

	<p style="text-align: center;">भारतीय प्रौद्योगिकी संस्थान मद्रास चेन्नै 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION दूरभाष: (044) 2257 8285 / 8286 / 8287 / 8288 फ़ैक्स: (044) 2257 8292 / 2257 8082 Telephone : (044) 2257 8293, 8287, 8285, 8286 email ID- adstores@iitm.ac.in</p>	
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A.V. Sudarsanam

Dated : 08.12.2014

Deputy Registrar (Stores & Purchase)

Tender No. **SPS/CC/Server & Storage/005/2014-15**

**Due Date - 29.12.2014
before 2.00 p.m**

Dear Sirs,

1. On behalf of the Indian Institute of Technology Madras, I invite you to tender for supply.

Item
“ Server and storage for central email system ”

confirming to the specifications enclosed.

A.	LAST DATE for receipt of Tender	: 29.12.2014 before 2.00 p.m
	Submission of Tender	<p>: Both Technical Bid & Price Bid should be in separate cover with specification on the cover as “Technical Bid” & “Price Bid” as the case may be.</p> <p>Both the independent covers should be placed in one big cover and sealed with the superscription on the left hand side OPEN TENDER FOR SUPPLY OF “Server and storage for central email system” due on 29.12.2014 at 2.00 p.m.</p> <p>The tender cover should be sent to:</p> <p style="text-align: center;">Ms. V.G. BHOOMA, IRPS REGISTRAR INDIAN INSTITUTE OF TECHNOLOGY MADRAS CHENNAI-600 036</p> <p>Right is reserved to ignore any tender which fails to comply with the above instructions. Tender should be sent either by REGISTERED POST ACKNOWLEDGEMENT DUE OR THROUGH MESSENGER. If the Tender is sent through Messenger, the same has to be dropped in the TENDER BOX marked Stores & Purchase kept for this purpose in the STORES & PURCHASE SECTION (3rd Floor of Administrative Building) before 2.00 PM on due date 29.12.2014. If it is by post (Registered Post or Speed post only) the same should reach before 2.00 p.m. i.e on the last date 29.12.2014 otherwise it will be summarily rejected.</p> <p>THE INSTITUTE SHALL NOT BE RESPONSIBLE FOR THE LATE RECEIPT OF TENDER ON ACCOUNT OF POSTAL OR ANY OTHER DELAY. THE TENDER BOX WILL BE CLOSED EXACTLY AT 2 P.M. ON 29.12.2014 SHARP.</p>

	Pre bid meeting :	:	<p>22-12-2014 @ 03.00 pm Venue : Conference Room, 3rd floor, Admin Building If you need more clarification on this tender documents or specifications of the equipment, you are invited to attend the pre bid meeting.</p>
B.	Earnest Money Deposit (EMD)	:	<ul style="list-style-type: none"> ☞ EMD @ 2% of the equipment value quoted has to be paid by means of DD along with the tender ☞ To be calculated based on the highest value quoted, among all configurations, by the bidder. ☞ Performance guarantee @3% of the equipment value quoted has to be submitted in addition to above 2% EMD by way of DD/ bank guarantee by the successful bidder only. ☞ Demand Draft may be drawn in favour of “The Registrar, IIT Madras” payable at Chennai. ☞ The EMD should be put in a separate cover and should be enclosed in the technical bid cover only, else the bid is likely to be rejected due to non-enclosure of EMD. The EMD cover will be opened along with the commercial bid only after technical evaluation of the bids
C.	Marking on Technical Bid	:	<ul style="list-style-type: none"> ➤ For each item/configuration separate Technical Bid envelope should be used. ➤ The technical bid cover of the various items should clearly be marked with the item name. ➤ The technical bid covers of the various items should be put into one big cover superscribed “Technical Bid”. ➤ All technical bid should have the page-wise heading as “Technical Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.
D.	Marking on Price Bid	:	<ul style="list-style-type: none"> ➤ For each item/configuration separate Price Bid envelop should be used. ➤ The price bid cover of the various items should clearly be marked with the item name. ➤ The price bid covers of the various items should be put into one big cover superscribed “Price Bid”. ➤ All financial bid should have the page-wise heading as “Financial Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.
E.	Agency Commission		<ul style="list-style-type: none"> ➤ The financial bid should clearly state (below the total price quoted) if the quoted amount includes agency commission. ➤ If yes, state the percentage of commission. ➤ This will be paid in INR only after satisfactory installation. ➤ The quote value + agency commission, if any, will be taken for comparison purpose.

F.	Tender document fee	<ul style="list-style-type: none"> ➤ The tender document fee of Rs.525/-(inclusive of VAT @ 5%) (Non-refundable) should be drawn in the form of DD (obtained on or after the date of advertisement) in favour of "The Registrar, IIT Madras" payable at Chennai, and the same should be enclosed only in the technical bid cover. ➤ No separate tender documents will be issued by us. The same can be downloaded from our institute website: http://tenders.iitm.ac.in
G.	For all the imported components	<ul style="list-style-type: none"> ➤ Quote should be in US dollars.
2.	Preparation of Tender: <ol style="list-style-type: none"> a) The Schedule to the Tender form should be returned intact whether you are quoting for any item or not. Pages should not be detached and when items are not being tendered for, the corresponding space should be defaced by some such words as 'not quoting'. b) In the event of space on the schedule form being insufficient for the required purpose, you have to submit the rates in the letter head of your company clearly mentioning S.No. and other relevant particulars. Each such additional page must be numbered consecutively, bear the Tender Number and be fully signed by you. In such cases reference to the additional pages must be made in the tender form. c) If any modification of the schedule is considered necessary, you should communicate the same by means of a separate letter sent with the Tender within due date. d) You should quote your product as per our specification requirements by mentioning our requirements and your offer side by side and the rate should be in total as per our requirements. We will not make any calculation if you have mentioned the rates of items separately. e) In case, your product specification does not exactly match our requirements, you may quote for your product, but you must highlight the deviation in specification point by point. f) If you need to add any item to your system in order to meet our specification requirements, you are required to quote for your basic system separately and also to quote the total value of the system including the option required to suit our requirements. Otherwise, your tender will not be considered at all. g) Wherever applicable you are required to clearly indicate the Part No./Model No./Brand Name etc. If such details are not included, it will be presumed that your offer is not for branded item, but for generic only, and compared accordingly. h) The offer/bids should be submitted in two bid system i.e. Technical Bid and Price Bid in a separate cover. The technical bid should consist of all technical details along with catalogue, commercial terms and conditions. Financial bid should indicate item-wise price for all the items mentioned in the technical bid. i) The Technical bid cover will be first opened and evaluated. In the primary screening, technical bid of only those who satisfy the eligibility criteria will be evaluated. The Price bid of only those bidders whose technical bid is found to be technically adequate by the Committee will be opened. 	
3.	Signing of Tender: <p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and important conditions referred to in Annexure enclosed herewith. Each page of the tender documents required to be signed and bears the official seal of the tenderers.</p>	

4.	<p>Period for which the offer will remain open:</p> <p>(i) Firms tendering should note the period for which it is desired that their offers should remain open for acceptance. If the firms are unable to keep their offers open for the specified period they should specifically state the period for which their offers are being considered provided, however, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p> <p>(ii) Quotations qualified by such vague and indefinite expressions such as 'subject to immediate acceptance', 'subject to prior sale' will not be considered.</p>
5.	<p>Opening of Tenders:</p> <p>You are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date specified in the Schedule.</p>
6.	<p>Prices:</p> <p>The prices quoted must be net per unit shown in the schedule and must include all packing and delivery charges and other statutory levies. Refund on account of returnable packages (if any) are to be separately specified. Price and refunds must be clearly shown in figures and worked in Indian currency. The prices quoted by the Tenderer should be inclusive of Sales Tax/VAT and other statutory levies (and should be clearly stated to be so) which will be paid by the Purchaser/if legally leviable at the rate ruling on the date of supply as specified in the Acceptance of Tender. The percentage of tax etc. included in the price should be indicated in clear terms. If the inclusive price is not given, we will treat your offered rate as inclusive rate and comparison be made with others. If at the time of comparison of your offer without taxes etc. is happen to be lowest, you are bound to supply as per the offered rate, i.e. without taxes etc.</p> <p>Hence you are requested to be careful while quoting for tender. The price should be without customs duty and excise duty since IIT Madras is fully exempted from payment of excise duties and also eligible for payment of concessional customs duty against submission of Essentiality Certificate. The customs duty will be payable / reimbursable by us at the time of clearance on production of necessary proof. Hence these duties need not be included in the price while quoting. Necessary document will be provided at appropriate time. No price revision, changes in the specification already given or changes in the terms and conditions etc. during the period is acceptable.</p> <p>We are eligible for concessional VAT/CST on submission of concessional certificate. The Institute is not authorized to issue C or D forms of Sales tax certificate. Hence VAT/CST should be charged at concessional rates as applicable to educational and research institutions run without profit motives, for which necessary certificate will be issued on demand at the time of retirement of documents/payment, wherever applicable.</p>
7.	<p>Terms of Delivery:</p> <p>Supply, Installation and Commissioning are required by date(s) specified in the Schedule of Tender. If, however, it is not possible for you to effect supply, installation and commissioning by the date(s), you should specify the date(s) by which you can guarantee supply, installation and commissioning in the prescribed schedule to the Tender.</p>
8.	<p>Right of Acceptance:</p> <p>The Indian Institute of Technology Madras, Chennai-600 036 does not pledge itself to accepting the whole or any part of the Tender or portion of the quantity offered.</p>

9.	<p>Communication of Acceptance:</p> <p>Acceptance by the Purchaser will be communicated by Post, if required, and the Company's acceptance communicated to us formally in writing. In case where acceptance is communicated by Telegram or letter by Speed Post, the formal Acceptance of Tender will be forwarded to you as soon as possible but the instructions contained in the Telegram or Speed Post letter should be accepted upon immediately.</p>
10.	<p>The Institute shall not be responsible for the late receipt of tender documents due to postal and or any other delay.</p>

Yours faithfully

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**Deputy Registrar
(Stores & Purchase Section)**

Stores & Purchase Section

SCHEDULE TO INVITATION OF TENDER NO	:	SPS / CC / Server & Storage/ 005 / 2014-15
LAST DATE & TIME FOR RECEIPT OF TENDER	:	29.12.2014 at 2.00 p.m.
TIME & DATE OF OPENING OF TENDER	:	29.12.2014 at 3.00 p.m.

In the event of the date of opening of tender being declared a closed holiday for the Indian Institute of Technology Madras the due date for opening will be following working day.

The Tender shall remain open for acceptance/validity till: _____

S.No.	Description	Quantity	Price	
			US Dollars	In Indian Rupee

As per the eligibility criteria & specifications (page 11 to 21 at the end) and terms & conditions (page 8 to 10) at the end attached herewith

IMPORTANT TO NOTE:

1. All tender documents should be filled in signed and returned.
2. Tenderer must state categorically whether or not his offer is exact to tender specifications and indicate deviations, if any failing which his offer will be ignored.
3. Your offer should be accompanied by catalogue of the equipments.
4. Delivery should be effected within the time frame as given in Important Condition No.7
5. **FAX/Email/Telegram quotations will not be accepted.**

NOTE: ONE AGENT CAN NOT REPRESENT FOR TWO SUPPLIERS OR QUOTE ON THEIR BEHALF AT ONE TIME IN THE SAME TENDER. In case of import all the particulars required for opening Letter of Credit should be furnished in clear terms. After opening of L/C, based on our tender, no more requests for amendment of L/C will be entertained. Total inclusive price to be quoted should be in nearest Rupee (Supply, installation and commissioning at IIT Madras).

IMPORTANT CONDITIONS:

The following instructions are to be followed meticulously **FAILING WHICH YOUR OFFER WILL NOT BE CONSIDERED:**

1.	Please mention the Part No., Model No. & Make wherever required and also CST/VAT No and Area Code failing which your quotation will be rejected. All of your future correspondences including Invoices should bear the CST/VAT No. and Area Code.
2.	Withdrawal of a Model quoted is acceptable ONLY IF accompanied by a certificate from the manufacturer to that effect. Correspondence in this connection must be addressed to DR (Stores & Purchase). The offer of higher configuration in lieu of withdrawal model will be accepted only if there is no change in the price offered.
3.	Quotations should be submitted in Arrack Sealed Cover (Sealing Wax). The quotation should be typed in the space provided in the downloaded format only. No manual entries are accepted and this will be rejected at the opening stage itself. Quotes given by the tenderers in their own format/letter heads will not be considered at all.
4.	Warranty should be in clear terms. Indicate price change (if any) for extra year warranty.
5.	In case of Import, the Insurance & Freight Charges should not exceed 6% of FOB Value. You are requested to quote FOB price as well as CIF, CHENNAI mentioning Freight & Insurance charges separately. No Ex-Works pricing is considered.

6.	<p>Quotations will be accepted only from manufacturers for branded items. If they are not in a position to quote, they may authorize only one exclusive Accredited Resellers/Channel Partners/Deluxe Premium Service Partners, who may quote along with proof for authorization.</p> <ol style="list-style-type: none"> Two bid processes (separate sealed envelopes of technical and financial bids in the cover) is open to original equipment manufacturers (OEMs) only. Each OEM can, however, nominate one third party agent (TPA) to represent them during the bidding process. Either the Indian Agent on behalf of principal / OEM or the principal itself can bid but both cannot bid simultaneously for the same item / product in the same tender. Documentary evidence for the following shall be included along with the covering letter. <ol style="list-style-type: none"> TPA shall produce authorization from the OEM they represent. OEM / TPA shall be an ISO certified company.
7.	The Vendor / Supplier / Manufacturer shall provide detailed service and users manual for the standardized components like PC, Power Supply , etc. The list is indicative and not exhaustive.
8.	<p>Delivery Period for Import & Indigenous Items:</p> <p>For Indigenous Items: Items should be delivered within a week. For Imports - Items should be delivered within a reasonable time. The actual time to be specified clearly. No further extension of time will be allowed.</p> <p>For Import Items: The order acknowledgement should be issued by Fax within 3 days, and the item should be airlifted within 15 days from the date of receipt of the Letter of Credit copy / copy of DD, as the case may be.</p> <p>Non delivery of items will lead to cancellation of Purchase Order without any notice. In addition, action may be taken for removing them from our mailing list in respect of future enquiry.</p>
9.	IIT Madras is exempted from the Payment of Excise Duty and also eligible for payment of concessional customs duty against submission of Essentiality Certificate. I.I.T. will make necessary arrangements for the clearance of imported goods at Airport. Hence, the price should not include the above charges.
10.	<p>No Advance Payment will be made for Indigenous purchase. 100% Payment against Delivery on satisfactory installation for local purchase can be agreed to. Normally for more than USD 2001, payment will be made by Letter of Credit only. 90% payment will be made initially by Letter of Credit and balance 10% will be paid only after satisfactory installation and commissioning on the same LC. Demurrage charges (if any) will be deducted from the balance 10%. Initial opening of Letter of Credit charges will be borne by us. If any amendment is requested for, the charges for the amendment will be borne by the supplier only. Hence, care should be taken in all respects before opening of Letter of Credit. In respect of Import of less than USD 2001 Wire Transfer at 90% can be made against Proforma Invoice on an undertaking from the principal that the items will be exported within 10 days. The balance 10 % will be made by wire transfer after satisfactory installation of the systems. Demurrage charges (if any) will be deducted from the balance 10%</p>
11.	Item should be commissioned immediately after receipt of item failing which legal action will be taken against the successful bidder.
12.	<p>You must give an undertaking to the effect that “in case of downward price movements during the period, the firm promises to pass on the advantage to IIT Madras”. Your quotation will be summarily rejected, if the undertaking does not accompany the quotation.</p>
13.	In terms of Rule 160 (ii) of General Financial Rules, 2005 the bidder shall be at liberty to question the bidding conditions, bidding process and / or rejection of its bid.

-sd-
 Deputy Registrar
 (Stores & Purchase)

ANNEXURE
INSTRUCTIONS & SPECIAL CONDITIONS

(To be returned by Tenderer along with the Tender duly signed)

1.	<p>GENERAL:</p> <p>Tenderer should furnish a clear declaration as follows: We declare that I am/we are</p> <ul style="list-style-type: none"> i) Accredited Agents of the suppliers aboard; ii) Authorized Agents of the Projects & Equipment Corporation of India Ltd., iii) Eligible for import of Scientific Equipment from East European Countries; iv) Holders in stock of the stores tendered for <p>(Strike out whichever is not applicable)</p>
2.	<p>CONDITIONS OF CONTRACT:</p> <p>Printed or cyclostyled or such terms and conditions of the tenderer, not appearing in the body of the tender will not be considered as forming part of the tender. Tenderer should quote on the basis of the conditions referred to in Para of the invitation to tender and tender papers. In case these terms and conditions are not acceptable to the tenderer, he should specifically state the deviation(s) there from in the body of the tender.</p>
3.	<p>DEVIATION FROM SPECIFICATIONS:</p> <p>It is in the interest of the tenderer to study the specifications in the tender schedule thoroughly before quoting so that, if any deviations are made by the tenderer, the same are prominently brought out in the body of the tender. If you need to add any optional items to your system in order to meet our specifications, you are requested to quote for the total including the option required to suit our requirements; otherwise, your tender will not be considered at all.</p>
4.	<p>PRICE:</p> <ul style="list-style-type: none"> i) Prices must be in Rupees and Paisa if the import is from the East European Countries. For import from General Currency Area, the price may be indicated in foreign Currency (both F.O.B. & C.I.F. CHENNAI by Air/Sea). The price should be without Customs Duty and Excise Duty since IIT Madras is exempted from the payment of Excise Duties and also eligible for concessional Customs Duty against submission of Essentiality Certificate. ii) AGENCY COMMISSION [(Refer page no.2 (E))] iii) The unit prices should be for the same unit as indicated in the Schedule to tender enquiry and not for any other unit. iv) Prices quoted should be for supply, installation and commissioning in I.I.T. Madras. v) Discount, if any, should be indicated prominently. vi) Offers should normally be on firm price basis. If the tenderer cannot quote firm prices, variable prices with a ceiling have to be indicated. If the variation price be lower than the price stated in the quotation, the purchaser should have the benefit of lower price.
5.	<p>TRANSIT INSURANCE: The Purchaser will not pay separately for Transit Insurance.</p>
6.	<p>PAYMENT:</p> <ul style="list-style-type: none"> i) Payment will be made only after completion of supply, installation and commissioning of the systems to the entire satisfaction of the Purchaser. ii) If the payment is desired to be made to their Principals directly, the same will be made against Irrevocable Letter of Credit only. For more details, see the accompanying note on "Important Conditions". iii) No Advance Payment will be made either for Indigenous Purchase or Import. iv) Advance dispatch details like Invoice copy, Airway Bill No., Packing List and flight No. should be sent immediately after shipment for early clearance and also make suitable arrangements for sending Cargo Arrival Notice (CAN) in time. Demurrage charges, if any, on account of delay in receipt of above will be debited to supplier's account.

7.	TENDERER SHALL SUBMIT ALONG WITH HIS TENDER: <ol style="list-style-type: none"> I. Submission of Income Tax clearance certificate is not required. However, they have to quote their PAN No. II. Name and full address of the Banker and their swift code. III. Proof of having ISO 9002 or other equivalent certification given by appropriate authorities. IV. Proof of registration with sales tax /VAT authorities like registration number, range etc. in clear terms.
8.	EARNEST MONEY DEPOSIT (EMD): Refer page no.2 (B) <ul style="list-style-type: none"> ➤ This Earnest Money will be returned to the unsuccessful tenderers after the final disposal of the tenders. EMD will not carry any interest. ➤ The EMD along with Performance Guarantee will be retained in the case of successful tenderers till the warranty period. ➤ EMD will not be waived under any circumstances. ➤ EMD will be forfeited in the case of non-execution of the order within the due date. ➤ Non submission of EMD will lead to rejection of tender at the opening stage itself.
9.	DISTRIBUTORSHIP CERTIFICATE: Sole selling Agents/Distributors of a particular make should submit a Certificate from their Principals to the effect that they are the authorized Agents of the Manufacturers and that they are authorized to import and supply the equipment to IIT Madras.
10.	GUARANTEE: The tenderer has to declare that the goods sold to the buyer under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications. Tenderer should indicate the period for which the said goods/articles would continue to confirm to the specifications.
11.	JURISDICTION: All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of Tender is issued.

ACKNOWLEDMENT

It is hereby acknowledged that we have gone through all the points listed under "Instructions & Special Conditions" outlined above, and those in the accompanying note on "Important Conditions", and we agree to abide by them under the penalty of permanent disqualification for Tender participation and for related penal actions for non-abidance of the conditions.

**SIGNATURE OF TENDERER ALONG
WITH SEAL OF THE COMPANY WITH DATE**

TERMS & CONDITIONS for Rupee quote

1.	Sales tax	IIT will issue concessional sales Tax certificate for purchase of scientific and research items. IIT is not eligible to issue "C" or "D" form. Percentage of tax if applicable- may be mentioned.
2.	Validity	Should be mentioned clearly
3.	Service charges	Extra, if applicable
4.	Freight charges	Extra, if applicable
5.	Customs duty	IIT is eligible for concessional customs duty. The necessary certificate will be issued for clearance.
6.	Excise duty	IIT is fully exempted from excise duty. The necessary certificate will be issued for clearance.
7.	Discount	Should be stated in clear terms / percentage of discount should be stated.
8.	Warranty	May be stated clearly. (Refer Pg. No. 16)
9.	Payment terms	- do -
10.	Delivery period	- do -
11.	AMC	May be stated clearly. (Refer Pg. No. 16)
12.	Any other details	Separate sheet may be attached.

TERMS & CONDITIONS for Foreign quote

1.	Price	Please state whether the price quoted by you is Ex-works / FOB / CIF / CIP / FCA etc. For quote received in Ex-works / FOB / FCA etc. value, for freight, insurance etc. additional 10% of quote value will be added and comparison will be made accordingly for CIF / CIP at the prevailing exchange rate on the date of opening of tender (i.e.) on 29.12.2014 .
2.	Validity	Should be mentioned clearly
3.	Customs duty	IIT is eligible for concessional customs duty. The necessary certificate will be issued for clearance.
4.	Discount	Should be stated in clear terms / percentage of discount should be stated.
5.	Warranty	May be stated clearly. (Refer Pg. No. 16)
6.	Payment terms	- do -
7.	Delivery period	- do -
8.	AMC	May be stated clearly. (Refer Pg. No. 16)
9.	Any other details	Separate sheet may be attached.

Annexure - 1

[1] Introduction

This request for quotations in two-bid process is for a solution to setup hardware and software for migration of our central email system. The current setup of this system is briefed in **Annexure - 2**. A visit will be arranged for all interested parties as part of the pre-bid meeting. Please go through all the sections below and prepare the technical bid. Some help on preparing the bid is given in section 9.

The scope of procurement as part of this tender includes but not limited to the following items:

- Servers
 - Storage + SAN switch + FC connectivity to servers
 - Software and Licenses from Microsoft®
 - Licenses from VMWare®
 - Backup Software and Licenses (if the option is chosen)
 - Implementation and support services
-

[2] Vendor Qualification

The vendor participating in the bidding process and interacting directly with IIT Madras is referred here as “Solution Provider”. The hardware components that are being procured as part of this tender are to be from original equipment manufacturers referred here as OEMs. The major software and requisite licenses that are being procured as part of this tender are from Microsoft® and VMWare® to ensure continuity of the email operation and compatibility with existing infrastructure in the institute.

Only those solution providers are qualified to participate in the bidding process who satisfy the following criteria. Documentary support for each of these criteria are to be enclosed along with the technical bid.

- [2.1] The solution provider must be a Solutions partner and Gold certified Microsoft partner. The partnership must be active during the period of the tender process.
 - [2.2] The solution provider must have VMWare® Certified Professionals (VCP) as part of its technical team. The capability must be present during the period of the tender process.
 - [2.3] The solution provider must have completed at least 3 instances of Microsoft Exchange® server implementation and migration of inboxes. The size of such implementations shall not be less than 1000 users.
 - [2.4] The solution provider must have completed at least one instance of virtualization using VMWare® suite of tools.
 - [2.5] The solution provider must be authorized for supply, installation and support of the hardware items from the OEM partner.
 - [2.6] The solution provider must have implemented commissioning of the specific hardware items from the OEM partners at least 2 times earlier.
 - [2.7] The solution provider must have a technical team for Microsoft practice and Virtualization practice. Size and certification level of such teams on their pay roll as on the date of tender shall be disclosed.
 - [2.8] The solution provider must have business representation office in Chennai to help with the call coordination.
 - [2.9] Each OEM is required not to nominate more than one solution provider for this tender.
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[3] Servers

In this and subsequent sections, options are listed with minor variation in numbers. The decision on the option to be picked will be made during the final comparison of bids and placing of order. **All vendors are requested to bid for all the options in each of the modules.**

The servers procured as part of this tender are :

Option-3A	3 in number
Option-3B	4 in number
Option-3C	5 or more in number

The configuration of each server shall be compliant with the following specifications.

- [3.1] **Model:** Make and model of the server being proposed to be mentioned. Relevant brochures and manuals of the models must be enclosed along.
- [3.2] **Processor:** Intel Xeon E5 series, preferably E5-2697, V3, 2.6 GHz, 35 MB L3 Cache, 9.6 GT/s QPI, Turbo, HT, 14 Cores / 28 Threads, 145 W, 2133 MHz Max Mem
- [3.3] **Number of Cores:** 14 or more per processor
- [3.4] **CPU Frequency:** 2.6 GHz or more
- [3.5] **L3 Cache:** 35 MB or more
- [3.6] **Number of CPUs installed:** At least 2, both identical processors
- [3.7] **Chipset:** Intel C610 or higher
- [3.8] **Number of DIMM Slots:** 24 or more
- [3.9] **Memory:** 160 GB populated with RDIMM of 2133 MHz using DDR4 modules, Memory shall have ECC, expandable up to 320 GB
- [3.10] **Raid Controller:** Shall support RAID levels 0, 1, 5 and 10
- [3.11] **HDD:** Systems shall support at least 8 hot plug drives of small form factor (2.5"). Populated with 2 discs configured in RAID 1 and at least 1 hot spare. Each disc shall be of SAS type, 15K RPM, 600 GB.
- [3.12] **I/O expansion slots:** System shall have at least 4 PCI Express 3 slots of which at least 2 must be free.
- [3.13] **Network:** System shall have at least 4 LAN ports of 1G/s capability.
- [3.14] **HBA Cards:** The system shall have at least 2 cards of dual port for FC connectivity at 8 GB/s
- [3.15] **USB Ports:** The system shall have support at least 4 USB3 ports
- [3.16] **Video:** The system shall have a video controller with at least 16MB memory.
- [3.17] **Form Factor:** The system shall have preferably a form factor of 2U.
- [3.18] **OS Certification:** The system shall be certified for Windows Server, RHEL and VMWare ESXi latest editions.
- [3.19] **Redundancy:** There must be redundant power supply and fans. System shall not have a single point of failure.
- [3.20] **Benchmark:** The proposed server must have a published SPEC benchmark. Energy efficiency star rating compliance chart to be enclosed along.
- [3.21] **Accessories:** System driver media, documentation, cables, rack mounting kit, cable management arm and all requisite accessories to provide connectivity within the proposed solution must be included.

Warranty and Support on these servers is described in a separate section below.

Price quoted for each server shall be unit price for each option, inclusive of necessary licenses (eg., for hypervisor for each processor).

[4] Storage

The central storage being procured as part of this tender shall satisfy the following specifications:

- [4.1] **Storage Architecture:** The storage system shall have no single point of failure. There shall be a minimum of 4 FC ports per controller. The architecture should allow modular upgrades of hardware and software.
- [4.2] **Storage Controller:** The array shall be at least dual controller, active-active for better performance, redundancy and fail-over capability.
- [4.3] **Controller Cache:** At least 32 GB across the controller array with an ability to retain unwritten data using battery backup of a minimum of 24 hours.
- [4.4] **Storage Configuration:** The storage system shall be populated with 900 GB SFF SAS drives of 6 Gbps throughput. The system should have been self-contained, requiring no additional devices or adapters for commissioning the solution.
- [4.5] **Storage scalability:** Storage configuration shall have capability to attach disc expansion enclosures for capacity enhancement in future. The capacity of expansion possible should be at least 90 disc drives or 120 TB of storage which ever is higher.
- [4.6] The system shall support at least 128 LUNs for mapping to hosts. Should support at least 16 hosts.
- [4.7] The storage system must be capable of synchronous and asynchronous, bi-directional replication in an incremental manner.
- [4.8] **Raid levels:** The system shall support RAID levels 0, 1, 5, 6 and 10.
- [4.9] **Disc drive support / Tiering:** The system shall support hot pluggable enterprise class SFF SAS drives of different capacity (such as 300 GB / 600 GB / 900 GB / 1200 GB); 200 GB SSD drives; NLSAS drives of 1 TB / 2 TB / 3 TB / 4 TB. The storage system shall support storage tiering with a single LUN across tiers. Data motion across tiers shall be automatic and controlled by the storage system based on usage pattern i.e., automatic hot spot management.
- [4.10] **Storage Capacity:** The storage shall be populated with SAS drives with at least 1 hot spare drive for every 12 drives and a minimum of 2 global hot spares for the whole storage. The minimum usable capacity to be configured is 45 TB or the recommended capacity for the number of users & inbox sizes given below – which ever is higher.
- [4.11] **Performance:** The system shall have capability to use more than 30 drives per array group / raid group for performance. Real time performance monitoring tool shall give CPU utilization, volume throughput, I/O rate and latency. Requisite software and licenses to be included along.
- [4.12] **OS compatibility:** The storage system shall be certified for compatibility with latest operating systems from Microsoft®, RHEL® and VMWare®.
- [4.13] **Disaster Recovery / Replication Support:** The storage system shall support hardware based data replication for disaster recovery without any data loss. Incremental replication should be resilient to connection disruptions. Requisite licenses should be included.
- [4.14] **Redundancy:** The system shall have dual power supply and fans to avoid single point of failure.
- [4.15] **Form Factor:** The storage system shall be mountable with the same rack as the servers described in the earlier section.
- [4.16] **Thin Provisioning:** The storage system should support thin provisioning so that the LUNs allocated for user inboxes do not lead to disc space commitment before actual use.

The storage system can be proposed in the following options:

Option-4A (uniform)	Storage populate only with SAS drives of total usable capacity of 45 TB or higher as required for the number of user groups and inbox limits.
Option-4B (tiered)	Same as above + 5 TB of SSD storage + 10 TB of NLSAS storage for archive folders
Option-4C (tiered)	Same as above + 5 TB of storage as SDD + 15 TB as NLSAS for snapshots and archive folders

The solution proposed should include a SAN switch compatible with the storage system as well as the servers. The technical specifications of the SAN switch are given as below.

- [4.17] The SAN switch shall be an OEM one with 24 port, full-duplex, all populated and activated with 8 Gbps ports for compatibility with the HBA cards supplied along with the servers. The switch shall support advanced zoning features.
- [4.18] The SAN switch has auto-sensing ports for FC interfaces of different speeds such as 4 / 6 / 8 / 16 Gbps.
- [4.19] The SAN switch has a form factor that allows it to be rack mountable in the same rack as the storage system and the servers.
- [4.20] The SAN switch shall have redundant power supply and fans to ensure no single point of failure.
- [4.21] The SAN switch shall support firmware upgrades without disrupting the storage functionality.
- [4.22] The SAN switch shall support leading operating systems and hosts as required for this solution. The data traffic supported shall be compatible with the software included in the solution.
- [4.23] The SAN switch shall support centralized monitoring and control features. Requisite software and licenses to be included.
- [4.24] The SAN switch should be compatible with HBA cards of different makes for possible integration / consolidation of existing infrastructure.
- [4.25] **OEM Rack:** For ease of maintenance and efficient cooling of the servers and the storage, a rack of OEM make is also to be included in the solution.

[5] Backup

The solution shall include the following options for the backup.

Option-5A	Use of existing HP StoreOnce deduplication backup box. Requisite hardware / software accessories to be proposed for integration. Details of this hardware and a visit can be had during pre-bid meeting.
Option-5B	Providing a standalone backup storage. Requisite hardware and software accessories to be included in this option.

[5.1] If the backup system requires a standalone physical machine, the same may be proposed as part of the solution, compatible with all other items and to be installed in the OEM rack. Requisite software for granular recovery of mails or snapshot of inbox to be possible from a user friendly graphical front end of the software.

[5.2] The backup system should be configured and commissioned along with the other hardware and software.

[6] Software, CALs and Licenses

The solution provider is expected to offer academic discounted pricing for all requisite licenses. List of existing licenses from Microsoft and VMWare with IIT Madras can be obtained either from the relationship managers of respective companies or from IIT Madras. For ready reference, a brief listing is given in the **Annexure-3**.

[6.1] Since the solution is expected to be in a virtualized environment, requisite licenses for VMWare ESXi should be included in the unit price for each server. Eg., if the license for the hypervisor is per cpu, then the cost of two academic licenses for the hypervisor are to be included in the cost of each server.

[6.2] Software, licenses and CALs from Microsoft shall be listed in detail for use of the system by the user group pattern as given below. Additional licenses required for a smooth functioning of the solution should be included by the solution provider. The internal consistency of these licenses (version compatibility etc.,) should be confirmed by the solution provider.

Microsoft Server OS in a virtualized environment (2012 or latest)

Microsoft Active Directory Service (2012 or latest)

Microsoft Exchange Server (2013 or latest)

Client Access Licenses for ADS and Exchange

Requisite licenses for cloning / snapshots etc., to be included.

[6.3] The options for this module are given below.

Prospective vendors can revert back during pre-bid meeting about the part numbers from Microsoft that are required for their proposed solution. All licenses being procured shall be perpetual.

Option-6A	Software and CALs only for ADS 2012 and Exchange 2013
Option-6B	Software for ADS 2012, Exchange 2013, Lync and Sharepoint 2013 OR a CoreCAL bundle

[6.4] The number of CALs:

The pricing for number of CALs can be given for 2000 numbers and for each slab of 500 above that. The actual number of CALs being procured through this tender will be decided at the time of comparing the bids and placing the order.

The sizing of the user groups and individual inbox quota sizes in the proposed email system is detailed in **Annexure-4**.

[7] Implementation

[7.1] The installation and commissioning of the solution is deemed to be complete only when all the user accounts and their inboxes from the existing system (Microsoft Exchange 2010 + Microsoft ADS 2008R2) are migrated to the new system.

[7.2] The migration of accounts shall be without down-time for the legacy system. Optionally, a small down time for a single user at a time is possible. This is applicable also for the user authentications and schema from ADS 2008R2 to ADS2012.

[7.3] The solution provider should quote for an on-site resource (Microsoft certified person to administer Microsoft Exchange Server) for a period of 6 months. Pricing for the next six months of extension and price protection clause for period beyond one year are required. The scope of the work expected from the on-site resource is detailed in **Annexure-5**.

[7.4] The system should be ready with connectivity to users from within and outside campus over exchange, IMAP and POP. The Outlook-Web-App for access to the email system should be configured with branding for IIT Madras.

[7.5] The virtual machines for the front end, back end exchange servers and the master and slave AD servers are to be configured in a load balancing mode.

[7.6] A detailed installation report with screenshots, a demonstration of the installed system, knowledge transfer for administrative tasks to nominated technical staff from IIT Madras and handover of administrative privileges is necessary before sign-off of the project.

[8] Warranty and Support

[8.1] All hardware and software items must have a comprehensive warranty and support for 4 years. Options if available for support can be provided by the solution provider.

[8.2] AMC options for a period beyond warranty to be made available.

[8.3] Call coordination shall be done by the solution provider. Contact details of the person to be contacted by IIT Madras in case of any support requirement to be made available. Each time any contact detail of the person i/c of the call coordination from the solution provider side changes, the same should be intimated to IIT Madras immediately.

[8.4] Escalation mechanism for calls should be clarified by the solution provider as part of technical bid.

[9] Preparation of bids

During the preparation of the two bid tender, please ensure the following:

[9.1] The complete technical bid shall be in the first sealed envelope. The EMD cheque shall be in a separate sealed envelope and will be part of the technical bid.

[9.2] The technical bid shall include a compliance certificate that lists all the technical specifications (item number), compliance (yes / no / partial-with-comments) and the documentary evidence (document, page / para for reference). Lack of supporting documentary evidence for compliance of any technical specification will be deemed as non-compliance.

[9.3] The technical bid shall include a detailed bill of materials (BOM). The BOM shall cover all the items detailed in this document and any other items that are required to complete the solution as deemed by the solution provider. A declaration from the solution provider is required stating that “all minor accessories for completing the commissioning of the solution are included in the BOM and no additional items are necessary”.

[9.3] The financial bid shall be in the second sealed envelope. **Quotes must be for all the options that the solution provider wishes to participate.** The choice of the options for the solution rests with IIT Madras.

[9.3] The two sealed envelopes shall be sent across in a larger sealed envelope on or before the closing date of the tender. Necessary details will be made available on tenders.iitm.ac.in portal.

[9.4] All prices in the financial bid should be either in USD or INR or a combination of both. Prices shall be CIF Chennai. If a mix of USD and INR are used in the financial bid, a conversion rate taken from the RBI website will be used to arrive at a total figure in INR for all the bids.

[9.5] Solution provider should take care not to include any items in the financial bid that indicate extra charges which cannot be known at the time of opening financial bids.

[9.6] All necessary clarifications will be provided as deemed necessary by the special purchase committee to the prospective vendors during the pre-bid meeting. No clarifications will be entertained after the minutes of the pre-bid meeting are posted on the tenders.iitm.ac.in portal. The date, time and venue of the pre-bid meeting will be mentioned in the tenders.iitm.ac.in portal. Each solution provider is requested not to have more than two persons to represent their company in the meeting.

Annexure – 2

Details of existing setup of email system on Microsoft Exchange
Details of existing setup of email system on Microsoft Exchange

- 1 **ADS :** INTEL (R) XEON (R) CPU E5506@2.13 GHZ (2 PROCESSORS) QUADCORE

RAM : 8 GB

OS : 64 BIT WINDOWS 2008 R2 ENT

HDD : 140GB

HP STORAGE : USABLE 18TB

BACKUP : HP DATA PROTECTOR

No of Servers : 2 HP DL 380

- 2 **FRONT END :** Intel (R) Xeon (R) CPU E5506@2.13GHZ 2 CPU QUADCORE

RAM : 16 GB

OS : 64 BIT WINDOWS 2008 R2 ENT

HDD : 140GB

SERVICE PACK: 1

No of Servers: 2 in NLB mode HP DL 380

- 3 **BACK END :** E7420@2.13 GHZ 4 CPU QUADCORE

OS : 64 BIT WINDOWS 2008 R2 ENT

HDD : 140 GB

STORAGE : 10 TB

SERVICE PACK : 1

No of Servers : 2 in DAG(High availability) HP DL 580

Annexure – 3

List of existing licenses from VMWare and Microsoft with IIT Madras

PRODUCT	DESCRIPTION	QUANTITY
V S5 – ENT-PL-A	Academic VMWare Vsphere 5 enterprise plus for 1 CPU	10
V S5 – ENT- PL- P- SSS- A	Academic production Support/Subscription for VMWare	10
	Vsphere 5 Enterprise plus for 1 CPU for 4 years	
VCS5- STD - A	Academic VMware Vcentre server 5 standard for Vsphere 5 per instance	1
VCS5 – STD – P- SSS-A	Academic Production Support/Subscription for Vcentre Server 5 standard for Vsphere 5 for 4 years	1
Microsoft Exchange 2010	CAL licenses	2500

Annexure – 4

A tentative plan of the number of users in each group of users is given below. These numbers are expected usage over a period of couple of years. At the beginning of the usage, the current total disc occupancy stands below 10 TB.

Number of Users	Inbox Quota	Archive Quota
100	30 GB	10 GB
1000	20 GB	5 GB
1400	10 GB	2 GB
1000	2 GB	1 GB

It can be assumed that the active users of this email system send and receive about 200 mails a day.

The number of active users who connect to the exchange server are distributed as follows:

Microsoft OWA over browser (most of the active users)

MS Outlook-Exchange connectivity (nearly half of the active users)

IMAP / POP connections from third party software (a small fraction of the active users)

The number of active users for the purpose of sizing the hardware can be taken as 1000.

Annexure – 5

Scope of work for the on-site resource

1. Creating and configuring user accounts.
2. Addressing user queries on usage of their exchange account to benefit from the new features of 2013 over 2010.
3. Creating common calendars for each semester for sharing with faculty.
4. Creating group aliases for common mailing to both internal and external email addresses. Creating scripts to make this automatic.
5. Configuring public folders for efficient sharing of documents from the administration to all the employees.
6. Configuring external aliases for users without losing a CAL or affecting internal email delivery for internal users.
7. Creating scripts to display daily statistics of usage of exchange server (quota occupation, email traffic per user etc.)
8. Configuring single login on OWA for inbox sharing of those users who have multiple inboxes on this server.
9. Localization of holiday calendar. Configuring public holiday calendar of the institute to get shared to all users who want to merge it with their own calendars.
10. Configuring an SMS gateway to help with alerts on calendar events of respective users.