



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

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Fax: (0771) 2253104
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OpenTender Enquiry for Procurement of Cloud Services
(Single Bid System)

Department: MIS

Enquiry NITRR/S&P/MIS/OT/2023/2189

Date: 17/01/2023

To

Important Dates

Event	Date	Time
Last Date of submission of quotation	08/02/2023	Up to 18:00 Hrs.
Bid Opening date	10/02/2023	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 send your offer with prices and complete terms within the time mentioned above.

Please send your quotation to:

REGISTRAR
NATIONAL INSTITUTE OF TECHNOLOGY RAIPUR
G. E. ROAD, RAIPUR – 492 010, CHHATTISGARH.

Chairman
Software Purchase Committee
National Institute of Technology,
Raipur

Enclosed:

- (1) Instruction to bidder - containing General terms and conditions and acceptance letter.
- (2) Acceptance of terms & conditions of tender - Annexure1
- (3) Item with description – Annexure 2
- (4) Scope of work- Annexure 3
- (5) Eligibility Criteria - Annexure-4
- (6) Bidder information and checklist- Annexure 5
- (7) Price bid format- Annexure 6

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 asstreg.str@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), 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. Tender Fee: Tender fee of amount ` 1180/- is required to be paid through online payment gateway available in tenderwizard portal.
9. Bid Security (BS)/(Earnest Money, EMD) The Bidder/Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 36,000/- 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>.
10. The firms registered with DGS&D & NSIC, if any, are exempted from payment of EMD provided such registration includes the item they are offering which are manufactured by them and not for selling products manufactured by other companies.
11. Any bid without EMD or bid not secured in accordance with above will be rejected by the Institute as non- responsive.
12. The bidders should quote their offer/rates in clear terms without ambiguity **for a period of three year service**. The services can be extended further on mutual consent at the same rate.
13. 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.
14. Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive
15. The bidder has to sign and upload the acceptance of tender terms as per Annexure-I compulsorily.
16. The Bidder/Tenderer shall indicate unit prices in the prescribed format only.
17. 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
18. The successful Bidder/Tenderer's bid security will be discharged normally with in 30 days after the completion supply order.
19. 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.

20. 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.
21. 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.
22. **Delivery/Execution period:** Delivery should be made according to time schedule which will be intimated at the time of placement of the work order. The maximum delivery period is 5 weeks from the date of signing of contract agreement mutually .
23. **Delayed delivery/ Execution:** In case of delayed delivery/ **Execution** of the goods/services a penalty 0.5% *per week or part thereof subject to maximum of 10 % will be recovered from the firm of the value of undelivered goods/services. Request for extension in delivery/execution period should be made before the timeline as mentioned in Purchase Order.*
24. **Non delivery beyond extended period:** If the bidder fails to execute the order within the delivery period as mentioned in the order, 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.
25. 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.
26. The Bidder must provide full technical support during the service period.
27. 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.
28. Any disputes arising out of this enquiry shall be dealt in the Raipur jurisdiction.
29. Bidder has to sign all the pages of this tender and enclose it with the bid.
30. NIT intends to use cloud services provided by the service provider for a period of three year and service provider shall enter into a three 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.
31. Confidential Information, Security and Data: Bidder should maintain the confidentiality and security of data.
32. The scope of work, eligibility criteria and payment terms and condition is given in page no 6 to 12 of this document.

Chairman
Software Purchase Committee
National Institute of Technology,
Raipur

Annexure -1

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

Date:

To,

**Chairman
Software Purchase Committee**

National Institute of Technology, Raipur

Subject: Acceptance of Terms & conditions of Tender.

Tender ref. No. : NITRR/S&P/MIS/OT/2023/2189

Dated 17/01/2023

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 15 (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 or 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

Item with Description

S. No.	Description	Quantity
1.	Microsoft Azure Cloud Services	Complete package as per technical architecture mentioned in Table 1

Technical Architecture:

For hosting and transacting ERP of NIT Raipur, all the required infrastructure for supply of Microsoft Azure cloud services shall be provided as per the technical details mentioned below:

Table 1: Technical Architecture

Line #	Service type	Custom name	Description
1.	Virtual Machines-General Purpose, Central India	DBSERVER SQL Server Web Edition	1 D8s v4 (8 vCPU(s), 32 GB RAM) x 1 Month; Windows – SQL Server Web Edition; 3 year reserved;
2.	Virtual Machines-General Purpose, Central India	APPSERVER	1 D4s v4 (4 vCPU(s), 16 GB RAM) x 1 Month; Windows – (OS Only); 3 year reserved;
3.	Storage Accounts		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, 1,00,000 Read operations, 1,00,000 Archive High Priority Read, 1 Other operations. 1,000 GB Data Retrieval, 1,000 GB Archive High Priority Retrieval, 1,000 GB Data Write
4.	Load Balancer		Basic Load Balancer
5.	Azure DNS		1 hosted DNS zones, 1 DNS queries
6.	Data Transfers-Bandwidth	Bandwidth	Zone 2: Asia Pacific, Japan, Australia, 100GB
7.	IP Addresses		0 Dynamic IP Addresses, 1 Static IP Addresses
8.	Azure Site Recovery		0 Customer instances, 2 Azure instances
9.	Traffic Manager		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-P10, Managed Disks		P10, IOPS per disk-500, Throughput - 100MB/second
11.	Premium SSD- P15, Managed Disks		P15, IOPS -1100, Throughput - 125 MB/second
12.	VPN Gateway		Basic VPN gateway 730 hours with 50GB outbound data, S2S tunnels, 128 P2S tunnels, VPN gateway type
13.	Application Gateway		Web Application Firewall tier, Medium Instance size: 1 Gateway hours instance(s) x 730 Hours, 100 GB Data processed unit(s), 50 GB Zone unit(s)
14.	Standard HDD-S30		Managed Disks, Standard HDD, S30 Disks, Type-1 Disks; Pay as you go

15.	Azure Backup, Application Server (VM) Region: Central India		Azure VMs, 1 Instance(s) x 1 TB, LRS Redundancy, Moderate Average Daily Churn, 1 TB Average monthly backup data, 1 TB Average monthly snapshot usage data
16.	Azure Backup, Database Server (VM) Region: Central India		Azure VMs, 1 Instance(s) x 380 GB, LRS Redundancy, Moderate Average Daily Churn, 562 GB Average monthly backup data, 11 GB Average monthly snapshot usage data
17.	Antivirus		2 Nos.-1 for Application server VM and 1 for Database server VM
18.	Professional Service Charge		Managed Services

Price to be quoted separately and will not be considered in the comparative statement-

1.	Auto Scaling-VM- DBServer		1 D8s v4 (8 vCPU(s), 32 GB RAM) to 1 D16s v4 (16 vCPU(s), 64 GB RAM)
2.	Auto Scaling-VM- AppServer		1 D4s v4 (4 vCPU(s), 16 GB RAM) to 1 D8s v4 (8 vCPU(s), 32 GB RAM)

Annexure-3

Scope of Work

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

1. Setup of infrastructure on Azure as per the cloud services mentioned in the tender document and to support Infrastructure during and after migration of Application. Providing Support to Application Vendor (Mastersoft Nagpur) during migration phase for Azure Infrastructure services deployed. The basic functionalities is shown in the Table 2.
2. For supporting cloud Infrastructure & portals initially for three year period and extendable further on satisfactory service support and performance.
3. Technical problems reported by the users should be responded within 2 hours and resolved within same day preferably. The bidder should maintain the ticketing windows for response time and resolution time.
4. While ERP Application support will be taken care by Application Vendor, bidder needs to provide Cloud infrastructure support during critical ERP application updates, planned maintenance of Application or unplanned outages during the contract period.
5. All the services to be delivered as per timelines mutually defined and agreed by NIT Raipur, ERP (Master soft) and Cloud Service Provider. The timeline schedule for related activities will be communicated to successful bidder after the issue of purchase order. The Cloud Infrastructure services is presently managed by M/s Cloudstrats.
6. 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.
7. The selected bidder has to perform the DR drill once in a year two days.
8. The bidder should maintain Virtual Machines for Data Server, Virtual Machines for App server, Storage Accounts, Load Balancer, Azure DNS, Premium SSD Managed Disks, Data Transfers, IP Addresses, VPN Gateway and Application firewall in

Central India, Azure Site Recovery in south India region and Traffic Manager in East US preferably.

9. The bidder is required to send onsite support engineer for resolution of technical issues to the Institute as and when required by NIT Raipur (If the issue is not resolved remotely on time frame).
10. For remote support, the bidder shall provide a helpline number (and email) which successful bidder must ensure support (24 x 7 x 365 days) for any issue related to availability and accessibility of Service Provider system.

Table 2: Functionality of Bidders/ERP Vendor

S No	Description	Responsibility
1	Azure Account creation	Bidder
2	Azure networking (Virtual Network setup)	Bidder
3	Azure VM deployment for Application and SQL server database	Bidder
4	Configuration of Load Balancer	Bidder
5	Configuration of Storage account	Bidder
6	Setup Azure DNS, Traffic Manager, NSG configuration	Bidder
7	Setup Azure site recovery and failover testing	Bidder
8	Azure Monitor (Basic Monitoring)	Bidder
9	DR Drill for 2 days in a Year	Bidder
10	IIS installation and application hosting on the Azure Application server	ERP Vendor
11	SQL database restore and SQL backup schedule on the Azure storage	ERP Vendor
12	ERP application migration from On-premise to Azure cloud	ERP Vendor
13	Azure Infrastructure support	Bidder
14	Application support	ERP Vendor
15	Backup	ERP Vendor

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 (<https://www.meity.gov.in/content/gi-cloud-meghraj>) 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. 100,00000.00 (Rs. One Crores 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. (Appendix 4a & 4b)

1. ***Proof of registration of the firm :***
2. ***Authorisation certificate of delership: MICROSOFT INDIA (ATTACHED COPY)***
3. ***PAN card in Firm's name:***
4. ***GSTIN certificate:***
5. ***Proof of registration with any central govt . organisation :***

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Annexure-6

Price Bid Format: Price Schedule for Goods Being Offered in INR

Name of the Bidder/Tenderer:

Tender No.:

Sno	Cloud Services		Description	Approx. Usage	UOM
1	Virtual Machine- General Purpose, Central India	DBSERVER SQL Server Web Edition	1 D8s v4 (8 vCPU(s), 32 GB RAM) x 1 Months; Windows – SQL Server Web Edition; 3 year reserved;	Monthly	Month
2.	Virtual Machine- General Purpose, Central India	APPSERVER	1 D4s v4 (4 vCPUS(s), 16GB RAM) Windows (OS Only) –3 year reserved;	Monthly	Month
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		Basic Load balancer	Monthly	NA**
5.	Azure DNS		1 hosted DNS zones, 1 DNS queries	Monthly	Month
6.	Data Transfer- Bandwidth	Bandwidth	Zone 2: Asia Pacific, Japan, Australia, 100GB		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 External endpoint(s), 0 million(s) of user measurements, 0 million(s) of data points processed		Month
10.	Premium SSD- P10, Managed Disk		P10, IOPS -500, Throughput– 100 MB/Second; Pay as you go	Monthly	Month
11.	Premium SSD- P15, Managed Disk		P15, IOPS -1100, Throughput– 125 MB/Second; Pay as you go	Monthly	Month
12.	VPN Gateway		Basic VPN gateway hours with 50GB outbound data, S2S tunnels, 128 P2S tunnels, VPN gateway type	730 Hours	Month
13.	Application Gateway		Web Application Firewall tier, Medium Instance size: 1 Gateway hours instance(s) x 730 Hours, 100 GB Data processed unit(s), 50 GB Zone unit(s)	730 Hours	Month

14.	Standard HDD-S30		Managed Disks, Standard HDD, S-30 Disks, Type-1 Disks; Pay as you go	Monthly	Month
15.	Azure Backup, Application Server (VM) Region: Central India		Azure VMs, 1 Instance(s) x 1 TB, LRS Redundancy, Moderate Average Daily Churn, 1 TB Average monthly backup data, 1 TB Average monthly snapshot usage data	Monthly	Month
16.	Azure Backup, Database Server (VM) Region: Central India		Azure VMs, 1 Instance(s) x 380 GB, LRS Redundancy, Moderate Average Daily Churn, 562 GB Average monthly backup data, 11 GB Average monthly snapshot usage data	Monthly	Month
17.	Antivirus		2 Nos.-1 for Application server VM and 1 for Database server VM	Yearly	Yearly
18.	Professional Service Charge		Managed Services	Monthly	Month

**** Basic Load Balancer is free of charge.**

Price to be quoted separately and will not be considered in the comparative statement -

1.	Auto Scaling-VM-DBServer	1 D8s v4 (8 vCPU(s), 32 GB RAM) to 1 D16s v4 (16 vCPU(s), 64 GB RAM)	Monthly	Month
2.	Auto Scaling-VM-AppServer	1 D4s v4 (4 vCPU(s), 16 GB RAM) to 1 D8s v4 (8 vCPU(s), 32 GB RAM)	Monthly	Month

Note:

1. Please specify the unit rate of each of the above items.
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

Table 3: Delivery Schedule

Sno	Parameter	Timeline
1.	Provisioning of VM infrastructure,	Within 2 weeks from the date of signing of contract agreement.

	Network connectivity and Azure Services	
2.	Operational readiness (Hosting of all ERP modules & data thereof)	Within 3 weeks 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. Quarterly 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 start on the cloud.

Total Bid price in Indian currency _____

In words: _____

Name _____

Business Address

Seal and Signature of Bidder

Eligibility Criteria Compliance form

Sno	Minimum Qualification Criteria	Compliance (Yes/No)	Page Number	Fill Details and submit documentary evidence
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.			
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 10,000000.00 (One Crore Only) during the last three years. Enclose the supporting document in the support of income.			

Seal and Signature of Bidder

Technical Bid Compliance Sheet

S.No.	Parameter	Minimum Requirement	Compliance (Yes/No) / Details as Specified	Deviation (if any)
1	Virtual Machine (DBSERVER SQL Server Web Edition)	As per Technical Architecture mentioned in Table 1		
2.	Virtual Machine (App Server)			
3.	Storage			
4.	Load Balancer			
5.	Azure DNS			
6.	Data Transfer- Bandwidth			
7.	IP Address			
8.	Azure Site Recovery			
9.	Traffic Manger			
10.	Premium SSD-P10, Managed Disk			
11.	Premium SSD-P15, Managed Disk			
12.	VPN Gateway			
13.	Application Gateway			
14.	Standard HDD-S30			
15.	Azure Backup, Application Server (VM) Region: Central India			
16.	Azure Backup, Database Server (VM) Region: Central India			
17.	Antivirus			
18.	Professional Service Charge			

Prices to be quotes separately and will not be considered in the comparative statement -

1.	Auto Scaling-VM-DBServer	As per Technical Architecture mentioned in Table 1		
2.	Auto Scaling-VM-AppServer			

Seal and Signature of Bidder