

	<p>भारतीय प्रौद्योगिकी संस्थान मद्रास चेन्नै 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION Email: adstores@iitm.ac.in दूरभाष: (044) 2257 8285 / 8287 / 8288 / 8290 फ़ैक्स: (044) 2257 8082 Telephone : (044) 2257 8285/8287/8288/8290 FAX: (044) 2257 8082 GSTIN: 33AAAAI3615G1Z6</p>	
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P K SHEBA SABARI
Assistant Registrar (Stores & Purchase)

Tender No. IITM/SPS/Email Service/016/2022-23

Date: 09.12.2022

Due Date: 29.12.2022
Before 2.00 p.m.

Dear Sir/Madam,

On behalf of the Indian Institute of Technology Madras, Tenders are invited in two bid system from Class-I local suppliers and Class II local suppliers, for

PROVIDING EMAIL SERVICES FOR IIT MADRAS

conforming to the specifications enclosed.

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/eprocare/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/eprocare/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “**Help for contractors**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”].

Bidders can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/eprocare/app> as per the schedule attached.

No manual bids will be accepted. All tender documents including Technical and Financial bids should be submitted in the CPP Portal (e-procurement).

LAST DATE for receipt of Tender	29.12.2022 before 02.00 p.m.
Date & Time of opening of Tender	30.12.2022 @ 03.00 p.m.

A	निविदा की प्रस्तुति / Submission of Tender	<p>As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: https://etenders.gov.in/eprocare/app</p> <p>The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/eprocare/app</p> <p>All tender documents including Technical Bid & Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. No manual bid submission will be entertained.</p>
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B	ऑनलाइन बोली जमा के अनुदेश / Instructions for online bid submission	<p>REGISTRATION</p> <ul style="list-style-type: none"> • Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal URL: https://etenders.gov.in/e procure/app by clicking on “Online Bidder Enrollment”. Enrolment on the CPP Portal is free of charge. • As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. • Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. • Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) https://e procure.gov.in/e procure/app with their profile. • Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. • Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
C	निविदा दस्तावेज़ की खोज / Searching for tender documents	<ul style="list-style-type: none"> • There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal. • Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. • The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
D	बोली की तैयारी / Preparation of bids	<ul style="list-style-type: none"> • Bidder should take into account any corrigendum published on the tender document before submitting their bids. • Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. • Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option. • To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

E	बोली की प्रस्तुति / Submission of bids	<ul style="list-style-type: none"> • Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues. • The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. • Bidder has to transfer the EMD as applicable by online mode only. The EMD should be transferred on or before the closure date and time of the tender. If the EMD is not transferred before the closure date and time, the tender will be summarily rejected. The proof of transfer has to be submitted in the Technical Bid. Otherwise, the tender will be summarily rejected. • A standard BOQ format has been provided in Annexure-C with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected. • The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. • The Tender Inviting Authority (TIA) will not be responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues. • The uploaded tender documents become readable only after the tender opening by the authorized bid openers. • Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details. • Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.
F	बोलीदाताओं के लिए सहायता / Assistance to bidders	<ul style="list-style-type: none"> • Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. • Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]
G	बोलीदाताओं के लिए सामान्य अनुदेश/ General Instructions to the Bidders	<ul style="list-style-type: none"> • The tenders will be received online through portal https://etenders.gov.in/eprocure/app. In the Technical Bids, the bidders are required to upload all the documents in single pdf file. • Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through https://etenders.gov.in/eprocure/app • Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://etenders.gov.in/eprocure/app under the "Information about DSC".

H	बयाना जमा (ईएमडी) / Earnest Money Deposit (EMD)	<p>i. EMD of INR 9,00,000 (Rupees nine lakhs only) should be transferred through NEFT/RTGS to the following bank account on or before due date 29.12.2022 before 2:00 p.m.</p> <p style="padding-left: 40px;">Name : Registrar IIT Madras Bank : State Bank of India Account No. : 10620824305 Branch : IIT MADRAS IFSC CODE : SBIN0001055</p> <p>ii. As per O.M. No.F.1/2/2022-PPD Dated 01.04.2022, the EMD will be returned to the unsuccessful Bidder(s), within 30 days after declaration of result of first stage i.e. technical evaluation etc. The EMD shall be forfeited if any Bidder withdraws the offer before finalization of the tender.</p> <p>iii. The EMD amount should not be sent through DD.</p> <p>iv. Non-submission of EMD details on or before the due date and time will result in rejection of the e-bid.</p> <p>v. As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of undertaking by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document</p> <p>vi. The successful bidder shall submit a Performance Guarantee of Rs.9,00,000/- in the form of Demand Draft / Bank Guarantee / Insurance Bond in favour of "The Registrar, IIT Madras" to be obtained from any commercial bank within 15 (fifteen) days from the date of issue of Order by IIT Madras, which shall be released on expiry/termination of the contract after adjustment of dues, if any without any interest.</p> <p>In case of successful bidder, the EMD will be adjusted towards the Performance Guarantee on request.</p> <p>The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Guarantee.</p>
I	तकनीकी बोली पर मार्किंग / Marking on Technical Bid	<p>i. The proof of EMD transfer, Pre-qualification Criteria (Eligibility Criteria I & II), technical specification of the item for this tender is given in Annexure A. The Bidders shall go through the pre-qualification criteria, technical specification and submit the technical bid in the proforma given in Annexure B in the tender document along with the supporting documents.</p> <p>ii. The Technical bid should be submitted in pdf format only through online (e-tender). No manual submission of bid will be entertained.</p> <p>iii. The 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.</p> <p>iv. The technical bid should consist of</p> <ol style="list-style-type: none"> a) Document proof for EMD payment b) Technical Compliance sheet as per proforma given in Annexure-B c) Document proof for pre-qualification criteria, technical details along with catalogue / brochure and other technical, commercial terms and conditions.
J	वित्तीय बोली पर मार्किंग / Marking on Financial Bid	Financial bid should be submitted in the prescribed proforma format given in Annexure- C as per BOQ in xls format through e-tender only. No manual or other form of submission of Financial Bid will be entertained.

निविदा के निबंधन व शर्तें / TERMS AND CONDITIONS OF TENDER

1	<p>निविदा की तैयारी / Preparation of Tender:</p> <ul style="list-style-type: none"> The bids should be submitted through online only in two bid system i.e. Technical Bid and Financial Bid separately. The bidder has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status shall be indicated below the signature along with official seal/stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of the bid submitted by the firm. The bids of the agency/firm/company not in possession of valid statutory license / registrations are liable for rejection. If any relative of the bidder is an employee of the IIT Madras, the name, designation and relationship of such employee shall be intimated to the Registrar, IIT Madras in writing while submitting the bid. No bidder will be allowed to withdraw / alter / modify the bid during the bid validity period.
2	<p>निविदा पर हस्ताक्षर / Signing of Tender:</p> <p>The bid 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 terms and conditions enclosed herewith. Each page of the bids shall be duly signed with the official seal of the Bidders.</p> <p>If the bid is submitted by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses. Alternatively it shall be signed by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the bid. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the bid.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the bid, in which case a certified copy of the power of attorney shall accompany the bid. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The bidder shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.</p>
3	<p>वह अवधि जिसके लिए ऑफर खुला रहेगा / Period for which the offer will remain open:</p> <p>The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender. 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>
4	<p>कीमत / Prices:</p> <ul style="list-style-type: none"> The prices quoted should be considering all terms & conditions and as per the technical specification mentioned in Annexure A. All conditional tenders will be summarily rejected. Quote should be in INR only.
5	<p>भुगतान / Payment: 50% payment will be made only after supply of hardware as per technical specification given in Annexure-A and the balance 50% after satisfactory installation</p>
6	<p>निबंधन व शर्तें / Terms and Conditions: Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will lead to rejection of offers.</p>
7	<p>सुपुर्दगी / Delivery:</p> <p>Items should be delivered and installed within 4 weeks from the date of Purchase Order. No further extension of time will be allowed. Non delivery of items will lead to cancellation of Purchase Order without any notice.</p>
8	<p>स्वीकृति का अधिकार / Right of Acceptance: IIT Madras reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.</p>
9	<p>स्वीकृति की सूचना / Communication of Acceptance: Letter of Intimation and acceptance will be communicated by email to the successful bidder to the address indicated in the bid.</p>
10	<p>All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through CPP portal. In terms of Rule 173 (iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.</p>
11	<p>बोलीदाता को इस निविदा के साथ जमा करना होगा / Bidder shall submit along with this Tender: Name and full address of the Banker & their swift code, PAN No. and GSTIN number.</p>

12	<p>क्षेत्राधिकार / 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.</p>
13	<p>जुर्माना & परिसमापन क्षति / Penalty & Liquidated Damages / Force Majeure: If the selected Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, Institute reserves the right either to cancel the contract or to accept performance already made by the selected Bidder after imposing Penalty on Selected Bidder. A penalty will be calculated on a per week basis and on the same Rate as applicable to Liquidated Damages (LD). In case of termination of the contract, Institute reserves the right to recover an amount equal to 5% of the Contract value as Liquidated Damages for non-performance.</p> <p>Both Penalty and Liquidated Damages are independent of each other and are applied separately and concurrently. Penalty and LD are not applicable for reasons attributable to the Institute and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Institute and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Institute's official that the delay is attributed to the Institute and/or Force Majeure along with the bills requesting payment.</p>
14	<p>The bidder shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation is found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract / tender.</p>
15	<p>The bidder shall study the tender document, pre-qualification criteria and technical specification in detail as given in Annexure A before submitting the bid.</p>
16	<p>PRE-QUALIFICATION CRITERIA</p> <p>ELIGIBILITY CRITERIA-I</p> <ol style="list-style-type: none"> 1. The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration as per format given in Annexure – D shall be submitted with the bid. 2. Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E. 3. Neither the tender participating firm nor any of its partners has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F. <p>ELIGIBILITY CRITERIA-II</p> <ol style="list-style-type: none"> 1. The bidding company should possess ISO certificate valid for providing IT infrastructure solutions as on the date of tender opening and copy of the certificate should be furnished as documentary evidence. 2. The bidder should be a registered firm in India and should have been in operation for more than 10 years. Certificate of Incorporation or Certificate of Registration issued by the Competent Authority should be furnished as documentary evidence. 3. Annual turnover should be more than Rs.2.5 Crores in the last three financial years i.e. 2018-19, 2019-20 and 2020-21 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof). 4. The bidder should have a support Office in Chennai to provide onsite support immediately on call. Proof of established Office in Chennai should be furnished as documentary evidence. 5. The bidder should be an OEM or authorized dealer of the OEM of Servers. Necessary document proof for being the manufacturer should be provided as evidence. In case of dealer, they should furnish the respective manufacture authorization certificate from the OEM for this particular tender. 6. Bidder should have minimum 5 years of experience in implementation of any email software solution. Necessary documentary proof should be submitted along with customer details in the bid document. The past performance of the bidder will be verified with the previous customers whenever required.

	<p>7. The Bidder should have executed at least 2 Nos. of projects for cumulative 1000 users each for same proposed email solution in any of the Govt/PSUs/ IITs . Copies of Purchase orders and end user certificate for ensuring the satisfactory performance of Email software solutions should be submitted.</p> <p>8. The bidder should have experience in supply, installation and commissioning of Server, Storage and other associated hardware for implementation of Email software. Necessary purchase order copy should be submitted along with the bid.</p> <p>9. The Bidder should provide a resident Engineer (with 1-2 years' email service providing experience) at our site (IIT Madras) for a period of 5 years with regular update of required patches for the given solution (working hours as per IITM). Declaration should be provided along with the bid.</p> <p>10. The Bidder should provide documentary evidence for certified Engineers from OEM for the solution provided.</p>
17	<p>बोलियों की संख्या और उनका प्रस्तुतीकरण / Number of Bids and their Submission: The bidders should submit the bids in two bid system as detailed below:</p> <p>Bid I Technical Bid The technical bid should consist of proof of EMD transfer, Pre-qualification Criteria (Eligibility Criteria I & II) and technical specification compliance sheet (proforma given in Annexure-B) along with all relevant documents proof.</p> <p>The bidder should go through the Pre-qualification Criteria (Eligibility Criteria I & II) and technical specification given in Annexure-A of the tender document, understand the requirement of IITM and submit their technical bid along with all relevant document proof in the proforma given in Annexure-B.</p> <p>Bid II Financial Bid The financial bid should be submitted in excel format (BOQ) as per the proforma (Annexure C) and upload it in the e-Tenders website. The Quoted price should be inclusive of all cost at IIT Madras.</p>
18	<p>Evaluation of Bids: Bid Evaluation will take place in two stages.</p> <p>Stage I: Technical Bid evaluation</p> <ol style="list-style-type: none"> 1. The Bidder will be evaluated first for conformity with Pre-qualification Criteria (Eligibility Criteria-I) and those bidders who have complied with Eligibility Criteria-I will alone be evaluated further. 2. In the 2nd stage, Pre-qualification Criteria (Eligibility Criteria-II) and the details of technical specification offered by the bidders will be evaluated by the technical committee for compliance. Only those bidders who have fully complied with Pre-qualification Criteria (Eligibility Criteria-I & II) and technical specification will be considered for opening of financial bid. <p>Stage II: Financial Bid Evaluation The price bid evaluation will be based on price quoted by the bidder.</p>
19	<p>सफल बोलीदाता का चयन और आदेश प्रदान करना / Selection of successful bidder and Award of Order The order will be directly awarded to the technically qualified bidder as per the condition in para 3A of DIPP, MoCI Order No. 45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein</p>
20	<p>Bidders will not be entertained to participate in opening of Bids, since the tender is e-tender. The opening of the bids may be checked using the respective logins of the bidders.</p>
21	<p>For Technical Related Queries, please contact :</p> <p>Mr. Anandkumar Technical Officer SS Systems Computer Centre IIT Madras, Chennai - 600 036. Phone No: 044- 2257 4987 Email: sanand@iitm.ac.in</p>

Sd/-
Assistant Registrar
Stores & Purchase

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Technical Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

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

PROVIDING EMAIL SERVICES AT IIT MADRAS

Tender No. IITM/SPS/Email Service/016/2022-23

SCHEDULE

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/works)	Goods / Services
Type/Form of Contract (Work/Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Supply / Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Providing Email Services at IIT Madras
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	No
Date of Issue/Publishing	09.12.2022
Document Download Start Date	29.12.2022
Document Download End Date	29.12.2022 @2.00 p.m.
Bid Submission Start Date	19.12.2022 @ 9.00 a.m.
Bid Submission End Date	29.12.2022@ 2.00 p.m.
Date and Time of Opening of Tender	30.12.2022 3.00 p.m.
Earnest Money Deposit (EMD)	Rs.9,00,000/-
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	<p><u>For General Queries</u> The Assistant Registrar Stores & Purchase Section IIT Madras, Chennai – 600 036 Phone No. 044 2257 8287/8288 Email: adstores@iitm.ac.in</p> <p><u>For Technical Related Queries:</u> Mr. Anandkumar, Technical Officer SS Systems Computer Centre IIT Madras, Chennai - 600 036. Phone No: 044- 2257 4987 Email: sanand@iitm.ac.in</p>

PROVIDING EMAIL SERVICES AT IIT MADRAS

Tender No. IITM/SPS/Email Service/016/2022-23

PRE-QUALIFICATION CRITERIA

ELIGIBILITY CRITERIA-I

1. The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration as per format given in **Annexure – D** shall be submitted with the bid.
2. Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per **Annexure – E**.
3. Neither the tender participating firm nor any of its partners has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in **Annexure – F**.

ELIGIBILITY CRITERIA-II

1. The bidding company should possess ISO certificate valid for providing IT infrastructure solutions as on the date of tender opening and copy of the certificate should be furnished as documentary evidence.
2. The bidder should be a registered firm in India and should have been in operation for more than 10 years. Certificate of Incorporation or Certificate of Registration issued by the Competent Authority should be furnished as documentary evidence.
3. Annual turnover should be more than Rs.2.5 Crores in the last three financial years i.e. 2018-19, 2019-20 and 2020-21 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof).
4. The bidder should have a support Office in Chennai to provide onsite support immediately on call. Proof of established Office in Chennai should be furnished as documentary evidence.
5. The bidder should be an OEM or authorized dealer of the OEM of Servers. Necessary document proof for being the manufacturer should be provided as evidence. In case of dealer, they should furnish the respective manufacture authorization certificate from the OEM for this particular tender.
6. Bidder should have minimum 5 years of experience in implementation of any email software solution. Necessary documentary proof should be submitted along with customer details in the bid document. The past performance of the bidder will be verified with the previous customers whenever required.
7. The Bidder should have executed at least 2 Nos. of projects for cumulative 1000 users each for same proposed email solution in any of the Govt/PSUs/ IITs . Copies of Purchase orders and end user certificate for ensuring the satisfactory performance of Email software solutions should be submitted.
8. The bidder should have experience in supply, installation and commissioning of Server, Storage and other associated hardware for implementation of Email software. Necessary purchase order copy should be submitted along with the bid.
9. The Bidder should provide a resident Engineer (with 1-2 years' email service providing experience) at our site (IIT Madras) for a period of 5 years with regular update of required patches for the given solution (working hours as per IITM). Declaration should be provided along with the bid.
10. The Bidder should provide documentary evidence for certified Engineers from OEM for the solution provided.

TECHNICAL SPECIFICATION

A. MAIL-MESSAGING SOFTWARE

S.no	Description	Compulsory/ Desirable
I	END USER FEATURES	
1	General Features	
1.1	Should support large indexed mailboxes & have advanced search features	Desirable
1.2	The mail messaging software should be able to integrate with Open LDAP to provide same user ID & password for user authentication	Compulsory
1.3	Spell check facility while composing email	Optional
1.4	Users should be able to create multiple custom signatures	Optional
1.5	The email should be automatically saved in "Drafts" while the user is composing the mail	Compulsory
1.6	User should be able to define their viewing panes	Optional
1.7	Users should have the feature to share mail boxes to peers defining specific rights	Desirable
1.8	User should have the feature of delegating his/her mailbox and the delegated user should have access to send email on behalf of the user	Desirable
1.9	User should have the feature of managing personas (manage multiple email accounts from a single login)	Desirable
2	Web Mail Client	
2.1	The webmail client should be tightly bound with the messaging software and should be from the same principal as the messaging software	Compulsory
2.2	Email software should support S/MIME for email encryption on the webclient	Compulsory
2.3	Support for Digital encryption on Webmail client	Compulsory
2.4	Users should be capable of viewing the total size and available space of their mail boxes	Desirable
2.5	The administrator should be able to define log-out time after a specific period of in-activity on the webmail and should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.	Desirable
2.6	Should support lookup of addresses from the central directory	Compulsory
2.7	Should have the feature of creating filters/rules	Desirable
2.8	Users should be able to view Organisation chart from the Webclient	Desirable
3	Native Desktop Thick Offline Client	
3.1	The bidder should quote for a native Offline client from the same OEM/Principal as the messaging software.	Optional
3.2	The offline client should be available to Windows , Mac OS,Linux	Desirable
3.3	Offline client should have the capability to access emails offline	Desirable
3.4	The offline client should have a provision of Auto-Archive emails for clearing the quota on the server and making a copy of email on the local PC/Laptop	Optional
3.5	The offline client should create the same folder structure as on the server while creating a local copy / archive	Optional
4	Document Sharing & Collaboration	
4.1	The email software should have a native Office productivity suite integrated in the platform.	Optional
4.2	The End user Interface should provide a feature to create Document/Spreadsheets/Presentation in the webmail interface and the solution should have the required components to deliver this feature	Optional
4.3	Users should be able to share the documents internally / externally	Optional
4.4	Users should be able to do a real time collaboration i.e. multiple users should be able to work on the same document on the same time	Optional
4.5	Users should be able download the files from the document collaboration platform in Doc/Docx, XLS/XLSX, PPT/PPTX, PDF, ODS etc	Optional
4.6	The email solution should have a native capability for file sharing and custom folder creation by end users	Optional
4.7	Users should be able to attach files from the Drive in directly in the compose window	Desirable

S.no	Description	Compulsory/ Desirable
5	Mobile Access -- Push Mail with ActiveSync	
5.1	The mail messaging software should have the capability to remotely wipe out the data on Mobile device.	Optional
5.2	The Emails software OEM should provide a native mobile App available for iOS & Android and also provide a choice to configure email on any other client that supports MS-ActiveSync	Optional
5.3	The email App should be able to Sync emails, calendars, contacts, GAL, File sharing etc.	Desirable
6	Chat Messaging	
6.1	The proposed messaging solution should provide an integrated solution for chat / IM (instant messaging), within the webmail client	Optional
6.2	Peer to Peer text chat should be available for all users from the webmail client	Optional
7	Drag and Drop Attachments	
7.1	User should be able to add attachments with size warnings	Desirable
7.2	User should be able to add links of cloud storage like dropbox, g-drive etc.	Optional
II	SERVER FEATURES	
8	General	
8.1	The proposed Messaging Solution should be Enterprise Grade and should not include any individual components running on Beta version	Compulsory
8.2	The mail messaging software should have the capability to customize the log-in page	Desirable
8.3	The mail messaging software should be configured in High Availability and network load balanced	Optional
8.4	Should support hosting messaging sub-systems by role (like protocol, message storage, directory database, message routing, etc.) on more than one physical server/Virtual Machines or on the same server using Logical Partitioning.	Optional
9	Storage	
9.1	The software should be able to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages should be still accessible.	Optional
9.2	Message De-duplication: The System should not duplicate the message, thus it should provide single instance storage	Desirable
10	Domain-Level Management	
10.1	Ability to create and manage multiple mail domains within a single instance of Messaging Solution	Optional
10.2	The mail messaging software should support Delegated Admin. The mail system administrator should be able to create, delete user accounts and manage control the mail archival /journal solution.	Compulsory
10.3	The administrator should have the capability to run a search for a mail across all the mailboxes on the server	Optional
11	Server Security	
11.1	The mail messaging software should provide multi-factor authentication for more security	Desirable
11.2	The proposed messaging solution should relay mails only from authenticated users.	Compulsory
11.3	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0	Desirable
11.4	The mail messaging software should be running on SSL (HTTPS)	Compulsory
11.5	The mail messaging software should support security features like DKIM(Domain Keys Identified Mail) , SSL (Secured Socket layer), TLS (Transport Layer Security) etc.	Compulsory
11.6	Email messaging software should allow delegated role based access control	Optional

S.no	Description	Compulsory/Desirable
12	Backup Recovery	
12.1	The mail messaging solution should have an integrated online backup/restore mechanism for mail boxes	Desirable
12.2	The Solution should ensure that the backup software provides a real-time/scheduled backup.	Desirable
12.3	Administrator can restore a single mail for the user	Desirable
12.4	User should have the privilege to restore deleted (even from Trash) mails him/herself without the help of the administrator within a defined time	Compulsory
13	E-Mail Archival & Discovery for Legal Compliance	
13.1	The Solution should have email Archival & Discovery for storing mails for legal compliance integrated with the messaging platform.	Desirable
13.2	Administrator should be able to search mails within archival server across multiple mailboxes at the same time	Optional
13.3	The mail messaging should support server side archiving of mail for selected groups/users.	Optional
13.4	The archival server must be configured for Indexing services for faster search and retrieval of mails	Optional
14	Support	
14.1	5 Years support has to be provided directly by OEM & Should be of a Licensed Version	Compulsory
14.2	No single point of failure for the solution as a whole	Compulsory

B. SERVER SPECIFICATIONS

Sno	Component	Description	Compulsory / Desirable
1	Processor	Server should be supplied with latest 3rd Gen Icelake Dual Intel Xeon 20 Core processors or higher	Compulsory
2	Memory	256GB DDR4 RDIMM RAM Memory, scalable upto 2TB Memory. Should have min 32 DDR4 DIMM slots.	Compulsory
3	Memory Property	Advance ECC, Spare Rank, Memory Mirroring, Memory Page Retire, Memory Self-Healing, Fault Resilient Memory etc	Desirable
4	Hard Disk	2x 480GB hot-plug SSDs in RAID 1.	Compulsory
5	Hard Disk bays	Server should be provided with min 8x 2.5" Hot-plug disk drives bays	Compulsory
6	RAID Controller	Hardware 12Gbps SAS 8GB RAID controller with Raid 0, 1, 5, 6 Support	Compulsory
7	I/O Ports	2x 1Gb and 2x 10Gb Ethernet ports, 3x USB Ports, 1 x Video Port etc	Compulsory
8	FC HBA	Should be supplied with dual port 16G/32G FC HBA	Compulsory
9	Remote Management	1. Software should support dashboard view to quickly scan the managed resources to assess the overall health of the servers. It should provide an at-a-glance visual health summary of the resources user is authorized to view.	Compulsory
		2. Real-time out-of-band hardware performance monitoring & alerting, Predictive failure monitoring.	Compulsory
		3. Should have dedicated 1G remote management port and controller with necessary software and licenses for full remote management functionally.	Compulsory
		4. The Server Management Software should be of the same brand as of the server OEM.	Compulsory

Sno	Component	Description	Compulsory / Desirable
10	Security Features	- Silicon-based Hardware Root of Trust	Compulsory
		- Signed firmware updates	Compulsory
		- Rapid OS recovery & Automatic BIOS recovery	Compulsory
		- System erase of user data	Compulsory
		- Secure Boot support,	Compulsory
		- Dynamic USB Port Management	Compulsory
		- Security feature to ensure servers do not execute compromised firmware code,	Compulsory
- Secure Recovery - recover critical firmware to known good state on detection of compromised firmware.	Desirable		
11	Redundant Power Supply and fans	Platinum Redundant hot-plug power supply and redundant hot-plug fans	Compulsory
12	Operating System support	Microsoft Windows Server with Hyper-V	Compulsory
		Red Hat Enterprise Linux	Compulsory
		SUSE Linux Enterprise Server	Compulsory
		VMware ESXi	Compulsory
		Canonical Ubuntu LTS	Compulsory
		Citrix XenServer	Compulsory
13	Pre-failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processors, memory, hard disk drives etc	Compulsory
14	Form Factor	Max. 2U rack mounted with sliding rails	Desirable
15	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory

C. STORAGE

S. No	Feature	Description	Compulsory / Desirable
1	Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode with automatic failover capabilities in case of one controller failure	Compulsory
2	Operating System Support	The storage array should support latest industry-leading Operating System platforms including: Windows 2016, Windows 2008, Vmware and Linux	Compulsory
3	Controller Cache Requirements	The system should be provided with 48GB cache across the two controllers.	Desirable
4	Raid Level Support	The Storage system should support Raid Level 6	Compulsory
		Offered storage subsystem shall support dynamic expansion of raid /disk group at controller level	Compulsory
5	Host Interface Ports	The Storage system should be provided with minimum 4 numbers of 16 Gbps FC ports and 4 numbers of 10G Ethernet Ports (combination of copper port and SFP+) for NAS	Desirable
6	Drive Technology Support	The Storage System should support for SSD, SAS 2.5" drives, 3.5" NL SAS/SATA drives. The Storage system should have support for 12 Gbps SAS 3.0 drives	Desirable
7	Storage Scalability	The Storage system should be scalable	Desirable
		Proposed storage should support upgrade to next highest storage model in same family without data migration / data movement	Compulsory

S. No	Feature	Description	Compulsory / Desirable
8	Storage Capacity	Storage Space Required: 150TB usable The storage capacity calculation should be attached	Compulsory
9	Firmware upgrade	The storage should support non-disruptive controller and disk firmware upgrade	Compulsory
10	Global Hot Spare	Offered Storage Array shall support Global Hot Spare disk drives for each logical groups	Compulsory
11	Storage Features	The Storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity	Compulsory
		The Storage System should support creation of instantaneous or Point In Time Snapshot copies of volumes. Licenses should be provided with supported capacity of proposed model	Compulsory
		Proposed storage should support multiple full copies of production data for recovery, testing, backup, or report generation. Licenses should be provided with maximum supported storage capacity	Compulsory
		Proposed storage should support point-in-time snapshot Licenses should be provided with maximum supported storage capacity	Compulsory
		The proposed storage should support automated Quality of Service feature for SAN where admin can specify the response of each LUN and storage will automatically adjust the parameters to achieve the response	Compulsory
		The Storage System should provide support for host multipathing drivers	Compulsory
		Proposed Storage should support a truly transparent failover between sites, without ANY interruption	Compulsory
12	Replication	Proposed Storage should support Synchronous and Asynchronous replication between sites. Required license should be configured for entire capacity	Compulsory
13	Management	Easy to use GUI based and web enabled administration interface for configuration , storage management	Compulsory
		Storage management software must be intuitive, browser-based user interface that configures and manages using single GUI	Compulsory
		Storage should be provided with System management tools Web GUI, CLI,SNMP,SMI-S,IPV6, Email notification	Compulsory
		Proposed storage should support integration in virtualization environment like VMware, Hyper-v etc. It support plugins like VAAI,VASA, VVOL etc	Compulsory
		Storage management software must be able to manage access controls, user accounts and permission roles	Compulsory
14	Built in Redundancy	The System shall support fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	Compulsory
16	Rack Mountable	The proposed system must be mounted on a standard rack	Compulsory
17	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory

D. BACKUP STORAGE

S.No	Feature	Description	Compulsory/ Desirable
1	Operating System & Clustering Support	The storage array should support latest industry-leading Operating System platforms including: Windows server 2016 / 2019, VMware and Linux.	Compulsory
		Offered Storage Shall support all above operating systems in Clustering.	Compulsory
2	Capacity & Scalability	The Storage Array shall be offered with 75TB	Compulsory
		For effective power saving, Storage subsystem shall be supplied with 3.5"LFF drives however storage subsystem shall also support SFF drives.	Desirable
3	Front-end Ports & Backend Ports	Offered Storage system shall be supplied with 4 * 16Gbps FC ports per controller	Desirable
		Offered storage system shall support 12G SAS Back-end connectivity.	Desirable
4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability	Compulsory
5	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.	Compulsory
6	Disk Drive Support	Storage system shall also support maximum of 1.8TB Enterprise SAS Drives, 3.8TB SSD and 16TB near line SAS drives.	Compulsory
		Offered storage array shall also have support for SSD, SAS and near line SAS drives.	Compulsory
7	Cache	Offered Storage Array shall be given with Minimum of 16 GB cache per controller in a single unit.	Compulsory
		Cache shall be backed up in case of power failure until backup power supply is given either using batteries or capacitors or any other equivalent technology.	Compulsory
8	RAID Support	Offered Storage Subsystem shall support Raid 0, 1, 5 and Raid 6	Compulsory
		Offered storage shall support system wide striping, where single disk group shall support more than 100 drives.	Compulsory
9	Point in time and clone copy	Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 512 snapshot licenses.	Desirable
		Offered Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies	Desirable
12	Global and dedicated Hot Spare	Offered Storage Array shall support Global hot Spare for offered Disk drives.	Compulsory
		Atleast 2 Global hot spare drive shall be configured for every 30 drives.	Compulsory
		Offered storage array shall have the support for distributed hot spare.	Compulsory
13	Logical Volume & Performance	Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 100TB volume at controller level.	Compulsory
		Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.	Desirable
14	Load Balancing & Multipath	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.	Compulsory
15	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory

E. SAN SWITCH

Sl. No	Description	Specification	Compulsory/ Desirable
1	Fiber channel ports	Licensed to use 24 universals (E, F, N, and FL) ports. All 24 ports should be populated with 8G/16G/32G supported transceiver modules.	Compulsory
2	Performance	Autosensing Fibre channel ports capable of working at 4/8/16/32 Gbps	Compulsory
3	Aggregate bandwidth	The switch offers full non-blocking 16-Gbps Fibre Channel performance on 24 line-rate ports and an aggregate bandwidth of 384 Gbps in each direction	Compulsory
4	Port types	FL_Port, F_Port, N-Port and E_Port.	Compulsory
5	Media type:	Hot pluggable Small form factor (SFP+ / SFP) LC connector with 32 Gbps / 16Gbps/ 8 Gbps / 4 Gbps short wave length laser (SWL) laser and Long wave length (LWL) laser.	Compulsory
6	Fabric services	Standard E-Port license for inter switch connectivity.	Desirable
		Advanced performance monitoring and adaptive networking and other default fabrics.	Desirable
7	16 Gbps SWL optical transceiver	Multimode fiber, 850 nm wavelength and LC duplex connector. (24 ports should be loaded).	Compulsory
8	Interface	USB or any interface for firmware download	Compulsory
9	Management access	10/100 or 100/1G Ethernet	Compulsory
10	Management	HTTP, SNMP and Telnet	Compulsory
11	Mounting kit	Rack mounting rail kit.	Compulsory
12	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory

F. OS LICENSE

Sl. No	Description	Compulsory/ Desirable
1	Licensed with 5 years Standard Support	Compulsory

G. EXISTING SET UP ON PREMISES THAT HAS TO BE MIGRATED

Sl. No	Description
1	Exchange 2013 enterprise edition
2	1850 Mailboxes
3	ADS authentication
4	Email security Sonic Wall
5	Antivirus Kasper sky
6	Veritas Backup
7	3 CAS and 3 DAG servers on VMware

PROFORMA FOR TECHNICAL COMPLIANCE SHEET**PROVIDING EMAIL SERVICES AT IIT MADRAS**

Tender No. IITM/SPS/Email Service/016/2022-23

1.0 PRE-QUALIFICATION CRITERIA

S. No.	PRE-QUALIFICATION CRITERIA	Compliance (Yes / No)	Reference Page No.
	Eligibility Criteria-I		
1	The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration as per format given in Annexure – D shall be submitted with the bid.		
2	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E .		
3	Neither the tender participating firm nor any of its partner has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F .		
	Eligibility Criteria-II		
1	The bidding company should possess ISO certificate valid for providing IT infrastructure solutions as on the date of tender opening and copy of the certificate should be furnished as documentary evidence.		
2	The bidder should be a registered firm in India and should have been in operation for more than 10 years. Certificate of Incorporation or Certificate of Registration issued by the Competent Authority should be furnished as documentary evidence.		
3	Annual turnover should be more than Rs.2.5 Crores in the last three financial years i.e. 2018-19, 2019-20 and 2020-21 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof).		
4	The bidder should have a support Office in Chennai to provide onsite support immediately on call. Proof of established Office in Chennai should be furnished as documentary evidence.		
5	The bidder should be an OEM or authorized dealer of the OEM of Servers. Necessary document proof for being the manufacturer should be provided as evidence. In case of dealer, they should furnish the respective manufacture authorization certificate from the OEM for this particular tender.		
6	Bidder should have minimum 5 years of experience in implementation of any email software solution. Necessary documentary proof should be submitted along with customer details in the bid document. The past performance of the bidder will be verified with the previous customers whenever required.		

S. No.	PRE-QUALIFICATION CRITERIA	Compliance (Yes / No)	Reference Page No.
7	The Bidder should have executed at least 2 Nos. of projects for cumulative 1000 users each for same proposed email solution in any of the Govt/PSUs/ IITs. Copies of Purchase orders and end user certificate for ensuring the satisfactory performance of Email software solutions should be submitted.		
8	The bidder should have experience in supply, installation and commissioning of Server, Storage and other associated hardware for implementation of Email software. Necessary purchase order copy should be submitted along with the bid.		
9	The Bidder should provide a resident Engineer (with 1-2 years' e-mail service providing experience) at our site (IIT Madras) for a period of 5 years with regular update of required patches for the given solution (working hours as per IITM). Declaration should be provided along with the bid.		
10	The Bidder should provide documentary evidence for certified Engineers from OEM for the solution provided.		

2.0 TECHNICAL SPECIFICATION

A. MAIL-MESSAGING SOFTWARE

S.no	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
I	END USER FEATURES			
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1.1	Should support large indexed mailboxes & have advanced search features	Desirable		
1.2	The mail messaging software should be able to integrate with Open LDAP to provide same user ID & password for user authentication	Compulsory		
1.3	Spell check facility while composing email	Optional		
1.4	Users should be able to create multiple custom signatures	Optional		
1.5	The email should be automatically saved in "Drafts" while the user is composing the mail	Compulsory		
1.6	User should be able to define their viewing panes	Optional		
1.7	Users should have the feature to share mail boxes to peers defining specific rights	Desirable		
1.8	User should have the feature of delegating his/her mailbox and the delegated user should have access to send email on behalf of the user	Desirable		
1.9	User should have the feature of managing personas (manage multiple email accounts from a single login)	Desirable		
2	Web Mail Client			
2.1	The webmail client should be tightly bound with the messaging software and should be from the same principal as the messaging software	Compulsory		
2.2	Email software should support S/MIME for email encryption on the webclient	Compulsory		
2.3	Support for Digital encryption on Webmail client	Compulsory		
2.4	Users should be capable of viewing the total size and available space of their mail boxes	Desirable		
2.5	The administrator should be able to define log-out time after a specific period of in-activity on the webmail and should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.	Desirable		
2.6	Should support lookup of addresses from the central directory	Compulsory		
2.7	Should have the feature of creating filters/rules	Desirable		
2.8	Users should be able to view Organisation chart from the Webclient	Desirable		

S.no	Description	Compulsory/ Desirable	Compliance Yes/No	Ref. Page No.
3	Native Desktop Thick Offline Client			
3.1	The bidder should quote for a native Offline client from the same OEM/Principal as the messaging software.	Optional		
3.2	The offline client should be available to Windows , Mac OS,Linux	Desirable		
3.3	Offline client should have the capability to access emails offline	Desirable		
3.4	The offline client should have a provision of Auto-Archive emails for clearing the quota on the server and making a copy of email on the local PC/Laptop	Optional		
3.5	The offline client should create the same folder structure as on the server while creating a local copy / archive	Optional		
4	Document Sharing & Collaboration			
4.1	The email software should have a native Office productivity suite integrated in the platform.	Optional		
4.2	The End user Interface should provide a feature to create Document/Spreadsheets/Presentation in the webmail interface and the solution should have the required components to deliver this feature	Optional		
4.3	Users should be able to share the documents internally / externally	Optional		
4.4	Users should be able to do a real time collaboration i.e. multiple users should be able to work on the same document on the same time	Optional		
4.5	Users should be able download the files from the document collaboration platform in Doc/Docx, XLS/XLSX, PPT/PPTX, PDF, ODS etc	Optional		
4.6	The email solution should have a native capability for file sharing and custom folder creation by end users	Optional		
4.7	Users should be able to attach files from the Drive in directly in the compose window	Desirable		
5	Mobile Access -- Push Mail with ActiveSync			
5.1	The mail messaging software should have the capability to remotely wipe out the data on Mobile device.	Optional		
5.2	The Emails software OEM should provide a native mobile App available for iOS & Android and also provide a choice to configure email on any other client that supports MS-ActiveSync	Optional		
5.3	The email App should be able to Sync emails, calendars, contacts, GAL, File sharing etc.	Desirable		
6	Chat Messaging			
6.1	The proposed messaging solution should provide an integrated solution for chat / IM (instant messaging), within the webmail client	Optional		
6.2	Peer to Peer text chat should be available for all users from the webmail client	Optional		
7	Drag and Drop Attachments			
7.1	User should be able to add attachments with size warnings	Desirable		
7.2	User should be able to add links of cloud storage like dropbox, g-drive etc.	Optional		

S.no	Description	Compulsory/ Desirable	Compliance Yes/No	Ref. Page No.
II	SERVER FEATURES			
8	General			
8.1	The proposed Messaging Solution should be Enterprise Grade and should not include any individual components running on Beta version	Compulsory		
8.2	The mail messaging software should have the capability to customize the log-in page	Desirable		
8.3	The mail messaging software should be configured in High Availability and network load balanced	Optional		
8.4	Should support hosting messaging sub-systems by role (like protocol, message storage, directory database, message routing, etc.) on more than one physical server/Virtual Machines or on the same server using Logical Partitioning.	Optional		
9	Storage			
9.1	The software should be able to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages should be still accessible.	Optional		
9.2	Message De-duplication: The System should not duplicate the message, thus it should provide single instance storage	Desirable		
10	Domain-Level Management			
10.1	Ability to create and manage multiple mail domains within a single instance of Messaging Solution	Optional		
10.2	The mail messaging software should support Delegated Admin. The mail system administrator should be able to create, delete user accounts and manage control the mail archival /journal solution.	Compulsory		
10.3	The administrator should have the capability to run a search for a mail across all the mailboxes on the server	Optional		
11	Server Security			
11.1	The mail messaging software should provide multi-factor authentication for more security	Desirable		
11.2	The proposed messaging solution should relay mails only from authenticated users.	Compulsory		
11.3	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0	Desirable		
11.4	The mail messaging software should be running on SSL (HTTPS)	Compulsory		
11.5	The mail messaging software should support security features like DKIM(Domain Keys Identified Mail) , SSL (Secured Socket layer), TLS (Transport Layer Security) etc.	Compulsory		
11.6	Email messaging software should allow delegated role based access control	Optional		
12	Backup Recovery			
12.1	The mail messaging solution should have an integrated online backup/restore mechanism for mail boxes	Desirable		
12.2	The Solution should ensure that the backup software provides a real-time/scheduled backup.	Desirable		
12.3	Administrator can restore a single mail for the user	Desirable		
12.4	User should have the privelege to restore deleted (even from Trash) mails him/herself without the help of the admnistrator with-in a defined time	Compulsory		

S.no	Description	Compulsory/Desirable	Compliance Yes/No	Ref. Page No.
13	E-Mail Archival & Discovery for Legal Compliance			
13.1	The Solution should have email Archival & Discovery for storing mails for legal compliance integrated with the messaging platform.	Desirable		
13.2	Administrator should be able to search mails within archival server across multiple mailboxes at the same time	Optional		
13.3	The mail messaging should support server side archiving of mail for selected groups/users.	Optional		
13.4	The archival server must be configured for Indexing services for faster search and retrieval of mails	Optional		
14	Support			
14.1	5 Years support has to be provided directly by OEM & Should be of a Licensed Version	Compulsory		
14.2	No single point of failure for the solution as a whole	Compulsory		

B. SERVER SPECIFICATIONS

Sno	Component	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
1	Processor	Server should be supplied with latest 3rd Gen Icelake Dual Intel Xeon 20 Core processors or higher	Compulsory		
2	Memory	256GB DDR4 RDIMM RAM Memory, scalable upto 2TB Memory. Should have min 32 DDR4 DIMM slots.	Compulsory		
3	Memory Property	Advance ECC, Spare Rank, Memory Mirroring, Memory Page Retire, Memory Self-Healing, Fault Resilient Memory etc	Desirable		
4	Hard Disk	2x 480GB hot-plug SSDs in RAID 1.	Compulsory		
5	Hard Disk bays	Server should be provided with min 8x 2.5" Hot-plug disk drives bays	Compulsory		
6	RAID Controller	Hardware 12Gbps SAS 8GB RAID controller with Raid 0, 1, 5, 6 Support	Compulsory		
7	I/O Ports	2x 1Gb and 2x 10Gb Ethernet ports, 3x USB Ports, 1 x Video Port etc	Compulsory		
8	FC HBA	Should be supplied with dual port 16G/32G FC HBA	Compulsory		
9	Remote Management	1. Software should support dashboard view to quickly scan the managed resources to assess the overall health of the servers. It should provide an at-a-glance visual health summary of the resources user is authorized to view.	Compulsory		
		2. Real-time out-of-band hardware performance monitoring & alerting, Predictive failure monitoring.	Compulsory		
		3. Should have dedicated 1G remote management port and controller with necessary software and licenses for full remote management functionally.	Compulsory		
		4. The Server Management Software should be of the same brand as of the server OEM.	Compulsory		

Sno	Component	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
10	Security Features	- Silicon-based Hardware Root of Trust	Compulsory		
		- Signed firmware updates	Compulsory		
		- Rapid OS recovery & Automatic BIOS recovery	Compulsory		
		- System erase of user data	Compulsory		
		- Secure Boot support,	Compulsory		
		- Dynamic USB Port Management	Compulsory		
		- Security feature to ensure servers do not execute compromised firmware code,	Compulsory		
		- Secure Recovery - recover critical firmware to known good state on detection of compromised firmware.	Desirable		
11	Redundant Power Supply and fans	Platinum Redundant hot-plug power supply and redundant hot-plug fans	Compulsory		
12	Operating System support	Microsoft Windows Server with Hyper-V	Compulsory		
		Red Hat Enterprise Linux	Compulsory		
		SUSE Linux Enterprise Server	Compulsory		
		VMware ESXi	Compulsory		
		Canonical Ubuntu LTS	Compulsory		
		Citrix XenServer	Compulsory		
13	Pre-failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processors, memory, hard disk drives etc	Compulsory		
14	Form Factor	Max. 2U rack mounted with sliding rails	Desirable		
15	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory		

C. STORAGE

S. No	Feature	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
1	Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode with automatic failover capabilities in case of one controller failure	Compulsory		
2	Operating System Support	The storage array should support latest industry-leading Operating System platforms including: Windows 2016, Windows 2008, Vmware and Linux	Compulsory		
3	Controller Cache Requirements	The system should be provided with 48GB cache across the two controllers.	Desirable		
4	Raid Level Support	The Storage system should support Raid Level 6	Compulsory		
		Offered storage subsystem shall support dynamic expansion of raid /disk group at controller level	Compulsory		
5	Host Interface Ports	The Storage system should be provided with minimum 4 numbers of 16 Gbps FC ports and 4 numbers of 10G Ethernet Ports (combination of copper port and SFP+) for NAS	Desirable		

S. No	Feature	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
6	Drive Technology Support	The Storage System should support for SSD, SAS 2.5" drives, 3.5' NL SAS/SATA drives. The Storage system should have support for 12 Gbps SAS 3.0 drives	Desirable		
7	Storage Scalability	The Storage system should be scalable	Desirable		
		Proposed storage should support upgrade to next highest storage model in same family without data migration / data movement	Compulsory		
8	Storage Capacity	Storage Space Required: 150TB usable The storage capacity calculation should be attached	Compulsory		
9	Firmware upgrade	The storage should support non-disruptive controller and disk firmware upgrade	Compulsory		
10	Global Hot Spare	Offered Storage Array shall support Global Hot Spare disk drives for each logical groups	Compulsory		
11	Storage Features	The Storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity	Compulsory		
		The Storage System should support creation of instantaneous or Point In Time Snapshot copies of volumes. Licenses should be provided with supported capacity of proposed model	Compulsory		
		Proposed storage should support multiple full copies of production data for recovery, testing, backup, or report generation. Licenses should be provided with maximum supported storage capacity	Compulsory		
		Proposed storage should support point-in-time snapshot Licenses should be provided with maximum supported storage capacity	Compulsory		
		The proposed storage should support automated Quality of Service feature for SAN where admin can specify the response of each LUN and storage will automatically adjust the parameters to achieve the response	Compulsory		
		The Storage System should provide support for host multipathing drivers	Compulsory		
		Proposed Storage should support a truly transparent failover between sites, without ANY interruption	Compulsory		
12	Replication	Proposed Storage should support Synchronous and Asynchronous replication between sites. Required license should be configured for entire capacity	Compulsory		

S. No	Feature	Description	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
13	Management	Easy to use GUI based and web enabled administration interface for configuration , storage management	Compulsory		
		Storage management software must be intuitive, browser-based user interface that configures and manages using single GUI	Compulsory		
		Storage should be provided with System management tools Web GUI, CLI,SNMP,SMI-S,IPV6, Email notification	Compulsory		
		Proposed storage should support integration in virtualization environment like VMware, Hyper-v etc. It support plugins like VAAI,VASA, VVOL etc	Compulsory		
		Storage management software must be able to manage access controls, user accounts and permission roles	Compulsory		
14	Built in Redundancy	The System shall support fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	Compulsory		
16	Rack Mountable	The proposed system must be mounted on a standard rack	Compulsory		
17	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory		

D. BACKUP STORAGE

S.No	Feature	Description	Compulsory/ Desirable	Compliance Yes/No	Ref. Page No.
1	Operating System & Clustering Support	The storage array should support latest industry-leading Operating System platforms including: Windows server 2016 / 2019, VMware and Linux.	Compulsory		
		Offered Storage Shall support all above operating systems in Clustering.	Compulsory		
2	Capacity & Scalability	The Storage Array shall be offered with 75TB	Compulsory		
		For effective power saving, Storage subsystem shall be supplied with 3.5"LFF drives however storage subsystem shall also support SFF drives.	Desirable		
3	Front-end Ports & Backend Ports	Offered Storage system shall be supplied with 4 * 16Gbps FC ports per controller	Desirable		
		Offered storage system shall support 12G SAS Back-end connectivity.	Desirable		
4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability	Compulsory		
5	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.	Compulsory		
6	Disk Drive Support	Storage system shall also support maximum of 1.8TB Enterprise SAS Drives, 3.8TB SSD and 16TB near line SAS drives.	Compulsory		
		Offered storage array shall also have support for SSD, SAS and near line SAS drives.	Compulsory		

S.No	Feature	Description	Compulsory/Desirable	Compliance Yes/No	Ref. Page No.
7	Cache	Offered Storage Array shall be given with Minimum of 16 GB cache per controller in a single unit.	Compulsory		
		Cache shall be backed up in case of power failure until backup power supply is given either using batteries or capacitors or any other equivalent technology.	Compulsory		
8	RAID Support	Offered Storage Subsystem shall support Raid 0, 1, 5 and Raid 6	Compulsory		
		Offered storage shall support system wide striping, where single disk group shall support more than 100 drives.	Compulsory		
9	Point in time and clone copy	Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 512 snapshot licenses.	Desirable		
		Offered Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies	Desirable		
12	Global and dedicated Hot Spare	Offered Storage Array shall support Global hot Spare for offered Disk drives.	Compulsory		
		Atleast 2 Global hot spare drive shall be configured for every 30 drives.	Compulsory		
		Offered storage array shall have the support for distributed hot spare.	Compulsory		
13	Logical Volume & Performance	Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 100TB volume at controller level.	Compulsory		
		Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.	Desirable		
14	Load Balancing & Multipath	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.	Compulsory		
15	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory		

E. SAN SWITCH

Sl. No	Description	Specification	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
1	Fiber channel ports	Licensed to use 24 universals (E, F, N, and FL) ports. All 24 ports should be populated with 8G/16G.32G supported transceiver modules.	Compulsory		
2	Performance	Autosensing Fibre channel ports capable of working at 4/8/16/32 Gbps	Compulsory		
3	Aggregate bandwidth	The switch offers full non-blocking 16-Gbps Fibre Channel performance on 24 line-rate ports and an aggregate bandwidth of 384 Gbps in each direction	Compulsory		
4	Port types	FL_Port, F_Port, N-Port and E_Port.	Compulsory		

Sl. No	Description	Specification	Compulsory / Desirable	Compliance Yes/No	Ref. Page No.
5	Media type:	Hot pluggable Small form factor (SFP+ / SFP) LC connector with 32 Gbps / 16Gbps / 8 Gbps / 4 Gbps short wave length laser (SWL) laser and Long wave length (LWL) laser.	Compulsory		
6	Fabric services	Standard E-Port license for inter switch connectivity.	Desirable		
		Advanced performance monitoring and adaptive networking and other default fabrics.	Desirable		
7	16 Gbps SWL optical transceiver	Multimode fiber, 850 nm wavelength and LC duplex connector. (24 ports should be loaded).	Compulsory		
8	Interface	USB or any interface for firmware download	Compulsory		
9	Management access	10/100 or 100/1G Ethernet	Compulsory		
10	Management	HTTP, SNMP and Telnet	Compulsory		
11	Mounting kit	Rack mounting rail kit.	Compulsory		
12	Warranty	5 years 24 x 7 x 4 hour's response.	Compulsory		

F. OS LICENSE

Sl. No	Description	Compulsory/ Desirable	Compliance Yes/No
1	Licensed with 5 years Standard Support	Compulsory	

G. EXISTING SEPT UP ON PREMISES THAT HAS TO BE MIGRATED

Sl. No	Description	Compliance Yes/No
1	Exchange 2013 enterprise edition	
2	1850 Mailboxes	
3	ADS authentication	
4	Email security Sonic Wall	
5	Antivirus Kasper sky	
6	Veritas Backup	
7	3 CAS and 3 DAG servers on VMware	

*** Reference page number is mandatory and should be mentioned in the technical compliance**

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

PROFORMA FOR FINANCIAL BID (BoQ)**PROVIDING EMAIL SERVICES AT IIT MADRAS**

Tender No. IITM/SPS/Email Service/016/2022-23

Sl.No.	Item Description	Qty.	Unit Rate (in INR)	GST (in %)	Total Amount with GST (in INR)
1	Providing Email Services for IIT Madras as per technical specification mentioned in Annexure-A	1 No.			
2	6 th year AMC cost (after warranty)	1 year			
3	7 th year AMC cost (after warranty)	1 year			
	GRAND TOTAL				

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

(To be given on the letter head of the bidder)

Tender No. **IITM/SPS/Email Service/016/2022-23**

Dated: _____

CERTIFICATE

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

(OR)

(Bidders from Country which shares a land border with India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am from _____ (Name of Country) and have registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and am eligible to be considered. *(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:
Date:

Signature of the Bidder
Name and Address of the
Bidder with Office Stamp

**FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PUBLIC PROCUREMENT POLICY
(PREFERENCE TO MAKE IN INDIA) 2017**

Tender Reference Number: IITM/SPS/Email Service/016/2022-23

Name of the item / Service: Providing Email Service for IIT Madras

Date: _____

I/We _____ S/o, D/o, W/o, _____

Resident of _____

hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide Gol Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

Tick (✓) and Fill the Appropriate Category	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “Class-I Local Supplier” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 20% but less than 50% and come under “Class-II Local Supplier” category.

The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Percentage of Local content : _____ %**

Location at which value addition done : _____

For and on behalf of..... (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.

**** Services such as transportation, insurance, installation, commissioning, and training and after sales service support like AMC/CMC cannot be claimed as local value addition**

(To be given on the letter head of the bidder)

Self-Declaration that the Service Provider has not been Black listed

I S/o
R/o police station District Director
/ partner/ sole proprietor (Strike out whichever is not applicable) of
..... (Firm or Company) do hereby declare and solemnly affirm:

- I. That the Firm has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.
- II. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.
- III. That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place:
Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp