal/OEM for the same item in same tender, then all such bids will not be considered.**
2. The bid should remain valid for a period of **180 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.
3. **Submission of bids: Bidders have to submit their bid through E-tendering mode only at website www.tenderwizard.com/NITR.**

4. 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.
5. The Financial Bid (after filling the rates) should neither be scanned & uploaded, nor, the hard copy of the same should be submitted to NIT Raipur office
6. **The complete Tender document can be viewed and downloaded only from the website(www.tenderwizard.com/NITR) & www.nitr.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.**
7. Complete tender papers, duly accompanied with receipts of e-payment of tender cost, EMD shall be received online as per date and time mentioned. Tender shall be opened through E-tendering systems, in presence of bidders or their authorized representatives.
8. Complete tender documents must be submitted as per schedule **through E-Tendering mode only at website www.tenderwizard.com/NITR.**
9. Tenderers are advised to complete all submission related work well before Time and date for submission of tender online. Any request for modification in the time/date of submission of tender due to tenderer's failure to submit his offer, will not be accepted.
10. **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.**
11. The bid along with necessary documents should be uploaded only on the www.tenderwizard.com/NITR portal as per guidelines mentioned in the portal. Tender have to be submitted only online at <https://www.tenderwizard.com/NITR> . All documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Tender sent by any other mode will not be accepted.
12. **Clarification of bidding documents:** If a prospective bidder requires any clarification in regard to the bidding documents, they may mail to storenpurchase@nitr.ac.in (for commercial terms) and cccsys2@nitr.ac.in (for Technical queries) till 10 days after publishing of tender. No queries will be entertained after this deadline.
13. **Amendment of Bidding Documents**
 - o Corrigendum, if issued any for the tender, shall form part of the Tender Document. Corrigendum will be posted on NIT RAIPUR website (www.nitr.ac.in.)&www.tenderwizard.com/NITR portal. Bidders/Tenderers are requested to visit NIT RAIPUR website regularly and note the corrigendum / amendments to the tender without fail and submit the offer accordingly. NIT RAIPUR will not be responsible for ignorance of corrigendum.
 - o At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder/Tenderer, modify the bidding documents by amendment. The same would also be hosted on the website of the Institute and all prospective

bidders/tenderer are expected to surf the website before submitting their bids to take cognizance of the amendments. Bidder/Tenderer who has submitted bids before publishing the amendment may revise their bid incorporating the amendments before the last date of tender.

- o In order to allow prospective Bidder/Tenderer's reasonable time in which to take the amendment into account in preparing their bids, the Institute, at its discretion, may extend the deadline for the submission of bids and host the changes on the website of the Institute.

14. **Custom duty:** The NIT Raipur has registration in Department of Scientific & Industrial Research (DSIR). However, the same is not applicable in this project.

15. Bid Security (BS) / (Earnest Money, EMD)

The Bidder/Tenderer shall furnish, as part of its bid, a bid security (BS). **The EMD/Bid security should be submitted online only through e-tendering portal i.e. www.tenderwizard.com/NITR.** The EMD amount will be Rs. 1,15,000/-.

- In the case of foreign bidders/tenderers, the BS shall be submitted either by the principal or by the Indian agent and in the case of indigenous bidders/tenderers; the BS shall be submitted by the manufacturer or their specifically authorized dealer/Bidder/Tenderer.
- The bid security shall be in Indian Rupees & should be paid only through e-payment in tenderwizard portal i.e. www.tenderwizard.com/NITR.
- The bid security should be submitted in its original form. Copies shall not be accepted.
- Any bid without EMD or bid not secured in accordance with above will be rejected by the Institute as non-responsive.
- 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.
- The successful Bidder/Tenderer's bid security will be discharged upon the Bidder/Tenderer furnishing the performance security.
- **The firms registered with DGS&D & NSIC, MSME if any, are exempted from payment of bid security provided such registration includes the goods and services they are offering.**
- **The firm must ensure their eligibility for exemption from submission of EMD & Tender Fee, in case of submission of EMD & Tender Fee Exemption Certificate i.e. NSIC, MSME etc. If exemption certificate not found suitable for exemption then the bid will not be considered in any case.**
- In place of a bid security or EMD, the bidder can sign a bid securing declaration accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for two years from being eligible to submit bids for contracts with the Institute.

- **The bid security may be forfeited:**

(a) If a Bidder/Tenderer withdraws or amends or impairs or derogates its bid during the period of bid validity specified by the Bidder/Tenderer on the Bid Form;

16. Sealing and Marking of Bids:

In a two-bid system All Bidders/Tenderers are requested to follow carefully the following instructions before preparing their offer.

Part I: Technical& Commercial Bid Part - (a) Technical

- This part should contain detailed specifications of the items quoted by you along with technical literature and leaflets.
- A compliance statement showing the compliance of the item quoted by you with that of item tendered by us should be prepared and enclosed to this.
- Any other information called for in the tender related to technical and commercial specifications can also come in this part.
- Prices should NOT be indicated in this cover.**

Part - (b) Commercial terms: (WITHOUT PRICE)

- The commercial terms applicable for the items quoted by you should be indicated in this part.
- If any compliance statement is called for the commercial terms/contractual terms and conditions, the same is to be attached in this part.
- Prices should NOT be indicated in this part. However, a copy of the price bid (without prices) must be enclosed in this part to enable to understand whether all the items required to be quoted by you have been quoted in the price bid.***
- The Commercial terms such as delivery terms, delivery period, payment terms, Warranty, validity of the offer, installation & commissioning, duties and taxes etc., shall come into this.
- The required EMD should be enclosed.
- The Tenderer/ bidder need to submit the following certificates along with the Tender Documents to confirm their eligibility in this part :
 - Proof of establishment of Firms/shop/business/Goods & Service Tax registration in REG-06 Format certificate should be enclosed.
 - Proof of registration with any other central government organization (if applicable)
 - Photocopies of purchase orders received from any central govt. organization to the firm (if applicable), if required.
 - The bidder should enclosed proof of turnover by way of Audited Balance Sheet/Auditor's certificate, if required.
 - The bidder should Photocopy of PAN card issued in the name of the bidder's firm.
 - Any other commercial document asked for.

Note:

- Technical Specifications and terms & conditions as above should be very clearly reflected item-wise with reference to the items called for in the tender.
- Please note that the PRICE SHOULD NOT BE indicated in this part.
- **The bidders must have to upload acceptance of tender terms & conditions Duly sealed & signed in e-tendering portal (As per Annexure-I).**
- **The bidders must have to upload compliance sheets in the format mentioned under scope of work.**

Part II: Price Bid

(Format in Annexure – 4)

The prices applicable for the items, item-wise in response to the tender shall come into this part in the prescribed format only. ***Bid will be rejected if rates are not quoted in the prescribed format.***

- i. Tenderer shall indicate very clearly item-wise prices with reference to their technical offer.
- 17. The bidders should quote their offer / rates in clear terms without ambiguity.
- 18. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
- 19. Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive.

20. Bid Prices

- (i) The Bidder/Tenderer shall indicate **unit prices in the prescribed format only.**
- (ii) Prices indicated on the price-schedule form shall be entered separately in the following manner:

(a) For Goods being offered from India in INR

- i. The price of the goods/ services quoted should be FOR NIT RAIPUR inclusive of all taxes(GST, Custom etc), charges for inland transportation, insurance and other local services required for delivering the goods at the desired destination as specified in the price schedule form, installation, commissioning, training charges etc , if any. **(Annexure 4)**

- 21. Conditional discount, if any, offered by the bidder shall not be considered at the time of evaluation.

22. Responsiveness of Bids

- (i) Prior to the detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the bidding documents. For purposes of this clause, a substantive responsive bid is one, which conforms to all terms and condition of the bidding documents without material deviations, reservations or omissions. A material deviation, reservation or omission is one that:
 - (a) affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
 - (b) limits in any substantial way, inconsistent with the Bidding Documents, the Institute's rights or the Bidder/Tenderer's obligations under the Contract; or
 - (c) if rectified, would unfairly affect the competitive position of other bidders/tenderers presenting substantially responsive bids.
- (ii) The Institutes' determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- (iii) If a bid is not substantially responsive, it will be rejected by the Institute and will not subsequently be made responsive by the Bidder/Tenderer by correction of the material deviation, reservation or omission.

23. Evaluation and comparison of bids

- (i) The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
- (ii) To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined below. No other criteria or methodology shall be permitted.
- (iii) The bids shall be evaluated on the following basis which shall be arrived as under:

For goods being offered from India.

Goods &/ services price will be calculated FOR NIT Raipur. Lowest bid (L1) will be deciding by the price of the goods/ services quoted should be FOR NIT RAIPUR inclusive of all taxes(GST & Custom Duty, etc), charges for inland transportation, installation, commissioning, training charges, insurance and other local services required if any for delivering the goods at the desired destination as specified in the price schedule Price Bid format

Note: Where there is no mention of packing, forwarding, freight, transportation, insurance charges, taxes etc. such offers shall be **REJECTED** as incomplete.

24. Clearance and delivery

On arrival of shipment/consignment, the supplier is required to arrange custom clearance and transportation of the consignment up to NIT RAIPUR premises. The Tenderer/ bidder will do all types of clearance work and **formalities to deliver /provide the equipment at the site of installation. The expenses incurred will be reimbursed on actual basis not exceeding the quoted amount.** Institute will provide all types of documentary support including Customs Duty exemption certificate, if applicable. The custom duty, demurrage (in case of delay in release of custom duty to the custom department by NIT Raipur) and government taxes/levies (if any) will be paid extra by the buyer after as per term of payment. **Principals will themselves have to procure any requisite permission from the Govt. of country of origin of equipment.**

- 25. The Institute reserves right to conduct pre-dispatch inspection of goods and the vender must facilitate it at NIT Raipur's cost for pre-dispatch inspection.
- 26. **Warranty/Support Period:** The warranty/support period is 1 year from the date of supply/ activation of mentioned support services.
- 27. **Terms of Payment:** The method and conditions of payment to be made to the System Integrator under this Contract shall be as follows:

Payment Terms

S. No.	Milestone	Payment to be made
1.	Successful supply, installation and configuration of the web application firewall	100% payment towards the web application firewall
2.	Successful start of mission critical service support and activation of ISP line	28% of the payment towards mission critical service support and the ISP line

3.	6 months from the start of mission critical service support and activation of ISP line	36% of the payment towards mission critical service support and the ISP line
4.	12 months from the start of mission critical service support and activation of the ISP line	36% of the payment towards mission critical service support and the ISP line

*The deployment of necessary infrastructure in the institute as defined in the scope of work for mission critical service support would be considered as the start of mission critical service support.

Note:

1. The nomenclature used for the item description in the invoices(s), packing list(s) and the delivery note(s) etc. should be identical to that used in the contract. The dispatch including the name of the transporter should also be mentioned in the Invoice(s)
2. The above documents should be received by the Purchaser before arrival of the Goods and, if not received, the Supplier will be responsible for any consequent expenses.

28. **Performance Security (PS):** The successful bidder has to furnish “**Performance Security of 3% of the ordered value in Indian Rupee**”, in the form of Account Payee Demand Draft, / Fixes deposit and/or unconditional Bank guarantee en-cashable on demand from the Director, NIT, Raipur, from a nationalized Bank with validity period of sixty (60) days beyond the date of completion of all contractual obligations of supplier including guarantee/ warranty obligations. The Performance Security is to be furnished in favor of the Director, National Institute of Technology, Raipur, within Fifteen days of intimation, failing which his bid security will be forfeited.

The performance security will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of completion of the Supplier's performance obligations, including any warranty obligations.

29. **Delivery period:** Delivery of standby systems and start of services should be made within 45 days from the date of order of placement.

30. **Penalties:** Within the limitations of the scope of work as defined in the tender document, penalty shall be levied at the rate of Rs. 1000/- per hour of downtime above the response time mentioned in the tender document. If the downtime is greater than 3% of total support time, blacklisting proceedings may be initiated against the system integrator.

31. **Releasing request for EMD/ Bid Security and Performance Bank Guarantee (PBG):-**
 - (i) Request for releasing of EMD should be addressed to Store and Purchase Section at NIT Raipur and will be released after checking the required compliances for releasing.
 - (ii) Request for releasing of Performance Bank Guarantee after expiry of the validity of the PBG should be addressed to the Head of concern department with copy of Purchase order and other relevant details.

32. **Delayed delivery:** Maximum 15 days extension in delivery period may be given on the receipt of written request of the successful vendor; however liquidated damage at the rate of 0.5%

per week or part thereof 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.

Non delivery beyond extended period: If the Tenderer fails to execute the order within the delivery period as mentioned above the order may be cancelled and EMD will be forfeited by the institute.

33. **Installation time:** The Company must install the equipment within a reasonable time from the date of delivery of the equipment at NIT Raipur failing which order may be cancelled and EMD may be forfeited. However, necessary requirement for installation of goods/equipment will be provided by institute.
34. **Copy Right:** The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.
35. **Right to use Defective Goods:** If after delivery, acceptance, installation and within the guarantee and warranty period, the operation or use of the goods proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such goods until rectifications of defects, errors or omissions by repair or by partial or complete replacement is made without interfering with the Purchaser's operation.
36. **Site preparation and installation:** The Purchaser is solely responsible for the construction of the equipment sites in compliance with the technical and environmental specifications defined by the Supplier. The Purchase will designate the installation sites before the scheduled installation date to allow the Supplier to perform a site inspection to verify the appropriateness of the sites before the installation of the Equipment, if required. The supplier shall inform the purchaser about the site preparation, if any, needed for installation, of the goods at the purchaser's site immediately after notification of Award / Purchase Order / Agreement.
37. **Force Majeure:**
- (i) Notwithstanding the Clauses relating to extension of time, penalty and Termination for Default the Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
 - (ii) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
 - (iii) If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof within 21 days of its occurrence. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

- (iv) If the performance in whole or in part or any obligations under the contract is prevented or delayed by any reason of force majeure for a period exceeding 60 days, either party may at its option terminate the contract without any financial repercussions on either side.

38. Defective Equipment:

- (iii) If any of the equipment supplied by the Tenderer is found to be substandard, refurbished, unmerchantable or not in accordance with the description /specification or otherwise faulty, the institute will have the right to reject the equipment or its part. The prices of such equipment shall be refunded by the Tenderer with 18% interest if such payments for such equipment have already been made to him.
- (iv) All damaged or unapproved goods shall be returned at suppliers' cost and risk and the incidental expenses incurred thereon shall be recovered from the supplier. Defective part in equipment, if found before installation and/or during warranty period, shall be replaced within 45 days on receipt of the intimation from this office at the cost and risk of supplier including all other charges.
39. Any disputes arising out of this enquiry shall be dealt in the Raipur jurisdiction.

SD
Registrar
NIT-Raipur

List of Annexures

1. Bidder's Qualification Criteria - Annexure 0 including Appendix-I and Appendix-II
2. Acceptance of tender terms & conditions-Annexure-1
3. List of Goods and Services – Annexure 2
4. Detailed Scope of work – Annexure 3
5. Price Schedule for goods being offered from India – Annexure 4
6. Deviation statement form - Annexure 5
7. Bidder information & check list – Annexure 6

Annexure 0

1.0 BIDDER'S QUALIFICATION CRITERIA

S. No.	Description of Parameters	Supporting Document	Compliance (Yes/No)
1	The bidding firm should be registered under the Indian Companies Act, 1956 and/or any subsequent amendment(s) thereof	Signed and Sealed Copy of Registration Certificate & GST Certificate (REG-06 Format)	
2	The bidding firm must provide organization details such as PAN and GST registration certificates	Signed and Sealed Copy of necessary certificates	
3	The bidding firm must be ISO 9001:2015 & ISO 27001 certified.	Signed and Sealed Copy of ISO certification	
4	The bidding firm must declare that there is no lawsuit pending against the Proprietor/ Partners /Directors and the company has not been blacklisted in the last 5 years or in the period of its existence, if less than 5 years	Affidavit Paper on Rs 100/- Stamp	
5	The Bidder must arrange the mission critical support services for the middleware software, i.e., Virtualization platform from the concerned OEM	A letter from concerned OEM of Virtualization platform on their letterhead for support to bidder during the mission critical support	
6	The manufacturers should have local TAC (Technical Assistance Centre) based in India for offering L-2/L-3 technical support	TAC addresses of manufacturers of servers and interconnect switches should be provided by the bidder	
7	The bidding firm should comply with the requirement of arranging standby server/s of configuration as mentioned in Appendix-II as mission critical spare preloaded with the virtualization platform to integrate with the production cluster. The provisioning of standby server/s is part of the mission critical service support and can be taken away by the bidder after the completion of tenure. Standby interconnect switch of same or better configuration should also be provisioned for mission critical support.	Bidder to submit the letter of undertaking for the compliance to this clause.	
8	In case the institute demands an onsite proof of concept demonstration for verification of domain knowledge and expertise, the bidder must comply with the requirements of Appendix-I	Undertaking for the same should be provided along with declaration that the bid shall be disqualified if the PoC demonstration fails.	
9	Bidder must submit a comprehensive technical solution document detailing the mechanisms proposed for addressing the scope of work and also the response and resolution action plan along with technical bid to meet the service resolution requirement.	Technical solution document shall be submitted in the technical Bid.	

10	The Bidder must maintain the single point of responsibility for monitoring, repair, and restoration of system in compliance to Annexure-3 along with supply of web application firewall and Internet connectivity.	Bidder to submit an undertaking for maintaining the Single point responsibility for services and system in Annexure-3 .	
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APPENDIX-I : ON-SITE DEMONSTRATION For PROOF OF DOMAIN EXPERTISE (POE)

The technically qualified bidders may be asked with prior notification from NIT Raipur to demonstrate the domain expertise to resolve the issues pertaining to the system. The documentation and resolution action plan shall be submitted for live event resolution on simulated systems. Specific details of the PoE or Demonstration details shall be communicated later. The bidder shall arrange shall the necessary tools required for the necessary at their capacity without any cost implication to the institute.

The successful qualification of PoE does not guarantee any order confirmation from the institute and the Bidder has to conduct the same with no Time & Cost implication to the institute.

APPENDIX-II: STANDBY ARRANGEMENT OF SERVER/S & COMPONENTS FOR ONSITE SPARE

The bidding firm should comply with the requirement of arranging at least One standby server to operate as failback production server preloaded with Virtualization platform. The standby server/s should have minimum 8/16 CPU cores, 32/64 GB RAM and 1 TB HDD. The recovery from faulty server to the standby/spare servers should be carried out without downtime. Standby interconnect switch of same or better configuration should also be provisioned for mission critical support. The standby server/s and interconnect switch can be taken away by the bidder only after completion of service tenure.

Annexure 1

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/CCC/OT/2021/ _____

Dated _____

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender enquiry no. from the website www.tenderwizard.com/NITR or 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 23 (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)

Annexure 2**List of Goods or Services to be Procured under Tender**

S. No.	DESCRIPTION OF MATERIAL	UNITS	QUANTITY
1.	Mission critical support for Cluster for 12 months	Lot	1
2.	Web Application Firewall with License validity for 12 months	No	1
3.	Internet Connection Lease Line for 12 months	No	1

Annexure 3

Detailed Scope of Work for IT Related Requirements for Application Cluster

Brief Introduction:

A cluster has been installed in CCC, NIT Raipur in the year 2020 for running important application/s. Key components include six cluster nodes (servers), cluster interconnect (two 10G switches and fabric), and the virtualization environment including distributed data storage. This infrastructure is intended to run application/s in 24x7x365 basis.

The scope of work of the system integrator revolves around the above cluster and includes the following supply and services for the ultimate objective to achieve the highest availability / uptime. The Bidder to consider the entire system as one entity with respect to scope mentioned.

- Mission Critical Service Support for the Cluster
- Web Application Firewall for the Application
- Provisioning an Internet Lease Line (300 Mbps) for the Cluster

Bids are invited from system integrators who can arrange for the execution of the above work in a consolidated manner on turn-key basis and arrange for all the above components whose scope of work is detailed as under:

1. Mission Critical Support Service

Mission critical support services are designed so that the probability of failure is minimized and for maximum uptime and service availability. The service should be provided for 12 months period.

(a) Continuous Monitoring on 24 x 7 Basis of Key Cluster System Components:

The service should cover 24 x 7 monitoring and reporting of the key components i.e., the servers, cluster interconnect and the virtualization environment including storage.

(b) Manpower Resources and Spare System Components:

The service should cover on-demand manpower and maintain at least one set of key system components on-site to deal with failures or malfunctions for restoring the normal function of the system within 6-10 hours.

(c) Comprehensive Coverage of the Complete System:

The service shall provide comprehensive cover to restore the normal functioning of the complete system and shall not be restricted to the failed or malfunctioning component only.

Note: The Bidders' scope for restore is defined as immediate response & resolution by use of on-site spare components / units, coordination with the respective OEMs for repair / recovery of main components / unit for swift restoration of system. The Bidder to escalate the failure event in case the same is beyond the scope limits refer Section 1.1 for further details.

(d) **Monitoring, Logging and Reporting of Critical Utilities:**

The service shall cover monitoring, logging, and periodic reporting of critical utilities like electric power, network gateways and the environment where the cluster is housed on a 24 x 7 basis. Bidder to arrange local and remote monitoring setups as part of the mission critical service support.

(e) **RCA:** The service should provide root cause analysis of failures or malfunctions.

(f) **Standard manufacturer warranties:** The manufacturer's warranties on their products should not be breached in any manner by the service, for example, by an SI opening a faulty server.

(g) **Return of Equipment at the End of Term:** All equipment and manpower provisioned by the system integrator for the scope of work under mission critical service can be taken away at the end of the support period.

1.1 Failures and Malfunctions due to Non-Standard Operating Conditions, etc.:

In case of failures and malfunctions due to non-standard operating conditions not covered by the manufacturer's warranty, the SI shall inform the institute and co-ordinate for repair or replacement as the case may be.

Any costs involved for repair or replacement of a component which failed due to non-standard operating conditions shall be borne by the institute. However, the SI shall proceed with the actual repair or replacement only after due written consent of the institute.

Application related issues are not covered in the scope of mission critical support service.

2. Web Application Firewall

Following is the list of features of the web application firewall, we are looking at for protecting the hosted application from internet-based information security threats. The Firewall license should be valid for a minimum of 12 months.

(a) **General Features:**

The system shall provide rule sets for protection from cross-site scripting attacks, trojans, information leakages, SQL injection attacks, common web attacks, and other malicious activities.

(b) **Real-time application security monitoring and access control:**

The system at its core, shall give access to the HTTP traffic stream, in real-time, along with the ability to inspect it, it should also allow local storage mechanism, which shall enable to track system elements over time and perform event correlation.

(c) **HTTP traffic logging:**

The system shall give the ability to log anything that is needed, including raw transaction data, which is essential for forensics. In addition, to choose which transactions are logged, which parts of a transaction are logged, and which parts are sanitized.

(d) **Continuous passive security assessment:**

The system shall have the capability of continuous passive security assessment where it shall focus on the behavior of the system itself. It shall be an early warning system that can detect traces of many abnormalities and security weaknesses before they are exploited.

(e) **Web application hardening:**

The system shall assist in attack surface reduction, in which it should selectively narrow down the HTTP features user is willing to accept (e.g., request methods, request headers, content types, etc.). It should assist user/admin in enforcing many similar restrictions, either directly, or through collaboration with other modules. By way of mentioned features it shall be possible to fix many session managements issues, as well as cross-site request forgery vulnerabilities.

(f) **Proxy / Reverse Proxy Capabilities:**

The system shall have the capability to use as an XML web service router, combining its ability to parse XML and apply XPath expressions with its ability to proxy requests.

(g) **Deployment options:**

The system shall support multiple deployment options: On-premises / cloud standalone inline firewall / VM / Container at minimum.

3. **ISP Line:**

- (a) 300 Mbps internet connectivity lease line including all hardware (CPE including router etc.), cabling and accessories, monitoring software etc. for 12 months deliverable at NIT Raipur.
- (b) Bidder must submit solution document showing POPs, route plan etc. along with the bid.
- (c) All cabling, accessories, CPE, software etc. is provided to the institute for 12 months and the repair or replacement of the same is in the scope of the bidder.
- (d) Bidder shall provide customer care and an online tool to monitor bandwidth or network performance.
- (e) Link must be terminated in the main distribution switch room of the Central Computer Center, NIT Raipur.
- (f) Number of static IPs required is 8.

The ISP service can be extended to future years based on satisfactory performance

Response Time

The Bidder to consider the entire system as one entity for monitoring, response and resolution support. A

basic timeline representation of responses has been mentioned for quantification for the bidders.

The response time of the Bidder should not exceed 30 minutes from the time the incident recorded. The response time shall be classified as per the severity of the event and the response activity is illustrated as below. The bidder is instructed to offer response and resolution framework based on the following cases or better.

The basis of Severity of event the following response structure for resolution has been defined as trailing

A. For Severity index = 5

Sr.No.	Description of Activity	Response Time (in Hrs)
1	E1- Generation of Acknowledgement or Issue Ticket	0.25
2	E2- Action implemented by L-1 Team	0.5
3	E3-Action implemented by L-2 Team	0.5
4	E4- Action implemented or recommended by OEM TAC	1
5	E5- Onsite hardware spare or replacement	4
6	E6- Closure of Issue with feedback	6

B. For Severity index = 3

Sr.No.	Description of Activity	Response Time (in Hrs)
1	E1- Generation of Acknowledgement or Issue Ticket	0.25
2	E2- Action implemented by L-1 Team	0.5
3	E3- Action implemented by L-2 Team	1
4	E4- Action implemented or recommended by OEM TAC	2
5	E5- Replacement or repair with local spare from OEM team (if any)	5
6	E6- Closure of Issue with feedback	8

C. For Severity index = 1

S.No.	Description of Activity	Response Time (in Hrs)
1	E1- Generation of Acknowledgement or Issue Ticket	0.25
2	E2- Action implemented by L-1 Team	0.5
3	E3- Action implemented by L-2 Team	4

4	E4- Action implemented or recommended by OEM TAC	6
5	E5- NBD Shipment (if any)	6
6	E6- Closure of Issue with feedback	10

Note: Severity 5 is considered to be highest priority and Severity 1 is considered the lowest priority.

Seal & Signature of Bidder

Annexure-4

Price Schedule form: Price Schedule for Goods/ Services Being Offered from India/ Abroad in INR
(Separate form to be used for each item offered)

Name and Address of the Bidder/Tenderer:

Project Name: Open (Advertised) Tender for IT Related Requirements for Application Cluster

Tender No.:

S. No.	Description of Material (A)	Units (B)	Quantity (C)	Unit Price in INR (D)	HSN Code (E)	Applicable GST Percentage (F)	Unit Price with Tax in INR (G)	Total Price (H) In INR
1.	Mission critical support for Cluster for 12 months	Lot	01					
2.	Web Application Firewall with License validity for 12 months	No	01					
3.	Internet Connection Lease Line for 12 months	No	01					
Grand Total Price in INR								
Grand Total Price in INR (in Words):								
IMPORTANT NOTE: Among the technically qualified bids, the L1 bidder will be evaluated on the Grand Total Price in INR								

Note:

(a) Price should be all inclusive F.O.R. NIT Raipur & must be quoted in above prescribed format only.

Seal & Signature of Bidder

Annexure-5**DEVIATION STATEMENT FORM**

The following are the particulars of deviations from the requirements of the tender specifications:

CLAUSE	DEVIATION	REMARKS (INCLUDING JUSTIFICATION)

Seal & Signature of Bidder

Annexure-6 (Please put this annexure at the top of the tender document)

Bidder's information & Check list

- | | | | | |
|-----------|--|-------------------|------------------|----------------|
| 1. | Name of the Firm: | | | |
| 2. | Type of the firm: (Proprietorship, Pvt Ltd, Public Ltd, Partnership etc.) | | | |
| 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 : Instrument No. | Date : | Amount: | Issuing |
| | Bank name & branch detail: | | | |
| 7. | Bank details of the firm: | | | |
| | Account No.: | IFSC Code: | | |
| | Name of the Bank: | Branch: | | |

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

1. ***Proof of registration of the firm/ GST Registration Certificate:***
2. ***PAN card in Firm's name:***
3. ***Proof of registration with any central govt organization (if required).***
4. ***Purchase orders issued by any central govt organization (if required).***
5. ***Bank details of the firm in letter head of the organization.***
6. ***Any other required document***

Seal & Signature of Bidder