

NATIONAL INSTITUTE OF IMMUNOLOGY
Aruna Asaf Ali Road, New Delhi-110 067

EXTENSION OF DATE

"Tender Notice (Limited Tender Enquiry)"

for

Operating System and Software Support for Email/Internet Servers

All the terms & conditions of the tender are acceptable to me/us/Firm/Company.

Tender No: NII/AMC/LTE/17-18/JULY

Dated: 25.09.2017

- Bid Submission due Date & Time : 13.10.2017 at 10.30 A.M.
- Date & Time for opening of Technical bid : 13.10.2017 at 11.00 A.M.
- Cost of Tender Documents : Free
- Earnest Money Deposit (Refundable EMD) : Rs 4250/-

Signature of Bidder

Name of Bidder

Rubber Stamp of Firm/Company

AMC for Operating System and Software Support for Email/Internet Servers

TABLE OF CONTENTS

SECTION	TITLE
(A)	Terms of Reference
1	General
2	Tender Document
3	Details of Bid
4	Bidding Procedure
5	Eligibility / Qualification Criteria
6	Period of Validity of Bid
7	Submission of Bids/ Opening of Bids
8	Clarification of Bids
9	Evaluation of Bids
10	Purchaser's Right to Accept or Reject Any or All Bids
11	Prices
12	Termination by Default
13	Resolution of Disputes
14	Applicable Law
15	Notices
16	Taxes and Duties
17	Terms and Conditions
18	Payment
(B)	Scope of Work & Technical Specification of IT Items
1	Scope of work
2	Technical Details & Quantity of Items under AMC
3	Downtime Conditions
4	The Following Services are not included in the maintenance Service
5	Service Warrantee
6	Check List
7	Format for Submitting Financial Bid

NATIONAL INSTITUTE OF IMMUNOLOGY

Aruna Asaf Ali Road, New Delhi-110 067

NOTICE INVITING LIMITED TENDER (NIT) EXTENSION OF DATE

Ref No.NII/AMC/LTE/17-18/JULY

Date: 25.09.2017

AMC for Operating System and Software Support for Email/Internet Servers

Sealed tenders are invited through a Limited Tender Enquiry in **two bid system (Technical & Price Bid)** from reputed Firms/Companies for the Annual Maintenance Contract (AMC) for **Operating System and Software Support for Email/Internet Servers** used in the office of National Institute of Immunology, New Delhi-110067.

Name of Work	Tender Enquiry Ref. No.	EMD (Rs)	Cost of Tender Document
AMC services for Operating System and Software support for E-MAIL/Internet servers	NII/AMC/LTE/17-18/JULY	Rs.4,250 /- (Refundable)	To be downloaded free

NOTE : THOSE WHO HAVE ALREADY QUOTED NEED NOT TO BE QUOTE AGAIN

- Tender submission Due Date & Time:** 13/10/2017 at 10.30 A.M.
- Bid opening Date & Time:** 13/10.2017 at 11.00 A.M.

EARNEST MONEY DEPOSIT (EMD) OF Rs. 4,250/- MUST BE SUBMITTED IN THE FORM OF DD/PAY ORDER IN FAVOUR OF “DIRECTOR, NATIONAL INSTITUTE OF IMMUNOLOGY” PAYABLE AT NEW DELHI, OTHERWISE THE TENDER WILL SUMMARILY BE REJECTED.

Tender documents with details of the terms and conditions may be downloaded by interested firms/companies from official website of the Institute www.nii.ac.in.

Please write the name of Firm/Company, Name of work and Tender ref. no. with complete address on the reverse side of the Demand Draft/Pay order.

The Technical bids will be opened in the presence of representatives of tenderers who wish to be present. **If the date of opening happens to be a holiday, the bids shall be opened next working day at the same time. Requests for postponement thereof will not be entertained.** Fax/email bids, Late/Delayed tenders shall not be considered and liable to be rejected.

Director, NII reserves the right to accept/reject any or all tenders either in part or in full without assigning any reasons thereof.

Section Officer (S&P)

INSTRUCTION TO BIDDERS (ITB)

1) Eligible Bidders:

Reputed Firms/Companies including those having been known to this office (except the firms failed to perform satisfactorily) are eligible for participation in the limited tender invited for Annual Maintenance Contract for “Operating System and Software support for E-MAIL/Internet servers”

2) Tender Document Fee : Free (To be downloaded from NII website)

3) EMD (Refundable – shall not attract any interest): Rs.4, 250/- [Rs. Four Thousand Two Hundred Fifty only] should be placed with Technical Bid in the form of Demand Draft in favour of “Director, National Institute of Immunology, New Delhi, payable at Delhi.

4) Last date of receipt of tender: (Technical & Price Bids separately kept in single large envelope) by post/by hand/dropping in tender box is 10.30 hours on 13.10.2017 as mentioned in the Tender which shall be opened on the same date at

11.00 Hours. Later, if the opening date of tender is declared holiday then the same will be opened on the next working day at the scheduled time and venue.

5) Tenders received without Earnest Money and other than the prescribed format will summarily be rejected. The Institute reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

6) Tenders shall provide a **notarized Affidavit as per Annexure-“B”** (in a non-judicial stamp paper of Rs.50/-)

7) Technical Criteria & Specification for AMC for Operating System and software support for E-Mail/Internet servers shall be as per **Annexure-“C”**

8) Documents Comprising the Bid

The bid is required to be submitted in two parts. One part is the “Technical Bid” and the other part is the “Price Bid”. Bidder/Tenderer is required to submit in two parts viz (a) Technical Bid and (b) Price Bid.

8.1 “**Technical Bid**” - the bidder shall include the following (No price/rate to be furnished in Technical Bid)

- The bidder shall submit the Technical Bid by providing duly signed compliance statement on the points mentioned therein.

- The tender document (without price Bid) duly signed by the bidder shall be submitted with Technical bid.
 - Requisite EMD
 - Authorization if bidder is an authorized agent of Firm/Company;
 - Copy of PAN card in the name of the firm (not of individual).
 - Copy of GST registration number.
 - Checklist duly filled & Signed (**Annexure –A**)
 - Affidavit on stamp paper (duly notarized) as required under Item 6 above. (**Annexure –B**)

8.2 Price/Commercial Bid

- Price Bid shall comprise the Price Bid Form (**Annexure –D**) for making price offer by the bidder for the work/items covered therein;
- Price should be quoted for “One Year” exclusive of GST
- Prices quoted by the bidder shall remain firm during the entire period of contract. [However, if there is a decrease in prices, the same should immediately be informed to the client for incorporating in the contract. A bid submitted with the provision of any upward price revision will be treated as non - responsive and shall be rejected.

Section Officer (S&P)

GENERAL TERMS AND CONDITIONS

1. **National Institute of Immunology** invites sealed quotations, in two separately sealed bids, First technical and Second commercial/Price, for AMC of **Operating System and Software Support for Email/Internet Servers**. The period of contract is for **One year**.

2. **Tender Document** can be downloaded from the website of Institute www.nii.ac.in

3. **Details of Bid (Two Bid System):**

- a) Bid Reference: NII/AMC/LTE/17-18/JULY
- b) Bid Submission due Date & Time: 13.10.2017 at 10.30 A.M.
- c) Date & Time for opening of Technical bid: 13.10.2017 at 11.00 A.M.
- d) Date & Time for opening of Commercial/Price bid: To be intimated
- e) Place of receiving the bid/communication: National Institute of Immunology, Aruna Asaf Ali Marg, New Delhi-110067
- f) Cost of Tender Documents: Free
- g) Earnest Money Deposit (Refundable EMD) : Rs. 4250/- (Four Thousands Two hundred Fifty only)-DD/Banker's cheque.
- h) Bank Guarantee: 10% of the AMC contract value (after awarding contract)
- Also refer Clause 25 of Standard Terms & Conditions

4. **Bidding Procedure:**

- i. Bids are invited in two Bid systems (1) Technical and (2) Commercial/Price, which shall be sealed separately and enclosed in a single sealed envelope;
- ii. Sealed Bids shall be received not later than 10.30 hrs on 13.10.2017. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- iii. Technical Bids must contain the EMD for specified amount, along with complete technical details as desired in this tender. First, Technical Bids of all the tenders will be opened on scheduled date and time in the office of NII, Aruna Asaf Ali Marg, New Delhi-110067. Technical Bids without EMD will be summarily rejected. Requirement of EMD is exempted for those Firms registered with NSIC.
- iv. Commercial Bid of only successful Technical Bids will be opened as per the date & time to be intimated.
- v. Bank draft/Banker's Cheque for the cost of Tender Documents and EMD must be drawn in favor of Director, National Institute of Immunology, New Delhi", payable at Delhi.

- vi. All bids must be delivered to the office of Director, National Institute of Immunology, Aruna Asaf Ali Marg, New Delhi-110067

5. Eligibility/Qualification Criteria:

- i. The bidder shall have adequate experience in managing similar Open Source Linux based e-mail, DNS, proxy, Web and Firewall servers and/or high end LINUX based high performance computing (HPC) systems. Only those Firms who have minimum of 6 existing clients in academic/research institutes in Delhi where the Firm has been providing services for more than 2 years will be considered. The Firm shall provide a list of such clients along with address and contact number of the person. The Firm shall provide 24x7 Help Desk support on all days including Sundays and other holidays. The Firm must be able to provide solution within 24 hours of logged complaint.
- ii. The Firm shall provide sufficient documents regarding execution of work order of their past/present clients, specifically maintenance of servers etc. including work completion certificate, if any.
- iii. The Firm shall enclose GST registration certificate along with the tender.
- iv. The bidder must enclose the balance sheet of last two years for reference.

6. Period of validity of bid:

The bid shall remain valid for 90 days from the date of bid opening. If any bidder withdraw the tender before said period, the NII shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely in respect of such bidder.

7. Submission of Bids/Opening of Bids:

- i. The first envelope shall be sealed & super-scribed with the name of work as “(1) **TECHNICAL BID – FOR ANNUAL MAINTENANCE CONTRACTFOROPERATINGSYSTEMANDSOFTWARE SUPPORT FOR EMAIL/INTERNET SERVERS**”. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the bid. **No price details shall be given in this envelope.** Violation to this would result in invalidation of tender. The Bid Security shall be enclosed with the envelope marked “Technical Bid”.
- ii. The second envelope shall be sealed & super-scribed with the name of work as “(2) **PRICE BID - FOR ANNUAL MAINTENANCE CONTRACTFOROPERATINGSYSTEMANDSOFTWARE**”.

SUPPORT FOR EMAIL/INTERNET SERVERS”. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.

- iii. The Firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. Price Bid (Commercial Bid), if the opening of commercial bid could not be conducted on the scheduled date and time.
- iv. All offers shall be made available in hard copies and should be signed by the authorized signatory of the firm on all pages of the hard copy and must have page numbers on each page properly.
- v. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid;
- vi. In case the bid opening day is declared a holiday, the bid shall be opened at the same time and location on the next working day.

8. Clarification of Bids:

The bidder may, if so desire, seek clarification regarding technical aspect of the tender from computer department of this office by citing the tender enquiry reference number.

9. Evaluation of Bids:-

- a. The Purchaser will examine the bids to determine whether:
 - They are complete
 - Required EMD has been furnished,
 - The documents have been properly signed with proper numbering on all documents;
and
- b. Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c. The Purchaser will examine the bids to determine
 - The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - The substantial responsiveness of bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material deviations. The purchaser's determination

of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

- If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Supplier does not accept the correction of errors, its bid will be rejected.

- If there is a discrepancy between words and figures, the amount whichever is lower will prevail,

- The comparison shall be of total price of the goods offered inclusive of all taxes.

10. Purchaser's right to accept or reject any or all bids:

- i. The NII does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to agree the same at the rate quoted.
- ii. Canvassing in any form is illegal & strictly prohibited and may render such tender liable for rejection.

11. Prices:

The selection of the lowest bidder will be on the basis of the total AMC charges inclusive of GST etc. No comparison will be made on individual item/activity basis.

12. Termination by default:

- a. The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
 - If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser,

 - If the Supplier fails to perform any other obligation(s) under the Contract.

- b. In the event the Purchaser terminates the Contract in whole or in part, pursuant to Para 12.1, the Purchaser may procure, upon such terms and in such manner, as it deem appropriate, goods similar to those undelivered at any excess cost for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated. In such case, firm terminated for supply of that item/s shall bear the brunt of excess amount spent.

13. Resolution of Disputes:

The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under/in connection with the Contract. In case the dispute remains unresolved even through direct informal negotiation, the recourse shall be taken to clause at 32 of Standard Terms and Conditions of the tender document.

14. Applicable Law:

The Contract shall be interpreted in accordance with the law of the land and will be within the jurisdiction of courts in Delhi.

15. Notices

Any notices given by one party to the other pursuant to the Contract shall be in writing as stipulated at clause 24 of Standard Terms & Conditions of Tender Document.

16. Taxes and Duties:

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods/Services to the Purchaser. No tax or duty will be payable by the purchaser.

17. General:

The Standard Terms & Conditions shall form the integral part of General Conditions of Contract herein mentioned to govern the tender and contract provisions.

18. Payment:

The payment to the Contractor under the Contract will be on quarterly basis as per NII rules. There shall be no advance payment made to contractor.

Section Officer (S&P)

STANDARD TERMS AND CONDITIONS

1. Prices in the quotation shall be exclusive of GST etc. and the same should be clearly indicated for each item/work. Wherever the Taxes and Duties are not specifically indicated, the prices quoted will be presumed as inclusive of all Taxes & Duties and payment will be made accordingly by NII. Therefore, the rates of GST should clearly be mentioned in the price bid Annexure-D along with GST Tariff No. in the offer.
2. Unless otherwise specified all prices quoted must remain firm except for statutory levies during contractual service period. Any increase in taxes and duties after expiry of service period will be to supplier's account. Price variation clause for downward revision in prices, if any, may be spelled out.
3. Tender document can be downloaded free from the website www.nii.res.in/CPPP portal.
4. Earnest Money Deposit of Rs 4250/- (Rupees Four Thousand Two Hundred Fifty only) has to be enclosed along with the Technical Bid (Part-I), The EMD shall be only in the form of Demand Draft drawn in favour of "Director, National Institute of Immunology" payable at New Delhi, failing which the bid will summarily be rejected. No. Cheque/Cash shall be accepted for payment of EMD by the bidder.
5. The bidder shall attach copy of PAN card of the firm or the proprietor of the Firm.
6. The bidders shall attach copy of GST registration number.
7. The conditional bids shall not be considered under any circumstances and rejected without any notice.
8. All bids shall be the property of NII, and contractors will lay no claim whatsoever on the same.
9. Director, NII reserves the right to reject any or all the tenders in full or in part without assigning any reasons whatsoever, and the decision of the NII in this regard will be binding on all the bidders. Bidders not complying with any of the provisions stated in this tender document are liable to be rejected. Director, NII reserves the right to accept or reject any tender without assigning any reason and does not bind himself to accept the lowest tender.
10. Income Tax and surcharge thereon will be deducted as per Govt. of India rules.
11. NII shall be fully empowered to expel any of the bidder's staff in case of any indiscipline/misconduct/violence.
12. The bidder should take extra precaution to ensure that there is absolutely no damage to the facility/laboratories/equipments of NII.

13. Duly sealed tenders shall be dropped in the tender box placed at the reception counter of the Main NII building. Technical Bid must be signed and stamped on each page as a token of acceptance of all terms and conditions/clauses of the tender enquiry.
14. Earnest Money Deposited of the successful bidder shall be converted in to security deposit & is adjustable against the amount of security deposit.
15. The bidder shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NII. The NII shall have no liability in this regard.
16. The technical staff employed by the bidder will not claim any right to become the employees of NII and there will be no Employee and Employer relationship between the technical staff of the bidder and NII.
17. Quotations should preferably be typed and any correction or over-writing should be initialed. Rates may be mentioned both in words and figures.
18. The bidders should furnish a list of its Partners/Directors in Techno-Commercial bids and a declaration that such Partners/Directors have no interest in any other bidders in respect of the same tender.
19. No part of the contract nor any share or interest therein shall, in any manner or degree, be transferred, assigned or sub-let by the service provider directly or indirectly to any person, firm or corporation whatsoever without the consent of NII in writing.
20. Sealed quotations in envelope super scribing Bid Invitation no. and due date of opening and time must be sent by Registered/Speed Post or dropped in the designated Tender Box for the purpose. Quotations received after due date and time are liable to be rejected.
21. Quotation should be valid for a minimum period of 90 days from the date of opening of price bid.
22. Printed conditions on the back side of the offers of bidders will be ignored.
23. NII shall have the right to terminate the contract by giving 30 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, NII will have right to terminate the contract by written notice to the service provider and performance security amount of the service provider shall be forfeited.
24. Unless otherwise specified the service contract will be for a period of 12 months. However, Director, NII reserve the right to extend the contract up to 3 months at the same rates, terms & conditions from the expiry date of the contract. The service provider shall give a performance bank guarantee of 10% of the order value to safeguard NII against poor workmanship, unsatisfactory performance and inordinate delay in responding the call. Performance bank guarantee will be valid for 15

months from the commencement of contract. PBG shall be furnished immediately on demand by NII for the execution of service contract.

25. If, during the service period, any part/task performed fails on two or more occasions, the service provider shall replace/rectify the same at no cost to the client.
26. The successful bidder should submit acceptance of the Work Order immediately but not later than 7 days in any case from the date of issue of the Purchase Order. Otherwise, it shall be presumed that the vendor is not interested and his bid security shall liable to be forfeited.
27. Work Order number as mentioned in the Work Order must be written on the bill for the purpose of bill payment.
28. The tenderer shall comply with the environmental policy of NII.
29. Service provider shall attend complaint calls of NII within 24 hrs. If the service provider fails to attend the complaint within the specified time, the penalty @ Rs. 1,000/- per complaint per day shall be levied on agency.
30. FORCE MAJEURE: Provided however, if such failure referred to in clause 29 above shall have arisen from an act of God or disorganization of public transport, thunder, flood, earthquake or any other inevitable or unforeseen circumstances beyond human control including any cause directly or indirectly interfering with the supplies of materials such as limitation of import license or any other cause which the NII may admit as reasonable ground for non-attending complaints in time as may be justified by the circumstances of the case, the purchaser may forego the claim/penalty for any such loss or damage.
31. Any dispute arising between the agency & NII connected with any matter covered by these conditions and/or the Contract remaining unresolved shall be referred to the sole Arbitration of the Director, NII whose decision shall be final and binding on the parties. The provisions of the Arbitration Act shall apply to the adjudication of all such disputes. Notwithstanding pendency of any dispute, the agency shall continue to provide services as ordered. This Clause shall not be applicable to any dispute as may arise between the supplier and NII on or connected with the Contract unless expressly agreed by them. Jurisdiction of Arbitration shall be within the NCT of Delhi.

Section Officer (S&P)

CHECKLIST

Name & Address of Tenderer:

S.No.	Items of tender to be checked	Yes/No/ NA	Page No. reference	Remarks, if any
1	Have you enclosed EMD of required amount?			
2	(a) Have you enclosed duly filled & signed Tender Form?			
	(b) Name of the firm and address with Landline phone/fax no.			
3.	Name of the contact person with mobile no and email ID.			
4	Are you a SSI unit? If yes, have you enclosed certificate of registration issued by Directorate of Industries/NSIC?			
5	Have you kept validity of 90 days from the Tender Opening date?			
6	Have you furnished? <input type="checkbox"/> Proof of GST registration. <input type="checkbox"/> Proof of PAN Card in respect of Firm or Proprietor as the case may be.			
7	Have you furnished the name and full address of your Banker (s) along with your Bank Account Number and also 9 Digit Code Number and IFSC Code of the Bank Branch?			
8	Have you submitted the Technical Bid along with all the required documents and Technical Criteria & Specifications?			
9	Have you submitted Price Bid in the Price Bid Form?			
10	Discount offered on the latest price list.			
11	Have you enclosed other all declarations, documents required to be submitted as per Tender?			

II. Kindly ensure that:

- (i) All pages of the Tender are numbered and indexed.;
- (ii) The prices quoted are exclusive of GST and rate of GST mentioned;
- (iii) The Tenderer has furnished all the documents/confirmations as per check list and no column is left blank; Column not applicable may be filled with -NA-;
- (iv) All required documents of the tender are furnished.

(Signature of bidder/Tenderer with date) _____

**(Full name, designation & address of the person
duly authorized to sign on behalf of the Tenderer)**

**For and on behalf of _____ (Name, address
and stamp of the tendering firm)**

(AFFIDAVIT)

To be submitted by Tenderer/Bidder on e-stamp paper of Rs.50/- and notarized to undertake that:

(i) The documents submitted by the Bidder/Tenderer are genuine and undisputable and in the event it is noticed at later date that the documents are not genuine, Bidder/Tenderer shall be liable for criminal action and NII shall be compensated as may be decided by the Institute.

(ii) The Bidder/Tenderer will not withdraw its tender after opening of technical bid and if done so; the EMD may be forfeited.

(iii) My /our firm has not been blacklisted by any of the Govt. department/govt. institutions etc. during last three years.

(iv) My/our firm has no dispute with any of the govt. department/govt. institutions etc. during last three years.

(v) There is no complaint against the Bidder/Tenderer such as “*delayed/non-providing of required service, non-submission of performance bank guarantee and refusal of supply/providing of service etc.*” and for which ‘no punishment of any type’ has been given by any of the Govt. Deptts./Govt. Institutes etc.

Signature of the Bidder/Tenderer

on behalf of M/s. _____

Seal:

Place:

Date:

Invitation of bids from reputed IT Companies for managing E-MAIL servers

National Institute of Immunology, New Delhi is looking for reputed IT companies for providing comprehensive maintenance services for Open Source Linux based e-mail, DNS, proxy, Web and Firewall servers.

Vendors must have adequate experience in managing similar Open Source Linux based e-mail, DNS, proxy, Web and Firewall servers and/or high end LINUX based high performance computing (HPC) systems. Only those vendors who have **minimum of 3 existing clients in academic/research or corporate in**

Delhi/NCR where the vendor has been providing similar Linux based services for more than 2 years will be considered. A list of such clients should be given along with address and phone number of the contact person at the respective site. The vendor should have suitable help desk or messaging facility for providing 24x7 support on Sundays and other holidays and the solution must be provided within 24 hours of logging the complaint. Interested vendors should contact Ms Sunita or Mr Rao (011-26703533 / 26703719) to find out detailed configuration and functional requirements and ensure that they would be able to provide all the support for the desired functionality.

The vendors who have earlier got contracts for AMC services at NII, but could not provide timely solutions to deal with Email server requirements need not apply.

AMC services (LINUX based software support) are required on the following servers. The LINUX OS and associated services for E-mail/web server/DNS/proxy (details given below) have already been installed and the setup is completely functional. The vendors should provide all the support to maintain the desired functionality by providing suitable patches/upgrades taking into account emerging network security requirements. In case of delay in providing services beyond specified time, a penalty of 1% of annual AMC charges per day will be deducted.

The vendor may replace the existing E-mail/Firewall softwares with other open source solutions, if suitable patches/upgrades are not available. However, the vendor has to ensure smooth migration of the users and their mail folders to the new setup with minimal downtime. Any such software replacement has to be carried out with prior approval of NII and with minimal downtime.

- | | |
|--|-------|
| 1. Support for following on Dell Vostro | 1 No. |
| I. Linux Cent OS 6.2 Open Source | |
| II. Email Server - Postfix / Send mail MTA/ Mail Scanner | |
| III. Clam AV / Clam D | |
| IV. Open web mail | |
| V. Spamassasin with Postfix/Send mail | |
| VI. Security policy using IP tables VII. | |
| DNS Server | |

- | | |
|--|-------|
| 2. Support for following on Dell Precision T1700 | 1 No. |
|--|-------|

- I. Cent OS 6.8
- II. Apache Web server
- III. Security policy using IP tables
- IV. Httpd
- V. DNS Server & DNS Services for Google Apps Domain

The vendor should designate a specific Engineer having **Red Hat Certified Engineer (RHCE)** certification and other suitable qualifications for attending all the complaints. The vendor should take prior permission of the Institute before changing the designated engineer.

The vendor should submit technical and financial bid separately.

**Signature of the Bidder/Tenderer
on behalf of M/s. _____**

Seal:

Place:

Date:

Price Bid Form

(Bidder shall quote price inclusive of GST for one year contract)

	Description of Items	Quantity	Price (in Rs.) (exclusive of GST) FOR-NII Destination	Rate of GST & HSN number
	AMC services (LINUX based software support) are required on the following servers. The vendor has to provide all the support to maintain the desired functionality by providing suitable patches/upgrades taking into account emerging network security requirements etc.			
1	Support for following on Dell Vostro I. Linux Cent OS 6.2 Open Source II. Email Server - Postfix/ Send mail MTA/ Mail Scanner III. Clam AV / Clam D IV. Open web mail V. Spamassasin with Postfix/Send mail VI. Security policy using IP tables VII.DNS Server	1 No.		
2	Support for following on Dell Precision T1700 I. Cent OS 6.8 II. Apache web server III. Security policy using IP tables IV. Httpd V. DNS Server & DNS Services for Google Apps Domain	1 No.		
	Total AMC cost (in Rs.)	In Figures		
		In Words		

(PLEASE DO NOT QUOTE PRICE IN THE TECHNICAL BID)