
	सामग्री प्रबंधन अनुभाग भारतीय प्रौद्योगिकी संस्थान, रुड़की रुड़की-247667, हरिद्वार, उत्तराखण्ड, भारत Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	Material Management Section Indian Institute of Technology Roorkee-247667( Haridwar) (Uttarakhand) (India) Phone-(O) 01332-28-4293, 4693	
	<b>GSTIN-05AAALI0033R4Z2</b>	E-mail: mmiitr@iitr.ac.in	
	PAN-AAALI0033R		

### निविदा प्रलेख / Tender Document

**No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M servc/ICC/442**

Date of Uploading of Tender -<https://eprocure.gov.in/eprocure/app>

**12-Mar-2021**

Bids under two bid systems (Technical and Commercial) are invited Online at CPP Portal (<https://eprocure.gov.in/eprocure/app>) from the reputed manufacturer/authorized supplier/dealer for the following items. **Manual bids will not be accepted.**

वस्तु की तकनीकी विशिष्टताएँ / Technical Specifications of item:

Sr. No	Name of item / Specifications	QTY	UOM
1	ERP IT Infra O & M services	As Per Annexure VI	
(For Detailed Technical Specification Plz refer Annexure-VI)			
नोट-1: कृपया वस्तु का मूल्य एवं कर अलग-अलग दर्शाए।			
Note-1: Please quote the Rate & Taxes of the item separately.			
Note-2: E-way bill is to be issued by the Venders/Transporter			
Note-3: The HSN / SAC Code of the item must be mentioned.			
For Reasonability of Rates, The firm must enclose the last two supply orders for the same item with Financial Bid (Annexure-III) only.			
Critical Date Sheet			
1	Published Date	12-Mar-2021	(18:30)
2	Bid Document Download / Sale Start Date	12-Mar-2021	(18:40)
3	Seek Clarification Start Date	12-Mar-2021	(18:50)
4	Seek Clarification End Date	15-Mar-2021	(16:00)
5	Pre Bid Meeting Date	Not Required	Not Required
6	Bid Submission Start Date	17-Mar-2021	(15:00)
7	Bid Submission End Date	5-Apr-2021	(15:00)
8	Bid Opening Date	5-Apr-2021	(15:30)

### Chapter-1 : Instruction to bidders

- A. The Tender should be enclosed with proper certifications like Agency Certification, Authorization certificate and/or Proprietary Certificate, as the case may be, in support of your offer.
- B. बोली का जमा किया जाना / **Submission of Bids:**  
**The bids should be submitted online in two parts –**
  - 1 (i) The Technical Bid (Annexure-I, II, IV, V & VI) and Tender Acceptance Letter  
(ii) The Financial Bid (Annexure-III) & Price Bid in .XLS Format  
Rates in .xls format will only be considered for Financial evaluation & further processing.
  - 2 The bids should be on official pad preferably with GST Number of the firm

- 3 The quotations should bear full details and where possible may be duly supported with catalogues, pamphlets, literature, samples of the item/items as the case may be for comparing the quality and rates of the item(s).
- 4 The transportation cost, insurance charge etc., if any, percentage/ rate of GST or all other taxes and duties should be clearly mentioned.
- 5 The bids / rates / tenders should remain valid for a minimum period of 90 days from the date of financial opening.
- 6 The rates shall not be subject to escalation of any nature.
- 7 The rates quoted should be applicable to educational institutions and any cost advantage received in lieu thereof should be passed on the Institution.
- 8 While quoting / sending rates, the firm shall give an undertaking as per Annexure-II.

**C. विधि निक्षेप/ Earnest Money Deposit (EMD):**

**In lieu of EMD, declaration is to be provided/submitted as per annexure-IV of the tender document.**

**D. निष्पादन बैंक प्रत्याभूति/ Performance Bank Guarantee (PBG):**

**In case the total order value of items becomes Rs.25.00 Lakhs or above, 3% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required at the time of installation of the equipment which should remain valid at least during the warranty period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.**

**E. बोलियों का खोला जाना/ Opening of Bids:**

- 1 The Technical Bids will be opened online at CPPP Portal (<https://eprocure.gov.in/eprocure/app>)- **Plz refer Critical Date Sheet**
- 2 The Financial bids of only the Technically Qualified bidders will be opened. The date and time for opening the Financial Bid will be communicated to the respective firm later by the system (CPP Portal (<https://eprocure.gov.in/eprocure/app>))
- 3 Representatives of the firms(s) may be present at the time of openings, if they so desire.

**Chapter-2 : Conditions of Contract**

**F. ठेका देना/ Award of Contract:**

The final selection of the bidder for the award of the contract will be made on the basis of the lowest commercial bid amongst the Technically Qualified Bidders.

**G. पूर्व-आपूर्ति निरीक्षण/ Pre-supply Inspection:**

Authorized representative of the Institute shall make the final inspection before supply of the item at site of the firm, if required.

**H. वस्तु की आपूर्ति/ Supply of Item:**

The whole supply as per order shall have to be completed within the time mentioned in the order failing which the I.I.T. Roorkee shall have the right to accept or reject any quantity of items ordered. The firm will have to arrange for supply of the material in good condition.

**I. भुगतान की शर्तें/ Payment Terms:**

**A. Payment in INR for supply of goods:**

Where installation is not required: 100% payment will be made after satisfactory delivery of material duly certified by the HOD/P.I. **OR**

Where Installation is required :100% payment will be made after satisfactory delivery and installation of the material duly certified by the HOD/P.I. **OR**

80% payment will be made on receipt and acceptance of goods and balance 20% on successful installation and commissioning duly certified by the HOD/P.I. **OR**

100% Advance will be paid against submission of 110% Bank Guarantee of the Total Order value. Bank Guarantee should be in favor of "The Registrar, IIT Roorkee" which should be valid till the date of Installation/Delivery period + 30 days

**J. दंड/ Penalty:**

A penalty of 0.5% of the total order value per week shall be levied for the delay subject to a maximum of 5% of the total order value.

In case of the non-supply of the item after the acceptance of the work/supply order, the firm will be debarred from any future bidding process of IIT Roorkee for a period of minimum one year.  
(Please refer annexure-IV)

- K. अप्रत्याशित घटना/Force Majeure:**  
For the purpose of and within the scope of contract by way of indication and not of limitation, the term "Force Majeure" shall mean acts of nature, strikes, Lockouts, or other industrial disturbances, act of public/enemy, wars, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms lightening, flood, washouts, civil disturbances, explosion and any other similar even not within the control of either party on which by exercise of due care and diligence neither party is able to prevent or overcome.
- L. मध्यस्थता / Arbitration:**  
In the event of any difference or dispute arising out this work, all effort shall be made by both the parties to settle the same amicably. Failing an amicable settlement, the dispute shall be finally settled through arbitration conducted under the Arbitration and Conciliation Act 1996, by arbitrators appointed in accordance with the said Act. The arbitration shall give reasoned and speaking award. All disputes are subject to Roorkee jurisdiction only.
- M. बोली अस्वीकृती के लिए मानदंड / Criteria for bid rejection:**
- 1 If technical bid found without the required undertaking (Annexure-II), declaration (Annexure-IV) & Self Certificate (Annexure-V)
  - 2 If it found at a later date that any information given in the bids is Incorrect/false then the bid is liable to be disqualified/rejected.
  - 3 Canvassing in any form will result to disqualification.
  - 4 If "extra, as actual" etc. are mentioned against any of the price components in the bid the bid will be rejected.
  - 5 If the firm quotes 'NIL' charges / consideration, the bid shall be treated as unresponsive and will not be considered.
  - 6 If financial bid is found along with technical bid in pdf on CPP Portal, then the bid shall be rejected outrightly.
  - 7 If any bidder submitting two/multiple bids for the same item of a tender, both/all the bids of that bidder will be outrightly rejected.

### Chapter-3 : Schedules of requirements

- N. दिप्पणी / Note:**
- 1 If the supplier/firm is manufacturer/authorized dealer/sole distributor/of the item, the certificate to this effect should be attached.
  - 2 Please note that the firms must submit the compliance Statement in an organized and structured manner in respect of all the specifications as per Annexure-VI with the supporting catalogue/leaflet of the firm. Annexure-I, II, IV & V have to be submitted with Technical Bid and Annexure-III with financial bid.
  - 3 It may also be noted that the tender bids received after the stipulated date & time or found incomplete and the tender bids containing false/incorrect information shall be summarily rejected. The Institute shall not entertain any communication in this regard, whatsoever.
  - 4 The firm is required to give its Bank Account details with IFSC for the purpose of making e-payment.
  - 5 The Indian Institute of Technology (IIT) Roorkee reserves the right to reject any quotation wholly or partly without assigning any reason.
  - 6 The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.
  - 7 The decision of the institute in all matters relating to eligibility, acceptance, rejection of the bid will be final and binding on the applicants.
  - 8 IIT Roorkee discourages High Sea Sale purchase. All tenders with High Sea Sale will be rejected.
  - 9 The firms should clearly mention (in the financial bid) the Harmonized System of Classification (HS code) defined by the Central Custom and Excise Board (Govt. of India)- for the item(s) involving import.
  - 10 **If the bid opening date happens to be a holiday, then the bid will be opened at 3.30PM of the next working day followed by the holiday.**
  - 11 If an agent submits bid on behalf of the Principal/OEM, the same agent can not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
  - 12 Indian Agent should submit the certificate from the Foreign Principal that they are the Authorized & Registered Indian Agent.
  - 13 The quantity shown against the item is approximate and may vary as per demand of the Institute at the time of placing order. Also, the final requirement of each line item will be decided by the Institute at the time of placing the PO.
  - 14 **Any corrigendum/addendum/errata in respect of the Tender Notice/ Enquiry letter shall be made available CPP Portal (<https://eprocure.gov.in/eprocure/app>). Hence prospective bidders are advised to visit the CPP Portal (<https://eprocure.gov.in/eprocure/app>) regularly.**
  - 15 Bidders shall be responsible for the correctness of the information provided in the enquiry letter/tender document. If it is found at a later date that any information given in the bid is Incorrect/false then the bid is liable to be disqualified/rejected.

- 16 Before submission of bids, bidders should read the complete enquiry letter/tender document carefully and ensure that the bidders fulfill the eligibility criteria.
- 17 In case the item/product is under rate contract with DGS&D or GeM, then Bidder should certify that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.
- 18 **In Item Wise BoQ .xls sheet, In column M, leave blank for the item/service not provided/quoted by you. If quoted 0 then it will be considered that the item/service will be provided free of cost.**  
**Or**  
**In Item Rate BoQ .xls sheet, If quoted 0 for the items/services in column M then it will be considered that the items/services will be provided free of cost.**
- 19 **Only 'Class-I local supplier' and 'Class-II local supplier', as defined in the Public Procurement (Preference to Make in India), Order 2017 shall be eligible to bid in tender. For more details please refer: Order No.: P-45021/2/2017-PP (BE-II), DPIIT, Ministry of Commerce and Industry issued Dated: 16th Sept. 2020.**
- Self-certificate has to be provided in this regard that the item offered meets the local content requirement for 'Class-I local supplier' & 'Class-II local supplier'. (As per annexure-V)**
- 20 **The Institute reserves the right to rectify any discrepancy of this advertisement, if found later on. In case of any inadvertent mistake in the process which may be detected at any stage even after the issue of purchase order, the Institute reserves the right to modify/withdraw/cancel any communication made to the bidder.**

**Chapter-4 : Specifications and allied Technical details**

**Plz. See Annexure- I, II, IV, V, VI**

**Chapter-5 : Price Schedule (to be utilized by the bidders for quoting their prices online in .XLS format at CPPP Portal (<https://eprocure.gov.in/eprocure/app>))**

**Plz. See Annexure- III & Price Bid in .XLS Format**

**Chapter-6 : Contract Form**

**Purchase Order is used as Contract Form**

**Chapter-7 : Other Standard Forms, if any to be utilized by the purchaser and bidders**

**Tender Acceptance Letter**

**\*उप कुलसचिव (सामग्री प्रबंधन) / सहायक कुलसचिव (सामग्री प्रबंधन)**  
**Deputy Registrar (MM)/ Assistant Registrar (MM)**

**\*Document Digitally Signed on <https://eprocure.gov.in/eprocure/app>**

**For any Clarification regarding technical specifications of item Please Contact:**

**Smt. Subathra Murugesan**  
**Institute Computer Centre(ICC),**  
**IIT Roorkee**

**Institute Computer**  
**Centre(ICC),**  
**IIT Roorkee**

**Ph.-01332-28-4865**  
**Email:[msuba.mcc2015@iitr.ac.in](mailto:msuba.mcc2015@iitr.ac.in)**

तकनीकी बोली

विस्तृत विवरण अनुपालन रिपोर्ट के साथ प्रस्तुत किया जाना है (अपने आधिकारिक लेटर हेड पर विक्रेता/फर्म द्वारा प्रस्तुत करने के लिए)

Detailed specification cum compliance report to be submitted with the Technical Bid  
(to be submitted by the vendor/firm on its official letter head)

**(For Detailed Technical Specification Plz refer Annexure-VI)**

Sr.No	Name & Required Specifications of Item(s)	Qty	UOM	Offered specifications of item(s) by the firm
1	ERP IT Infra O & M services	As Per Annexure VI		
	Firm's Profile :			
1	Manufacturer/Authorized Agent/Distributor/Dealer/Supplier(valid certificate must be attached)			
2	E-mail I.D. & Telephone/Mobile No. Detail of Bank A/C			
Note:	1. "offered specifications", should be filled up properly in the format provided as per Annexure-I.			
	2. Volume & Weight of the item should also be mentioned.			
	3. The HSN / SAC Code of the item must be mentioned.			

Signature: \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Seal of the Organisation

उपबंध / UNDERTAKING

Ref. No. No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M servic/ICC/442  
Dated:- 12-Mar-21

That all the terms/conditions mentioned in the enquiry letter/tender against which the rates are being given are acceptable to the firm.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

It is certified that the firm has never been black-listed from any Government Department. (State/Central Govt./ Autonomous/ PSU)

Signature\_\_\_\_\_

Name\_\_\_\_\_

**Financial Bid**  
(to be submitted by the vendor/firm on its official letter head)

Ref. No. No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M servic/ICC/442  
Date: 12-Mar-21

Rates :

Sr. No	Name of item / Specifications	Qty	UOM	Rate	Amount (INR Only)
				To be filled in .XLS sheet (attached)	
Total					
Grand Total Rs.					

1) Price of the items should be clearly mentioned if supplied Free of Cost.

Terms & Conditions:

- 1 Prices (quoted in Rs.): FOR Institute Computer Centre(ICC),  
IIT Roorkee
- 2 **Payment:** **Should be clearly mentioned, As per clause-I of enquiry letter.**
- 3 Validity:
- 4 Delivery period:
- 5 Other charges:
- 6 **Warranty:**
- 7 Rejection: Equipment if found not as per the required specification would be rejected.
- 8 Penalty Clause: As per clause-J of enquiry letter.  
In case of the non-supply of the item after the acceptance of the work/supply order, the firm will be debarred from any future bidding process of IIT Roorkee for a period of minimum one year.  
(Please refer annexure-IV)
- 9 PBG: In case the total order value of items becomes Rs.25.00 Lakhs or above, 3% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required at the time of installation of the equipment which should remain valid at least during the warranty period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

Signature\_\_\_\_\_

Name\_\_\_\_\_

Designation\_\_\_\_\_

Seal Of the Firm/Organization\_\_\_\_\_

**Details of Institute :**

IEC CODE	0100000011	
AD CODE	0001069-2770325	S.B.I., IIT ROORKEE
	0303974-2770324	P.N.B. IIT ROORKEE

**DECLARATION**  
(to be submitted by the vendor/firm on its official letter head)

**To,  
Registrar,  
IIT Roorkee,  
Roorkee,**

Subject: Undertaking as per GFR – 2017, Rule 170(iii) in lieu of Bid Security/Earnest Money Deposit (EMD)

Tender Ref no: No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M servic/ICC/442

Dated 12-Mar-21

Dear Sir,

We, the undersigned, offer to Supply the .....  
..... as per tender at IIT Roorkee, in response to your above referred tender no.

We are hereby submitting our proposal/Bid/Quote for the same, which includes Technical bid and the Financial Bid. As a part of eligibility requirement stipulated in above referred tender document, we hereby submit a declaration in lieu of Earnest Money Deposit (EMD) as given below:

1. Our bid shall remain valid for 90-days from the date of financial opening and that we will not withdraw or modify our bid during the validity period,
2. In case, we are declared as successful bidder and an order is placed on us, we will submit the acceptance in writing within 7 days of placement of order on us.
3. In case, we are declared as successful bidder and an order is placed on us, we undertake, to submit a Performance Bank Guarantee(PBG) as mentioned in above referred tender document or as per terms stipulated in the Purchase Order.
4. In case of failure on our part to comply with any of the above said requirements, we are aware that we shall be declared as un-eligible for said tender and /or debarred from any future bidding process of IIT Roorkee for a period of minimum one year.
5. The undersigned is authorized to sign this undertaking.

**Signature:**

**Name:**

**Designation:**

**Seal Of the Firm/Organization:**



**Annexure - V**

**(to be submitted by the vendor/firm on its official letter head)**

**Self-Certificate for Local Content**

**Tender No.:**

**No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M  
servic/ICC/442**

**Dated 12-Mar-21**

We hereby certify that the items quoted by us against above mentioned tender no. has the local content as per below:

**Local Content (in %):.....**

**Local Supplier Class:.....**

The details of the location(s) at which the local value addition made/manufactured is/are as under:

- 1
- 2
- 3

**Signature:**

**Name:**

**Designation:**

**Seal Of the Firm/Organization:**

## Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

- 1 Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for tendering.
- 2 Bidder should register for the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
- 3 Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4 Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/nCode/eMudra etc. recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered.
- 5 The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
- 6 Contractor/Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
- 7 After downloading/getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
- 8 Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bids online.
- 9 Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smartcard to access DSC.
- 10 Bidder may select the tender in which he/she is interested in by using the search option and then move it to the 'my tenders' folder.
- 11 From my tender folder, he may select the tender to view all the details uploaded there.
- 12 It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
- 13 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and ordinarily it shall be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.
- 14 The Bidders can update well in advance, the documents such as certificates, annual report details etc., under "My Space option" and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 15 Bidder should submit the Tender Fee/ EMD as specified in the tender. Scanned copy of the same should be uploaded as part of the offer. (if applicable)
- 16 While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
- 17 The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the same. (if applicable)
- 18 The details of the DD/any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection. (If applicable)
- 19 The bidder has to digitally sign and upload the required bid documents one by one as indicated. Every act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.
- 20 The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.

- 21 If the price bid format is provided in a spread sheet file like BoQ\_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
- 22 The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
- 23 After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
- 24 The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e- Tender system. The bidders should follow such time during bid submission.
- 25 All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
- 26 Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 27 The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 28 The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 29 For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone: **0120-4001005** or send an e-mail to – [cppp-nic@nic.in](mailto:cppp-nic@nic.in).

### **Prequalification**

- 1 An undertaking by the firm that it has never been black-listed must be attached along with the Bid, failing which the Bid shall be rejected. (As per Annexure-II)
- 2 True copy of Permanent Account Number.
- 3 Details of GST along with a copy of certificate to be attached.
- 4 Submission of samples if required, for all items indicated in the NIT. The make of items proposed to be supplied should be indicated and submitted along with the techno commercial unpriced bid without indicating the pricing components.
- 5 Willingness to execute all orders which are placed to meet emergency requirement on priority basis. The Bidder shall note that standards for workmanship, material and equipment, and references to brand names designated by the Purchaser in the tender document are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names and/or catalogue numbers in his bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

**Tender Acceptance Letter**  
(To be given on Company Letter Head)

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**Date:**

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender No. 1400000595/MM-1/IITR/2020-21/ERP IT Infra O & M servic/ICC/442**

Tender description:

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Dear Sir,

- 1 I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender No.' from the web site(s) namely:  
  
as per your advertisement, given in the above mentioned website(s).
- 2 I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like section(s), schedules(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/ clauses contained therein.
- 3 The corrigendum(s) issued from time to time by your department/ organisation too 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 its totality/entirety.
- 5 In case any provisions of this tender are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,**

**(Signature of the Bidder, with Official Seal)**

### **Request for Proposal**

IIT Roorkee (IITR) invites bids from competent firms for operation and maintenance of IT infrastructure in its ERP landscape including all servers, storage, load balancers, Operating Systems and Backup software and licenses for a period of **1 year**, likely to be renewable further on yearly basis.

The broad scope of work is:

1. To provide comprehensive on-site maintenance and support for ERP IT Infrastructure consisting of hardware and software.
2. Warranty, AMC and/or ATS renewal and support services including repair and replacement of all faulty systems, parts and reinstallation & configuration of OS, Servers & other hardware, and Storage devices of the ERP IT Infrastructure in IITR Data Center and Disaster Recovery site.
3. To maintain as well as test the Backup & restore.
4. To provide complete formal training to IIT Roorkee, including submitting full documentation on as-is basis.
5. Coordinating with the OEMs for any of the above activities.







## 1. Technical details:

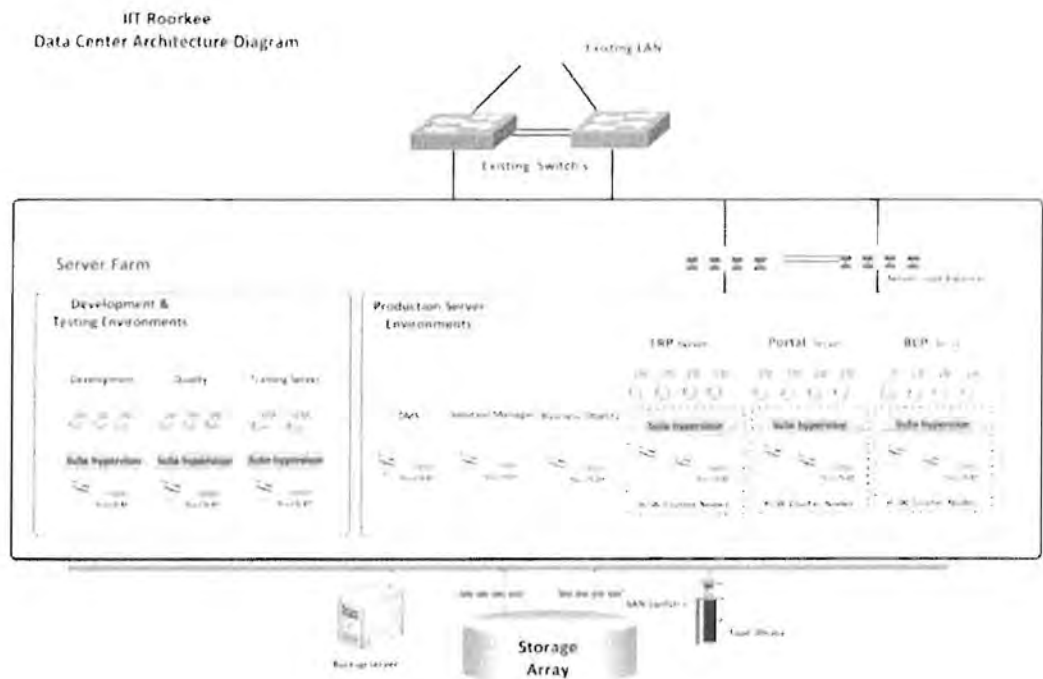
IIT Roorkee has an integrated ERP solution of SAP ERP ECC 6.0 with Sybase ASE 16.0 runtime edition database and other supported ERP products for running various processes of the Institute online across its 3 campuses in Roorkee, Saharanpur and Greater Noida.

The ERP system has the following IT landscape:

- Data Centre is located at the Institute Computer Centre of IIT Roorkee, Main Campus.
- The Disaster recovery site at IITR, GNEC campus has the Production systems replicated.



Figure 1: Data Center Architecture Diagram



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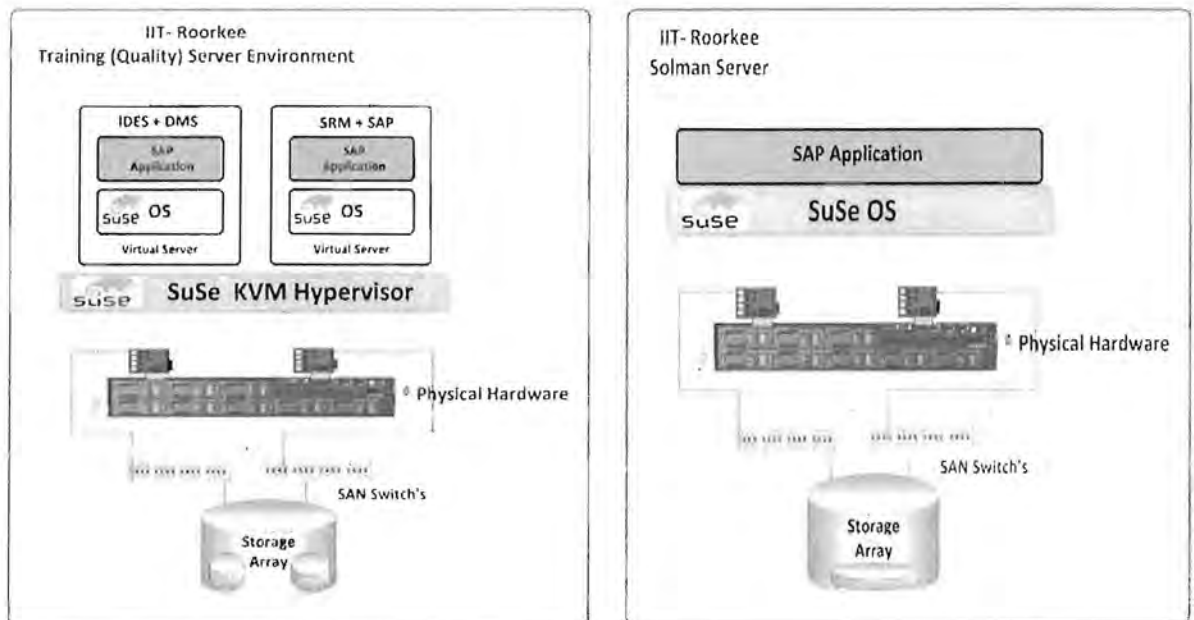
The diagram illustrates a Production Server Environment. At the top, three server racks are labeled: ERP Server, Portal Server, and BCP Server. Each rack contains multiple virtual servers, represented by icons with 'SuSE OS' and 'SuSE' labels. Below the racks, the architecture is detailed. Each server rack is connected to a 'Physical Hardware' block, which contains a 'SuSE hypervisor' and 'H/W Cluster Nodes'. The hypervisors are connected to the cluster nodes, which are then connected to a 'SAN Switch's' (Storage Area Network Switch). The SAN Switch is connected to a 'Storage Array' at the bottom of the diagram.

The diagram compares two server environments at IIT-Roorkee:

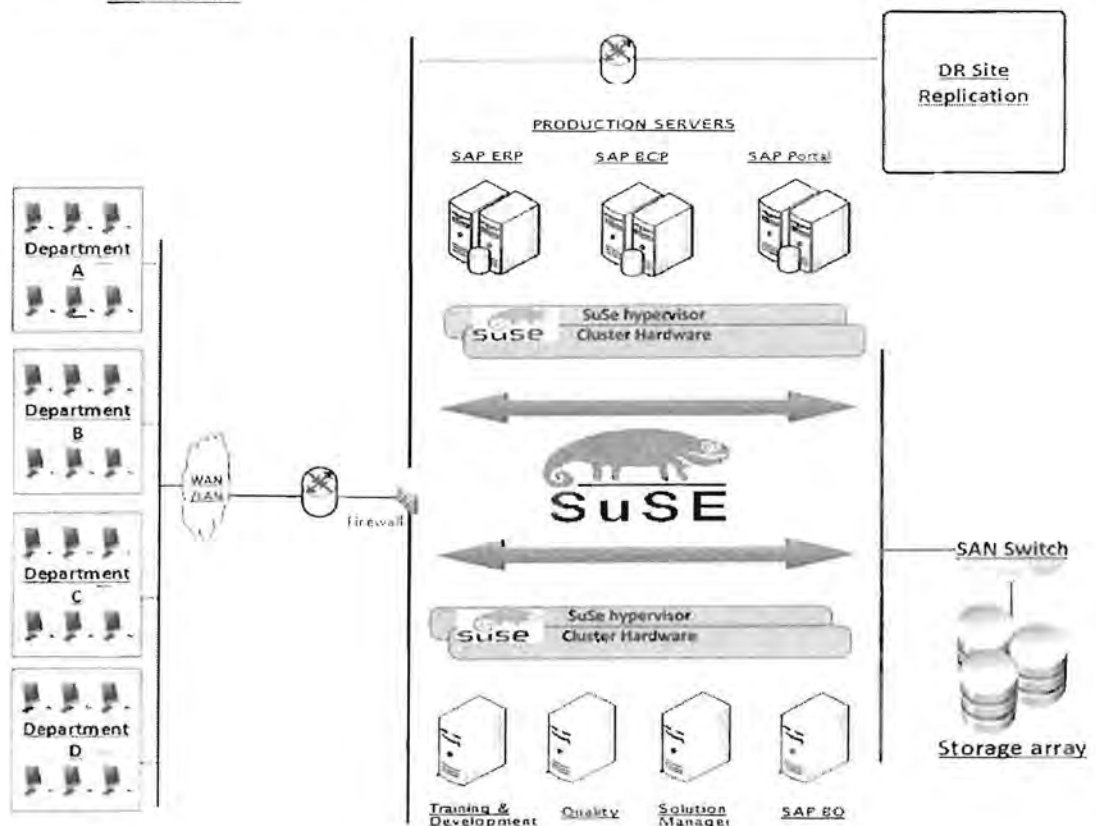
- IIT-Roorkee Development Server Environment:**
  - Three Virtual Servers are shown, each running on a **SuSE OS** and managed by the **SuSe KVM Hypervisor**.
  - The virtual servers are labeled: **ERP+PI** (SAP Application), **BO+BW+SRM** (SAP Application), and **EP+CRM** (SAP Application).
  - These virtual servers connect to a **Physical Hardware** layer, which in turn connects to a **SAN Switch's** and a **Storage Array**.
- IIT-Roorkee QUALITY Server Environment:**
  - Three Virtual Servers are shown, each running on a **SuSE OS** and managed by the **SuSe KVM Hypervisor**.
  - The virtual servers are labeled: **ECC+PI** (SAP Application), **BO+BI+CRM** (SAP Application), and **EP** (SAP Application).
  - These virtual servers connect to a **Physical Hardware** layer, which in turn connects to a **SAN Switch's** and a **Storage Array**.

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Figure 4: Training (Quality Server) and SolMan Server Diagram



Technical Architecture Diagram  
Data Centre



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### 1.1 Infrastructure in DC:

- The Data Centre hosts 14 HP ProLiant rack mounted servers with virtual machines configured for functioning of the ERP solution.
  - Virtualization Hypervisor layer is KVM on SUSE OS hosting 17 production and test servers.
  - SUSE Linux Enterprise Server for SAP Applications is used as the Server OS.
  - HP 3 PAR StoreServ (SAN) is used for storage connected to hosts via redundant SAN switches.
  - CommVault Simpana Software is used for backup & recovery. HP StoreEver Tape Library is used as backup medium.
  - Barracuda Load Balancer ADC is used in the solution to share the load and thereby ensuring stable operation.
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- The entire setup is connected to Core network via redundant network paths

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### Server and storage details:

S. No	Server	Qty	Specification
1.	Development server	1	HP DL360 Gen9
2.	Quality server	1	HP DL360 Gen9
3.	Solution Manager	1	HP DL360 Gen9
4.	Production ERP server	2	HP DL560 Gen8
5.	Production EP Server	2	HP DL560 Gen8
6.	Production BO server	1	HP DL360 Gen9
7.	Backup & DMS Server	2	HP DL360 Gen9
8.	Anti-virus domain controller	1	HP DL360 Gen9
9.	Core Training Systems	1	HP DL360 Gen9 8SFF CTO Server
10.	SAP BPC (BW)	2	HP DL560 Gen8
11.	SAN Storage	1	HP 3PAR StoreServ 7200 2-Node FC with 9TB usable on RAID 1+0 plus Service Processor
12.	SAN Switch	2	24-port SAN Switch
13.	Tape Library	1	HP StoreEver MSL2024 Tape Media for HP MSL2024 Tape Library
14.	Load Balancer (2)	2	Barracuda Load Balancer 640 ADC

### Server OS (with virtualization) and Backup software:

1	Server OS	SUSE Linux Enterprise Server for SAP Applications	15	SUSE Linux Enterprise Server for SAP Applications 11 for AMD64 & Intel64
2	Backup Software	CommVault Simpana Software	1	CommVault Simpana Software for Backup & Recovery

### **1.2 Infrastructure in DR:**

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The disaster recovery centre for ERP system is located at Greater Noida Extension Centre (GNEC) campus of IITR.

- The DR site hosts 3 HP ProLiant rack mounted servers.
- HP 3 PAR StoreServ (SAN) is used for storage and connected to hosts via redundant SAN switches.
- 2 Barracuda Load Balancer ADC Load balancers are used in the solution to share the load and thereby ensuring stable operation.
- SUSE Linux Enterprise Server for SAP Applications is used as the Server OS.
- Storage-based asynchronous replication over MPLS is being used for replication of VM's and data across the 2 sites

**Server and storage details:**

S. No	Server	Specification
1	Production Replica ERP server	HP DL560 Gen8
2	Production Replica EP Server	HP DL560 Gen8
3	Production Replica BPC (BW) Server	HP DL560 Gen8
3	SAN Storage	HP 3PAR StoreServ 7200 plus service processor
5	Load Balancer (2)	Barracuda Load Balancer 640 ADC

**Server OS**

1	Server OS	SUSE Linux Enterprise Server for SAP Applications	3	SUSE Linux Enterprise Server for SAP Applications 11 for AMD64 & Intel64

## 2. Scope of work

### 2.1 Scope of work for hardware & OS:

Broad scope includes installation, configuration, monitoring, performance enhancement, space management, upgrades & updates, security, clean up and reporting.

1. 24x7x365 monitoring and management of the servers, load balancers and other hardware from Data Centre.
2. Single point of accountability for all hardware maintenance and support including system security aspects.
3. To run and analyze hardware tests using HP Insight Diagnostics online and offline as per standard recommendations.
4. Ensure proper configuration of server parameters
5. Proactive monitoring of all the application hosted in the servers and monitoring of all the events running in the servers.
6. Ensure regular monitoring and maintain a log of the monitoring of servers to ensure their availability at all times.
7. In case of system crash or as part of maintenance, as applicable, setting up servers, configuring and apportioning storage space, troubleshooting any issues that arise. Configuration and setting up of the new hardware in case of replacement of hardware.
8. Server Utilization and Performance monitoring & enhancement, Account management, Virtualization, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when available, clean up of the servers, space management.
9. Provide hardening of servers in line with the defined security policies and check system security periodically.
10. Ensuring timely renewal of warranty, AMC and / or ATS of all hardware devices & Software licenses back to back 100% with respective OEMs and OEM certificates to be provided as documentary evidence from respective OEMs.

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11. Timely update of all server related software including those used for diagnostics and Installing new software updates as and when available.
12. Implement and maintain standard operating procedures for the maintenance of the hardware (in terms of physical state and in terms of operations) based on the industry best practices.
13. Administration of Operating system including but not limited to management of users, processes, preventive maintenance and management including upgrades and patches to ensure that the system is up-to-date.
14. Installation and re-installation of OS in the event of system crash/ failures
15. Managing subscription to apply patches & service packs, fixes and version upgrades.
16. Management of the user names, roles and passwords of all the relevant systems in the ERP IT landscape.
17. Perform regular analysis of events and logs generated in all the systems in the ERP landscape including servers, operating systems, etc. Undertake actions in accordance with the results of the log analysis
18. Ensure that the system logs are backed up and truncated at regular intervals.
19. Provide integration and user support on all supported servers, data storage systems etc.
20. Automate any of the above maintenance processes wherever possible.
21. Documentation regarding installation, configuration and maintenance of all components in the IT Infrastructure.
22. Prepare and submit weekly detailed technical report of all configuration and maintenance activities completed successfully, issues pending, resolved etc. during the week.

## **2.2 Scope of work for Storage devices (SAN storage and Tape Library):**

1. 24x7x365 Remote monitoring and management of the storage devices
2. Single point of accountability for administration, operation, maintenance and support of Storage devices including availability, capacity, performance and security management.
3. Management of the storage solution including, but not limited to, storage management policy, configuration and management of disk array, SAN fabric/ Switches, Tape library, etc.
4. Management of storage including but not limited to management of space,

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- SAN/NAS volumes, RAID configuration and monitoring, LUN mapping, zone, security, business continuity volumes, performance.
5. Managing SAN function, security, data replication, data replication between sites.
  6. Identifies parameters including but not limited to key resources in the storage solution, health of key resources, connectivity and access rights to storage volumes and the zones being enforced in the storage solution.
  7. Create/ delete, enable /disable zones in the storage solution.
  8. Create/ delete/ modify storage volumes in the storage solution.
  9. Create/ delete, enable/ disable connectivity and access rights to storage volumes in the storage solution.
  10. Facilitate scalability of solution whenever required.
  11. Alerting and Reporting.
  12. Automate any of the above maintenance processes wherever possible.
  13. Prepare and submit weekly detailed technical report of all installation, configuration and maintenance activities completed successfully and / or work in progress during the week.

### 2.3 Scope of work for Backup & Recovery:

The basic purpose of the backups and restore process is to make use of it during the disaster recovery stage where the file(s) / file system(s) / data are not readable due to major outage of the system, due to corruption of OS, system crashes, natural disaster or any other reason.

CommVault Simpana Software is used to take the backup in Tape Backup media.

The following activities are to be performed by backup & restore administrator as part of the backup & restore service:

- Responsible for Database, Virtual Machine, File systems, Bare-Metal software and configuration backup as per the policies of IITR at the Data Centre mentioned below.
- Responsible for monitoring and enhancing the performance of scheduled backups, schedule regular testing of backups and ensuring adherence to related retention policies.

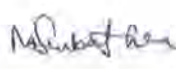


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- Responsible for prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system.
- Responsible for real-time monitoring, log maintenance and reporting of backup status on a regular basis.
- Ensure prompt problem resolution in case of failures in the backup processes.
- Undertake media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, clean up and vaulting in fireproof cabinets.
- Provide a 24 x 7 support for file and volume restoration requests at the Data Centre.
- Test the backup everyday, in terms of backup location, correctness of application files and data.
- Do backup recovery drills periodically.
- Alerting and reporting.
- Automate any of the above maintenance processes wherever possible.
- Prepare and submit weekly detailed technical report of all backup and restoration activities, any related issues & their status.

#### Current Backup Schedule of IITR:

Name / ID	Details of Level the File	Frequency	Schedule	Responsible Individual /Org.
				

Name or User ID Concerned NOC Engineer at the DC / DR	Full File system or Incremental	Full	Daily Once / During Lunch time Daily Twice / and Closing Hours Full Weekly / for Daily Backups Monthly / and Full Weekly Quarterly Backup at the Closing Hours of the Week / When modified Or As required	The concerned NOC Engineer at the DC / DR responsible for performing this backup procedure
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## Backup Procedures

The Backup Log is used to track the executions of the following backup procedures.

<b>Name / ID</b>	Name or User ID Concerned NOC Engineer at DC / DR
<b>Description Purpose</b>	The basic purpose of the backups and restore process is to make use of it during the disaster recovery stage where the file(s) / file system(s) / data are not readable due to major outage of the system due to corruption of OS, system crashes / breakdown.
<b>File System(s)</b>	Full File System
<b>Level</b>	Full and/or Incremental
<b>Frequency (Cycle)</b>	Daily Once / Daily Twice / Full Weekly / Monthly / Quarterly / When modified
<b>Retention</b>	The backup cycles of daily backups are retained for a minimum period of one week and weekly backups for a month, monthly backups for a quarter and quarterly backups for a year.
<b>Storage Location / ID</b>	External hard disk / Tape Library and also in the server
<b>Backup Medium</b>	External hard disk / Tape Library

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#### Procedures

The backup and restoration are done by authorized person who is responsible for performing the backup and restoration procedure. The authorized person will have access to the server by login using his assigned user id and password. The location of the file(s) and file system(s) are assigned in the parameter.

The daily backups are executed during lunch time and closing hours of the day and the full weekly backup are executed at the closing hours of the week or as required during the final submission of the data to the concerned authority

The verification of the backup is done weekly once by restoring the backup to an alternate restore location. The backup software should be used to take up the backup.

The primary file restore process is to recreate the disk area as of the last backup operation. The restoration process in most cases simply replays the backup recordings, starting with a base level backup and adding incremental backups as necessary, to rebuild the information.

#### Restoration or Recovery after a Major Outage

The authorized person is allowed to access the backup and allowed to restore the backup file(s) / file system(s). The authorized person shall do the restoration of the backup to a restore location.

The following table indicates the timeframe within which each restoration should occur, the priority or sequence of restorations, and who is responsible for each restoration.

#### Schedule for Restoration / Recovery after a Major Outage

Restoration Timeframe	Restoration Sequence Priority	Recovery / Procedure Name / ID	File System(s)	Responsible Individual / Organization
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Within hours	12 Previous backup	Name or User ID Full Concerned NOC System Engineer at DC / DR	File The concerned NOC Engineer at DC / DR responsible for performing this restoration procedure
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Weekday tapes should be stored off-site for two weeks. Monthly tapes should be retained off-site for one year. Fiscal Year End and Calendar Year End tapes remain off-site for five years.

Backup schedule and policies are subject to change as per IITR's needs.

## 2.4 Other activities in scope:

- The successful vendor is expected to conduct training sessions at least once in every quarter, starting from the 1<sup>st</sup> quarter. The training shall cover the following:
  1. Training schedule to be shared in advance to IITR for approval
  2. Training content should be shared with IITR in advance in the form of PDFs, videos or any other form as appropriate.
  3. The content should be including but not limited to installation, maintenance & upgrade of servers, storage devices like SAN & Tape library, OS installation, maintenance & upgrades, maintenance & update of backup software, performing backup & restore activities.
- The firm is expected to share detailed user manuals of all such operation and maintenance activities.
- Training to be essentially imparted from the first quarter after issuance of PO.
- The firm is expected to have expertise in security aspects related to the IT infrastructure. Any change in the security policies involving the IT infrastructure to be discussed with IITR and finalized.

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- The firm is expected to have expertise in optimization of resources in the IT infrastructure. Any change required in the configuration shall be discussed with IITR and approval obtained before making the change.
- The successful bidder shall operate from IITR main campus. However, the bidder is expected to travel to other campuses of IITR in Saharanpur or Greater Noida to solve any technical issues in scope.

## 2.5 SLAs

The table below reports Service Level Objectives for “Incident Management” that Bidder will consider for IITR.

Severity Level Description	Response Time	Resolution Time	Service level Fulfillment	Severity Definition
Priority 1/High	30 Mins	4 Hours	95%	A critical function is not available or very seriously impaired; the impact on business is severe; a large number of end users are unable to perform their normal work; and / or no readily available alternative exists
Priority 2/Medium	2 hrs.	8 Hours	90%	A critical service is unavailable or seriously impacted by a problem; no realistic work around is available and financial, customer-related or safety related impacts could occur.
Priority 3/Low	8 hrs.	24 Hours	85%	A non-critical service is unavailable or impaired by a problem. There is no direct immediate impact on the business. Work can continue with minor disruptions or loss of efficiency. Alternative ways of performing normal work is available.

The above SLA is applicable on all hardware, software and infrastructure components covered under the maintenance activities of the vendor.

SLA applicability is 24x7. Any other requirements identified from IITR end during the actual execution should also be considered and addressed.

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### 3. Eligibility criteria for bidders:

- Bidder should be a company registered in India under the Companies Act, 1956 with a registered office and operations in India. The company should be operational in India for at least last ten financial years. Bidder should be a Private Limited or Public Limited or LLP company. Certificate of Incorporation should be provided as documentary evidence.
- Bidder should have more than 100 employees on their payroll. Copy of Shops & Establishment certificate and latest (December 2020) Electronic Challan cum Return (ECR) register from Provident Fund Organization should be provided (salaries can be masked).
- Bidder should have average annual turnover of not less than INR 100 crores in the last 5 financial years. Bidder must be having positive networth of more than 5 Crores in each of the last 5 financial years. Copy of duly Audited Balance sheet by a statutory Auditor and Annual Accounts of last five Financial Years (2015-16, 2016-17, 2017-18, 2018-19 & 2019-20) must be provided.
- The bidder should not have been blacklisted in the past 10 years by any of Govt. of India Organizations including any Indian Institute of Technologies or any State/Central Government organizations /Firms / Institutions/ Central PSU / PSE. A self - declaration in this regard shall be provided.
- Bidder should have relevant ISO 9000, ISO 20000 & ISO 27000 certifications for Quality, Services & IT Security practices. CMMI Level 3 or 5 certification is preferred though not mandatory.
- Bidder should have minimum 30 seater NOC (Network Operations Center) and 30 seater SOC (Security Operations Center) with minimum 30 specialists in all the technologies detailed above with MCSA/MCSE/Linux/CCNA/CCNP certifications (or equivalent).
- Bidder should have OEM certified resources in their payroll for all the technologies detailed above in their centralized NOC and SOC.

- Bidder should have minimum 7 years of experience in similar field of ERP IT Data Center infrastructure Operations & Maintenance. Successful project completion certificate(s) for the same have to be attached, along with COPY OF MAJOR ORDERS RECEIVED IN LAST 7 YEARS along with the satisfactory report from the customers.
- Bidder should have successfully completed at least 3 similar IT Infrastructure operations and maintenance engagements in terms of various IT components involved, nature of O & M activities and scale of projects in the last 5 years. Total Contract value of each project should not be less than INR 3 crores.
- Bidder should provide authorization certificates (MAF) from all OEMs (HPE, SUSE, Barracuda and Commvault) for executing the work in this tender document. It should be specific to this tender.
- The bidder should have experience in IT infrastructure operation & maintenance of similar kind in Data centres, preferably in Indian government organizations and technical institutes/universities funded by MoE/central funded/Government of India Funded, PSU's, Banks and Financial Institutions, Large Enterprises.
- It is mandatory that the team to be deployed by the Firm at IIT Roorkee are in the Firm's own payroll. CV of each team member to be deployed in IIT Roorkee should be submitted by successful bidder and IIT Roorkee reserves the right to verify the technical expertise of each team member, and if found unsatisfactory, IIT Roorkee shall ask for replacement resource.

#### 4. Bidding process:

1. Pre-Qualification based on eligibility criteria and technical proposal
2. Evaluation Stage (Two-envelope method): Technical proposal evaluation & financial proposal evaluation

Financial bids of only those bidders will be opened who satisfy the eligibility criteria by providing documentary evidence and whose

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Technical proposal is complete in all respects with regard to the scope of work.

**Information for prospective bidders:**

Bidders are required to submit all relevant documents pertaining to eligibility criteria mentioned in the tender and technical documents including detailed Technical proposal.

Payment terms will be IIT Roorkee's payment terms.

**Checklist of documents:**

1. All necessary and authentic documents that serve as evidence to the eligibility of the bidder.
2. At least 2 references' email and contact numbers where bidder has done similar work.
3. Detailed Technical proposal to be submitted by bidders covering all aspects of scope of work including but not limited to:
  - a. Expertise and experience in the relevant areas
  - b. Detailed plan / strategy for performing the activities mentioned in scope of work
  - c. Detailed Plan for performing restoration drills
  - d. Restoration Strategy and procedures
  - e. Tools and / or templates for use in backup and restoration
  - f. Mechanism for ensuring security of backed-up data files
  - g. Training strategy and plan
  - h. Tools / templates for use in Training
  - i. SLA along with escalation matrix
  - j. Details of relevant resources/manpower available with the bidder including qualification, designation, experience, area of expertise etc...
  - k. Any other relevant detail
4. Letter of acceptance from OEMs to be provided within 1 week after PO

