भारतीय प्रौद्योगिकी संस्थान पटना

INDIAN INSTITUTE OF TECHNOLOGY PATNA

बिहटा, पटना–801106, बिहार, भारत

Bihta, Patna – 801 106, Bihar, INDIA

E-PROCUREMENT MODE

Tender Reference No.: IITP/S&P/EPR/9/CC-64/2020-21
E-tender for **Comprehensive Annual Maintenance Contract (CAMC) of Mailing Solution at IIT Patna, Bihta, Patna**

Documents to be submitted online only

Tender Reference No.: IITP/S&P/EPR/9/CC-64/2020-21   **Date: 24.03.2021**

Indian Institute of Technology Patna, an Institute of National Importance, is in the process of entering into **Comprehensive Annual Maintenance Contract (CAMC) of Mailing Solution** at IIT Patna, Bihta, Patna as per the details as given as under:

Name of the work	CAMC of Mailing Solution as mentioned in Annexure-I(a) & I(b)

1. Detailed Tender Documents may be downloaded from Central Public Procurement Portal (https://eprocure.gov.in/eprocure/app) and from our website (https://www.iitp.ac.in/).

2. All details /document pertaining to the tender such as tender document, pre-bid report, corrigendum and any further updates will be available only on our website & also at CPP Portal.

3. **No manual bid will be accepted. All quotations (both technical & financial) should be submitted in the e-procurement portal only.**

4. IIT Patna shall not be responsible for non-receipt of bid due to internet issues or any other reasons.

CRITICAL DATES

Publishing Date	26.03.2021 (10:00AM)
Document Download / Sale Start Date	26.03.2021 (10:00AM)
Pre-Bid meeting	15.04.2021 (11:00AM)
Bid Submission Start Date	16.04.2021 (10:00AM)
Last Date & Time of Submission of Bids (Technical & Financial Bid)	07.05.2021 (03:00PM)
Opening Date & Time of Technical Bids Online	10.05.2021 (03:30PM)
Address of Communication	The Registrar, (for Stores & Purchase), Indian Institute of Technology Patna Kanpa Road, Bihta, Patna, Bihar-801106 Phone: 06115-233-683
For taking technical assistance regarding bid submission, if any	CPP Portal Website: https://eprocure.gov.in Help Desk Number 0120-4200462, 4001002, 4001005 and 4001005.

DY. REGISTRAR (S&P), IIT PATNA

Comprehensive Annual Maintenance Contract (CAMC) for Mailing Solution for the period from 24 October 2021 to 23 October 2022

1. Background

The Indian Institute of Technology Patna (IITP) is a premier technological institute that has been conceived to bolster high-quality technical education and research and cater to the nation's need for well-groomed technocrats and scientists. The institute operates from its permanent campus at Bihta, Patna spread across over 500 acres.

IIT Patna has implemented Zimbra Mail in 2018, which is a user-friendly, secure, fast, and robust campus hosted institute-wide mailing system. IIT Patna has more than five thousand (5000) mail users, out of which about two thousand (2000) users are availing the email facility from licensed Zimbra Collaboration Suite Network Edition 8.8.15, the remaining email accounts are created on Zimbra open source version. The institute is inviting participation from the interested bidders, for maintenance of the Zimbra Mail, both Hardware and Software, and to provide support for operations along with onsite comprehensive warranty and license renewal of all the items running on existing mailing system for the CAMC duration.

The Zimbra mailing solution has following salient features:

- Fast, high performance, feature rich, highly available and resilient mailing solution, capable to withstand link and equipment failures without suffering major downtime.
- Scalable to support future expansion to accommodate more users.
- Scalable and flexible to integrate newer technologies as they emerge without requiring major overhaul to the infrastructure.
- Highly Secured solution – both for threats from the outside (Internet) as well as locally originating threats.
- Two different servers, one having licensed accounts and the other free accounts.
- Accessible from wide range of platforms and user friendly.

2. Existing High Level Design of the mailing solution

Architecture
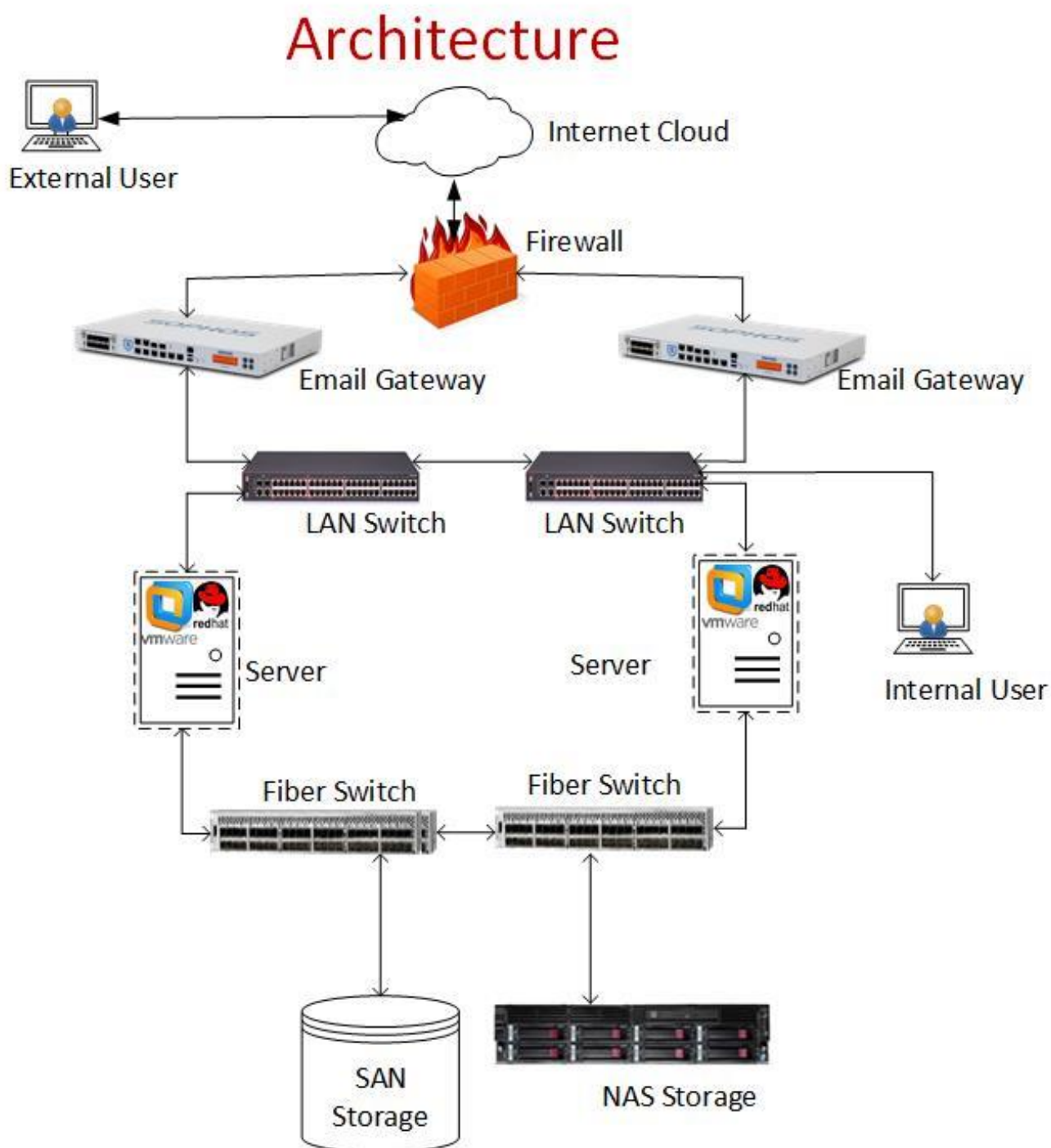
3. Items provided by IIT Patna

1. ESXi Server, Firewall, E-mail gateway, SAN, NAS storage, LAN and SAN switch in rack

2. Uninterrupted Power Supply

3. Internet connectivity, Public IP & Network infrastructure

4. Wild card SSL certificate

5. Sitting place for onsite engineer with one desktop and basic phone.

4. On-site survey

The prospective bidders should conduct a detailed site survey for gathering required comprehensive information regarding the mailing solution before preparing the bid documents. All information required for maintaining the mailing solution and to ensure its smooth functioning and operation must be clarified before the submission of the bid.

- Number of users
- Solution size with respect to storage, hardware, software
- Policies w.r.t mail provisioning, access
- Content filtering, spamming, antivirus
- Auditory and regulatory requirements
- Alerts and Notifications
- Reports in various formats regarding user mail access, violations, bouncing
- Policies w.r.t backup/restore and archival
- Configuration & Maintenance

The above methodology and list is a generic outline and the applicant is free to adopt/suggest approaches and parameters based on their own experience and expertise with the consultation of CC Team.

Any item required for proper maintenance of the entire mailing solution but missing in the offered bid due to poor estimation by the selected bidder must be provided without any additional cost impact to IIT PATNA. Hence, the physical site survey and estimation by interested bidders is imperative. Before visiting for site survey an email communication request should be raised at **cc_office@iitp.ac.in** by the bidder, which clearly shows the visiting dates along with persons. The visiting team has to sign a form and the same form should be uploaded during bidding process.

5. Downtime:

1. During CAMC period, selected bidder guarantees an Uptime of 99.9% on quarterly basis.

2. The response time for minor complaints arising on day-to-day basis from the users should not exceed 30 minutes. Minor complaints which can be resolved locally may include, but are not limited to, password resetting, email bouncing, resolve query regarding setting address etc. If there is a major complaint, then TAC should be opened with Zimbra support, and resolution time should be informed to CC Team. The complaint opened with TAC should be resolved within 24 hrs.

3. The selected bidder will make any configuration changes by opening support channel from Zimbra, as and when required or may use its own scripts to fulfil the required changes in configuration, with the consultation of CC Team.

4. The Selected bidder shall with all reasonable speed, repair or replace the defective products or part thereof without any additional cost to IIT Patna. The response time for replacing the hardware should not be more than half an hour and the resolution time should be as per SLA below:

   a. 1% of the original contract value if the bidder is not able to meet below 99.9% to 99.5% service uptime.

   b. 2% of the original contract value if the bidder is not able to meet below 99.5% to 99% service uptime.

   c. If the uptime is below 99%, IIT Patna would have the option to levy penalty of 3% of the original contract value or to cancel the Purchase Order/Contract.

   d. **Calculation of Service Uptime = [1- (Downtime/Total Time)] X 100**

5. For HA Devices: - The devices which are working in HA (High Availability) mode, should be replaced within the prescribed time of two weeks (2 weeks) when any of these device is out-of-order, so as to bring back the HA in minimum time.

6. Failing to replace any device in HA within replacement time, will attract penalty as per following table-1: -

Table-1		
1	Prescribed Replacement time	No Penalty
2	Upto 5 days after grace period	.25% of contract value
3	For every next 5 days	.25% increase in previous penalty value
4	Beyond 25 days	Breach of Contract

However, if both the devices in HA go down and the service is affected, then SLA will be applicable as per point no.4 above.

7. If the Selected vendor, having been notified, fails to remedy the defect(s) within the period specified above, IIT Patna may proceed to take such remedial action as may be necessary, at the selected vendor risk and expense and without prejudice to any other rights, which IIT Patna may have against the selected applicant under the Contract.

6. On-site support and maintenance team:

1. A team of minimum two qualified personal (with minimum BCA or 3-year Diploma in IT with 2-year relevant experience) should be deployed on-site. The support should be for 24X7 out of which 12 hrs daily, engineers should be present on-site

from 8:00 AM - 7:00 PM (Mon-Sat), and for the rest of the duration the support will be provided offline over telephone etc., for this a shift plan will be provided by the CC Team, support and maintenance during the warranty, support and maintenance period.

2. For general operations like user creation/group creation, mail access policies, user quota, checking logs and reports etc. The activities are to be carried out with the involvement of IIT Patna technical team.

3. The onsite engineer should have their own commercial Laptop with basic tool kit for maintenance of servers etc.

4. IITP will assess the experience of the proposed manpower before deployment of onsite engineer.

7. Scope of Work & Technical details

A. Warranty, maintenance of the mailing solution for 1 years with prescribed SLA.

B. Technical Assistance Center (TAC) support should be back to back with the OEM.

C. Each hardware comprehensive onsite warranty should be back to back with the OEM.

D. Maximum duration for replacement of a faulty hardware with new device within 15 days. The replaced device should be reflected on OEM website database.

E. Administration, Security, management and monitoring of the devices and software:

    I. Load balancing and failover

    II. Physical mail servers.

    III. Unified Storage for mail.

    IV. Zimbra Mailing and collaboration suite.

    V. VMware and Operating System(RedHat).

    VI. Email gateway /Firewall

      (The complete list of devices and software in Annexure –I(a))

F. Backup and restore of software, configurations and Mails.

G. Replacement of faulty hardware.

H. Handling crash, failures, disasters etc.

I. Networking, cabling and connectivity.

J. Directory Services.

K. Reports of all the hardware devices, Spam, Attacks, Auth Logs

L. Daily log monitoring and preparation of database accordingly, for black/whitelist domains.

M. Daily monitoring of iitp.ac.in/IP address on RBL and similar third party websites and taking appropriate remedial action promptly. Routine sharing the status of iitp.ac.in with CC Team.

N. Regularly Monitoring of ISP status and opening of mail server from outside

O. Regular monitoring of iitp.ac.in Domain Name Server working status from outside.

P. Creation of aliases, bulk emails and making the excel sheets of user emails categories wise (provided by CC Team) and provide the data in tabular format as and when required

Q. Opening/Closing of TAC with Zimbra should be reported to CC Team, along with resolution. The same data should be captured in excel sheet and submitted to the CC Team on the last day of every month.

R. Preparing the Knowledge Error Database and share with CC Team, along with resolution.

S. Maintain a register that captures the physical visit and status of all the hardware's once a day.

T. If there is any additional requirement of open source Zimbra Mail server on VMWare or on additional hardware, the vendor has to configure and incorporate the server into existing infrastructure as per existing stud.iitp.ac.in without any additional cost.

U. If there is any additional hardware requirement to expand the existing hardware, vendor has to ensure to look after these type of works without any additional cost.

V. The vendor has to prepare a testbed environment for testing of new policy. If the policy is stable, then it will be applied on live servers. (for this, the hardware will be provided by the IITP)

W. Handling the complaints over phone or through online complaint module and providing the technical support to the end-user over phone or physically visit.

X. Daily monitoring of Bounce, Queue and deferred emails and resolving the such types of queue.

Y. Report on the status of space of storage devices (percentage of occupied/free).

Z. Report on synchronizing of email backup status.

AA. Quarterly preventive maintenance (PM) of all the hardware

BB. Maintenance of operating systems, VMWare, Backup software and all other software being used in the existing mailing solution.

CC. Maintenance and monitoring of IITP domain and IP address on RBL websites.

DD. Vendor has to provide configuration and support of the existing mailing solution; the detailed features are shown in below tables:

General Features
advanced search and file indexing for large inboxes
all popular Browser (like IE/Firefox/Chrome/Safari etc)
e-mail, Address Book, Calendar, Task & File Server
restore a mail deleted from the Trash folder – Dumpster
access the Mail server via IMAP clients, with the option to connect over SSL/TLS
access the Mail server via POP clients, with the option to connect via SSL/TLS
utilize Active Directory for user authentication and/or Global Address List
rich, interactive, web-based interface for end user functions (access via HTTP or HTTPS)
checking and correct spelling in a mail message, calendar appointment
sharing Address Books, Calendars, and Documents with internal users and groups (read or write access)
Ability to categorize messages, contacts, and/or documents by attaching "Tags" with user-defined names and colors
Option to quickly view attachments in HTML format
Ability to create personal folders and folder hierarchies
Ability to print a message and see a print preview
Ability to sort messages based on subject, date, or sender
Ability to flag/unflag messages/conversations for follow up
Ability to define filter rules and priorities for incoming messages
Ability to enable/disable a custom away message (Out Of Office), Separate for Internal & External Users
Ability to add a custom signature to a message
Ability to save in-progress messages to a Drafts folder
Ability for a user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox
Option to Reply or Reply-All while retaining the attachments from the original message
Right-clicking a message displays a menu of actions to take on that message (e.g. Mark Read, Reply, Delete)
Ability to toggle between Reply and Reply-All while composing a reply
Users can set their default preference for viewing messages in the reading pane
Users can set the default font family, font size and font color to use when composing email messages and Documents pages
Users can share their mailbox folders and set the permission levels to manage or to view-only.
User can send an email in the mail box as an attachment
Users can attach a URL to an email message
Users can double-click on a message in message view to expand the view pane to full view
Users can define multiple email signatures to use
Users can check multiple emails in the list view to mark as read/unread/tag, delete, or to move to a different folder
When sending a message, the priority is normal, but it can be set to high or low as well
Users can set notification of new mail
Multiple messages can be selected and forwarded in one email
Users can right click on a folder to see the number of messages and the total size of items in folder
Web Mail Client
The webmail client is tightly bound with the messaging software and from the same OEM
AJAX-based end user interface: Rich, interactive, web-based interface for end user functions (access via HTTP and HTTPS)
HTML 5 based offline access of mails on the web client
Maintenance of the Webmail Client provides the ability to access emails/folders/attachment.
Maintenance of the user can create/reply/access mails in offline mode & the mails synchronization happens as soon as the user is back online (connected to the server)
The web mail client S/MIME for email encryption
The Web Interface is a single window that provides through this Mail Messaging Solution supporting all standard browsers compliant to HTTP-1.0 and HTTP-1.1 like Internet explorer,

Mozilla Firefox, Google Chrome, Opera.
Web-mail interface supports folder nesting (folders within folders).
The web-mail interface have support for the junk mail folder and ability to set the level of junk mails it can receive or forward to the junk mail folder.
The web mail runs over secure HTTP.
Web email user is able to send and receive files as MIME attachments.
User of the Web-mail interface is able to see full message headers.
User of the Web-mail interface is be able set to get an audio or a visual notification on the arrival of new mail.
Organization wide Address lookup for Web email interface.
Webmail address-book auto completion of email address.
The Web mail interface supports spell check at the time of composing the mail.
The Web mail interface for composing the mail in HTML and plain text format.
The users have access to open the mail box in HTML/basic mode if accessing from a low bandwidth connection
The user is able to set the message priority through web mail interface like highest, high, medium and low.
The user is able to define the rules for sorting mails and moving mails to folders.
Server Side Filtering allowing filtering of the mails on the basis of all or part of text in all standard headers (such as To, From, Subject, Reply-to, CC, BCC, Date), text in message .
The Mail Messaging Solution have support for Mail Blocking at user level.
The Mail Messaging solution provides an extensive search mechanism able to search mail, attachment content
The web mail interface have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders.
The user is able to change the password through web interface.
User is able to configure the Message view like: preview of number of messages, tool bar positioning and font view.
The user is able to request receipt notification.
User is able to mark mails as read or unread and maintain flags for follow ups.
The web mail interface provides feature to search messages based on such as from, to, cc, bcc, subject and body but not limited to these, search folders and also advance search capabilities.
User is able to maintain his own sender block list.
The Mail Messaging Solution provides feature of auto saving of message while composing.
Users is able to drag & Drop etc from the web UI
Native Desktop/Thick Offline Client
Zimbra has its own Desktop client
The Desktop mail client is able to set priority of the messages like high, medium and low.
The desktop mail client is able to schedule the delivery of the messages
Flagging Option for mails.
Powerful quick search based senders, recipients, message, subject, data, status etc.
Spell check facility
Personal and global Address Book.
Calendar, Group Scheduling, Personal Task Management Mail Archiving to local disk
Mashup Support
Document Sharing
Drag & Drop Attachment
The Desktop Client & the web client able to sync features like filters/folders/recent contacts for type ahead addresses etc
Type ahead addresses on the Desktop Client & the web Client
Add email signatures for each account and automatically reply with the correct "from" address
Supports plain text and html message formatting
Collapse email threads into a single Conversation View to simplify your inbox
Enabling/Disabling features about Compose email even when not online-messages to be sent are saved in the "Outbox" and are sent when connected again

Address Book
Business card view of Contacts
List view of Contacts with preview pane
Ability to import/export Contacts in .csv format
Ability to import/export contacts in vCard (.vcf) format
Ability to print a single Contact or list of Contacts and see a print preview
Right-clicking a Contact displays a menu of actions to take on the Contact (e.g. compose message, search for messages)
Ability to drag a Contact to a mini-calendar date to create an appointment with that Contact
Ability to create multiple Address Books in a single mailbox
Ability to move/copy contacts from one Address Book to another (based on access privileges)
Ability to create group contact lists in their user Address Books
Address book displays individual contact information in tabbed view
Photos and images can be uploaded to contacts in Address Books

Calendar
Ability to schedule personal appointments
Ability to schedule meetings and view attendees' free/busy information
Ability to create recurring meetings and exceptions to recurring meetings
Ability to book resources (locations, equipment, etc.) for a meeting
Ability to configure a resource to auto-respond to scheduling requests based on availability
Option to enable an alert popup for upcoming appointments
Appointments/schedules are automatically displayed in the users current time zone
Ability to set an explicit time zone for an appointment
Ability to view calendars in Day, Week, Work Week, or Month views
User setting for the first day of the week; value chosen impacts the Week calendar view
Ability to create an appointment and/or drag an appointment's boundaries inline in calendar views
Ability to quickly mark Accept/Tentative/Decline from calendar views
Declined appointments display faded so that the user remains aware of their occurrence
Ability to print calendars in day, week, work week, or month views and see a print preview
Hovering over an appointment in calendar view displays additional appointment details
Option to display a miniature calendar at all times
Hovering over a date in the mini-cal displays calendar information for that date
Right-clicking on the mini-cal displays a menu of actions to take on the associated date (e.g. add appointment, search for messages)
Ability for a user to create multiple calendars within a single account
Ability for a user to designate which calendars will be included in the user's free/busy calculations
Ability to subscribe to an external calendar in iCalendar (.ics) format
Ability to publish/export a calendar in iCalendar (.ics) format
Ability for a user to view multiple calendars overlaid in the same view, which each calendar optionally represented by a different color
When viewing multiple calendars, option to view that indicates the degree of conflict at each potential time slot
Users can import calendar iCalendars (.ics)
Appointments can be marked as private or public.
Administrators can configure the Calendar feature to be able to create only personal appointments
Users can search for appointments within their calendars
Public calendars display in HTML read-only format

Tasks
Add tasks and set the start and due date, set the priority and keep track of the progress and percentage complete
Share task lists with internal and external users and set permission levels to manage or to view-only
Users can sort tasks by Status or Due Date
Users can set the priority of tasks to high, normal or low
Individual tasks can be tagged

Files can be attached to a tasks

Document Sharing

The mail server features for sharing documents with version control/access control out of the box with no additional software/application
The users can upload documents in the repository, which can be shared with other users with in the organization & outside as well.
The Document sharing module also allows to view the uploaded document in a pre-view mode without downloading the attachment
The Documents uploaded in the repository de-duplicates to save the storage
The user is be able to define access control of the documents uploaded in the repository (e.g. which user has Manager access, reader access etc.)
The Document sharing component can be accessible through the Native Desktop Client

Search

Server-side indexing of mailbox content, enabling fast and efficient search from the web interface
Ability for a search to include any number of conditions combined via Boolean-like expressions (AND, OR, NOT, etc.)
Ability to use text commands to execute searches
Advanced interface for building searches
Ability to search for a specific item type (Mail, Contacts, Documents, etc.) or across item types
Ability to search using a prefix plus a wildcard
When using Search Builder, the search result set updates continuously as search conditions are changed
Ability to save searches for subsequent one-click re-execution
Ability to search for items that contain specific keywords
Ability to search for items with a specific date or within a specific date range
Ability to search for items that contain an attachment
Ability to search for items that contain an attachment of a certain type(s)
Ability to search for items that have a specific flagged/unflagged status
Ability to search for items that are in a specific folder
Ability to search for items based on storage size
Ability to search for items based on read/unread status
Ability to search for items with specific recipients in the To/Cc fields
Ability to search for items from a specific sender
Ability to search for items based on subject
Ability to search for items that include a specific Tag(s)
Ability to search for items that were sent to or received from a specific domain
Ability to search for Contacts in a Shared Address Book
Ability to search for content inside attachments

Compatibility & Interoperability

MAPI-based synchronization of mail, contacts, and calendar data between Outlook and the proposed solution server
Online/offline status is automatically detected, enabling the user to work without having to specify their connection status
Synchronization operations are cached and synchronized as an asynchronous process, enabling optimal Offline performance

Mobile Access -- Push Mail

The Mobile synchronization is extended to users
iPhone & Android Email, Contact, Calendar sync through ActiveSync
Address book lookup
Complete synchronization of sent items/subscribed folders

Tag messages

Ability to quickly categorize messages, contacts, and/or documents by attaching "Tags" with user-defined names and colors
Quickly search your mailbox for pictures, documents or text-even with attachments
Use advanced search to easily search by folder, date, person, subject or attachment

Create groups and tags to organize them
real-time backup and restore of Mail Boxes
clustering/High-Availability
Comprehensive suite of standards-based web services APIs enabling seamless integration with other applications
Ability to utilize Active Directory for user authentication and/or Global Address List
Admin can configure an initial password in the migration wizard and import wizard for newly provisioned accounts
The solution have the capability to migrate from any existing legacy email platform to the suggested new one
multi-tenancy
e-mail Archiving & Discovery for legal compliance per user
Ability to customize the colors and appearance of the web interface
Admin can define expiration policy for individual mailbox folders
Users will receive an email message warning of quota usage based on a threshold defined by administrator
Multiple messages can be selected and forwarded in one email
MashUps
mashups for both online and offline clients
Mashups Integrate the messaging solution with third party information systems and content
Integrating the Web2.0 technology with the Mail Messaging Software
With Mashup, arbitrary message content can be made live by linking it with web content and services on intranets or the Internet. No more cutting and pasting from email to browser. Hovering over actionable content gives the user a real-time preview (subject to security constraints) that can be factored in decision making
Storage
The software is able to allow 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 are still accessible
Message De-duping: The System does not duplicate the message, thus it provides single instance storage
Messages (including attachments) sent to multiple users are stored once to optimize storage space
View of mailboxes sortable by quota, total mailbox size, or % quota consumed
Ability to define retention policies for all messages, trashed messages, and/or junk messages
Ability to move a mailbox(es) from one server to another without requiring system downtime or affecting other mailboxes
Ability to run a regularly scheduled process that moves older messages to a secondary storage volume
Domain-Level Management
Ability to create and manage multiple mail domains within a single instance of Messaging Solution
Ability to use different Global Address Lists for each domain
Ability to use different authentication stores for each domain
Ability to delegated domain-level administrators to manage users and other settings specific to a domain
Ability to create domain-specific custom branding of the web interface
Ability to enable a domain admin to update account quotas up to a maximum set value
Ability to search across mailboxes from the administration console
Server Security
The messaging software have its native Two-Factor Authentication mechanism
The messaging software have the capability to integrate with PKI infra for email encryption using S/MIME

The messaging software S/MIME for email encryption on the Native webmail client
Administrator interface setting to specify spam quarantine and kill thresholds
Administrator interface setting to define the update frequency for virus signatures
Ability to enforce client authentication to the SMTP server before relaying mail (with option to require authentication over TLS)
The server allow postscreen like capability where One process handles multiple inbound SMTP Connections and decides which clients may talk to a MTA server process.
Graphical display of system activity including disk usage, message volume, and AS/AV results
Ability to monitor the status of all core system servers/services in a single view
Ability to block attachments based on criteria such as attachment type or size
Ability to enforce that attachments be viewed as HTML, enabling risk-free attachment viewing without requiring attachment-native applications on the viewer's machine
Install and manage certificates from the administration console
Directory Service
The Directory server can be configured in multi-master mode in order to avoid single point of failure
provide support for X.500 naming standards and Kerberos 5 for logon and authentication.
The directory service features for health monitoring and verifying replication.
The directory service shall provide support for modifiable and extensible schema.
Multi-master directory service replication features, Directory Server is scalable and have multi-master & multi-site capabilities.
Search capability to query all directory objects.
Search capability to query network resources by attributes.
recovery of a Single Object as well as the entire directory.
Loss of a single directory server does not affect ability for users to logon.
Backup/Recovery
The solution have an integrated online backup/restore mechanism for mail boxes.
Automated scheduling of the back-up takes place. The Backup can be configured as Incremental, Selective or disk volumes.
The solution ensures that data of the mail messaging solution can be backed up into multiple copies.
Dumpster -- The Solution offers a feature where users could also restore a deleted mail by himself within a set of specified days
E-Mail Archival & Discovery for Legal Compliance
The Solution have email Archival & Discovery for storing mails for legal compliance
All mails can be journaled for legal & compliance
The Solution allows creating an archive mail box for each individual user separately for faster search
Administrator is able to search mails within archival server
Configurable Per account archival
The archival server can be configured for Indexing services for faster search and retrieval of mails
The admin account have the privilege of searching specific accounts/ group of accounts / entire archival storage for specific content

Enabling, Disabling and configurations of all the features of Zimbra Collaboration Suite Network Edition 8.8.15 or above as and when required and additional feature if required without any additional cost.

If there is any change required with respect to the policies the vendor has to ensure for providing the solutions through open source software, purchased software and hardware along with technical justification (The prices will be borne by the IITP for purchased software and hardware only) without any additional implementation cost.

Bidder has to provide the undertaking that he takes full care of the mail privacy and security. If found any a legal action will be taken by IITP.

Sl. No.	Hardware	Quantity	Make	Model	Details of OS Detail/ Version	Licence	High Availability (HA)
1	Server	2	HP	ProLiant DL360 Gen10	1.35	Nil	YES
2	Switch	2	HP	Ver.B	V100R001B01D044	Nil	YES
3	Fiber Switch	2	HP	118.1	Fabric OS: v8.0.2c , Kernel: 2.6.14.2	Nil	YES
4	Sophos	2	Sophos	ES 5000	v4.5.3.2	2	YES
5	8 Port KVM Switch	1	Aten	Masterview Max CS1308	--	Nil	No

Sl. No.	Storage	Quantity	Total Space	Used	Free	Product name	OS version
6	SAN	2	54.286 TB	54.286 TB	0	HPE 3PAR 8200	3.3.1.648 (MU5)+P126,P132,P135,P136
7	Service Processor	1				HPE 3PAR StoreServ SPS Service Processor	5.0.7.1-28394
8	NAS	1	32.7 TB	8 TB	24.7 TB	HPE StoreEasy 1660 Perf Storage	Window Storage server 2016 standard

Sl. No.	Software	Quantity	Version	Plan	Purchased License	Remarks
9	**Zimbra (Mail)**	1	ZCs 8.8.15 Network edition, Patch 8.8.15_P12	Network Edition	2300	
10	**Zimbra (Stud)**	1	ZCs 8.8.9 Open source , Patch 8.8.9_P10	Open Source	0	
11	**RedHat**	4	RHEL 7.8		4	LDAP-2, ZIMBRA-1, Zimbra Archive-1
12	**Vmware ESXI(Vsphere)**	2	6.7		2	
13	**Vmware Vcenter**	1	10.1.5		1	

Sl No.	Item	Quantity	Make	Model
14	**SFP Modules**	24	HPE	16 Gb SFP
15		8	HPE	10 G SFP

INSTRUCTIONS TO THE TENDERERS

The tender shall be submitted in accordance with these instructions and any tender not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:http://eprocure.gov.in/eprocure/app). The bidders are required to submit copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

2. More information useful for submitting the online bids on the CPP Portal is available/ obtained at URL:http://eprocure.gov.in/eprocure/app

3. For Registration, Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: http://eprocure.gov.in/eprocure/app) by clicking on the link *"Click here to Enroll". Enrollment on the CPP Portal is free of charge.

4. Foreign Bidders have to refer "DSC details for foreign Bidders" for Digital Signature Certificate requirements which comes under Download Tab at http://eprocure.gov.in/eprocure/app?page=Standard Bidding Documents &service=page and the remaining part is same as above and below.

5. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.

6. IIT Patna reserves the right to reject any tender/bid wholly or partly without assigning any reason.

7. The technical committee constituted by the IIT Patna shall have the right to verify the particulars furnished by the bidder independently.

8. Tenderer shall take into account all costs including installation, commissioning, cartage etc. for giving delivery of material at site i.e. IIT Patna before quoting the rates. In this regard no claim for any extra payment for any reason shall be entertained.

9. The item should be delivered at IIT Patna, Kanpa Road, Bihta, Patna-801106, Bihar, INDIA and the supplier shall be responsible for any damage during the transit of goods.

10. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.

11. Interested bonafide and reputed manufacturers/India agents (on behalf of their foreign principals) may submit Online bids for each of the above equipment along with all requisite documents and scanned copy of EMD submission reference.

12. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line http://eprocure.gov.in/eprocure/app. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.

13. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.

14. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. IIT Patna reserves the right to accept or reject any or all the tenders.

15. The detailed instruction for Online submissions of bid(s) through e-Procurement module of Central Public Procurement of NIC, the bidder(s) may visit the following link:- http:// eprocure.gov.in/eprocure/app?=HelpForContractors&service=page

INSTRUCTIONS FOR ONLINE BID SUBMISSION

(Department User may attach this Document as an Annexure in their Tender Document which provides complete Instructions for on line Bid submission for Bidders)

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://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) 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.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) 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 DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) 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.

2) 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 Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.

3) 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.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) 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.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) 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, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents'' area available to them to upload such documents. These documents may be directly submitted from the "My Space" 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.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee/ EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) 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.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), 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.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) 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.

2) 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.

GENERAL TERMS AND CONDITIONS

01. ***Rates***: Rates quoted must be on F.O.R basis for IIT Patna, on <u>DOOR DELIVERY</u> Basis, with break up as per details given in BoQ.

02. ***Validity:*** The validity period of the offer should be clearly specified. It should be at least for 120 days from the last date of submission of quotations.

03. ***Bid Security Declaration:*** Scanned copy of signed Bid Security Declaration should be submitted in the prescribed format.

04. ***Period of Contract:*** Initially for one year, and can be extended on awarded rates and terms of conditions of the tender document for another two years on satisfactory performance on year to year basis. Vendor has to provide the price for another two years which will be considered for the selection of lower vendor during bid evaluation process.

05. **GST Certificates & TDS:** Scanned Copy of GST Certificate must be uploaded with technical bid. Appropriate GST deduction at source will be applicable.

06. **Dealership Certificate:** Dealership certificate (in case of authorised dealers) and standard Technical literature on the offered products must be uploaded with technical bid.

07. **Performance Guarantee:** 03% in the form of Bank Guarantee/ Fixed Deposit of the total order value needs to be submitted for such period as to cover two months beyond the AMC period for the order.

08. **Late and delayed quotation:** Late and delayed quotations will not be considered. In case any unscheduled holiday occurs on prescribed closing/opening date, the next working day shall then automatically be the prescribed date of closing/opening of the quotation with no change in timing.

09. **Ground for Rejection of Quotation:** The quotations are liable to be rejected if the foregoing conditions are not complied with. The quotation should be complete in all respects if a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered. The quotations shall be rejected if the information, on the outer cover of the bid, is not provided in the format given in the table in Page 1.

10. **Payment:** Payment will be made on quarterly basis after producing the invoice along with maintenance, uptime, attendance, duty roster, call reports and with ESIC, PFA data of deputed employee duly certified by Head Computer Center. The payment will be made generally through RTGS / FUND TRANSFER. Following information must be clearly written in the uploaded bank details for RTGS / FUND TRANSFER: -
    (a) Name of the Firm with complete postal address
    (b) Name of the Bank with Branch where the Account exist
    (c) IFSC CODE
    (d) ACCOUNT No
    (e) PAN No
    (f) GST/TIN No

11. **Liquidated Damage:** If a firm accepts an order and fails to execute the order in part or in full, as per the terms and conditions stipulated in the Purchase Order, it will be open to the institute to recover the liquidated damages from the firm at the rate of 0.5% per week of the order value subject to a maximum of 10% of the order value. It will also be open to the institute alternatively, to arrange procurement of the required stores from any other source at the risk and expense of the defaulter firm/vendor, which accepted the order but failed to execute the order according to the stipulated agreed upon. Defaulter vendor(s)/ firm(s) are also liable for blacklisting.

12. **Termination for default:** Default is said to have occurred
     (a) If the supplier fails to deliver any or all of the goods/ items/ services within the time period(s) specified in the purchase order or any extension thereof granted by IIT Patna.
     (b) If the supplier fails to perform any other obligation(s) under the contract
     (c) If the vendor, in either of the above circumstances, does not take remedial steps within a period of 04 days after receipt of the default notice from IIT (or takes longer period in-spite of what IIT may authorize in writing), IIT may terminate the contract / purchase order in whole or in part.

13. **Applicable Law:**
     (a)The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing, as may be applicable upon IIT Patna.
     (b)All disputes are subject to exclusive jurisdiction of Competent Court and Forum in Patna, India only.
     (c) Any dispute arising out of this purchase shall be referred to the Registrar IIT Patna, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, (to be appointed by the Director of the Institute). The decision of such Arbitrator shall be final and binding on both the parties.

14. The acceptance of the quotation will rest solely with the Registrar, IITP, who in the interest of the Institute is not bound to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all of the quotations received without assigning any reason(s).

15. **Important:** The Director may accept or reject any or all the bids in part of in full without assigning any reason and doesn't bind himself to accept the lowest bid. The institute at its discretion may change the quantity / upgrade the criteria / drop any item, at any time before placing the Purchase Order.

16. **Force Majeure:** The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

    (i) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

    (ii) If a Force Majeure situation arises, the Supplier shall promptly notify IIT Patna in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

17. It is the sole responsibility of the vendor to comply with all labor laws applicable during execution of service/AMC in IIT Patna for safeguard of their employees.

18. IIT Patna will deduct statutory taxes applicable at the time of making payment to the vendor from regular Bill/Invoice of the vendor and only net payment will be released to the vendor.

19. If agency has not completed assigned job as per the satisfaction of IIT Patna then IIT Patna will engage some other agency for completion of work and actual expenditure incurred by IIT Patna will be recovered from the due payment of AMC charges.

20. The in general Printed conditions of supply of the firm, if any, will not be binding on the Institute.

<div align="center">**SPECIAL TERMS & CONDITION**</div>

<div align="center">(In case of any contradiction between General Terms and Special Terms, the information mentioned as Special Terms will prevail.)</div>

A. Eligibility Criteria for Applicants

To be eligible for evaluation of its Proposal, the Applicant shall fulfill the following:

1. The applicant should have at least three years of experience in implementation of Information and communication technology service and solution for hardware and software. The applicant must provide self-attested year-wise experience details.

2. For the financial and operational stability, the applicant should have a yearly turnover of at least **10.50 Lakhs** over the last three years. The CA certified financial statements must be provided.

3. The applicant should have a successful track record, and should have completed similar work (Implementation and Maintenance of Mailing System) in the institute of national importance (such as IIT, NIT, IISER), PSU or large corporate in the last three years, either the following criteria:

   a. Three similar completed works costing not less than Rs. 14,00,000/-.

   b. Two similar completed works costing not less than Rs. 17,50,000/-.

   c. One similar completed work costing not less than Rs. 28,00,000/-.

   The applicant must provide the relevant PO's/Letter of award of work and completion certificate for the same.

4. Licensing Information of all the components of the product must be provided with supporting license agreements, MAFs, OEM certifications etc.

The applicants must satisfy all the above criteria..

B. Payment Conditions

Payment will be processed on quarterly basis. Quarterly invoice must be submitted along with following documents: -
   a. Cover letter mentioning the downtime during the quarter
   b. PO copy
   c. PM reports
   d. Call reports
   e. Duty roster
   f. Attendance sheet
   g. PF, ESIC details of Onsite engineers.

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
The Registrar,
(for Stores & Purchase Section)
Indian Institute of Technology Patna
Kanpa Road, Bihta, Patna, Bihar-801106
Phone: 06115-233-683

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No.:_____

Name of Tender / Work:-

_____
_____
_____

Dear Sir/Madam,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender / Work" from the website(s) namely:

   _____
   _____

   as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department / organizations too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.

5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department / Public Sector Undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department / organization shall without giving notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including forfeiture of the full said EMD absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Contact person name and designation: ………………………………

Email id/ids for communication: …………………………………..

Mobile number : …………………………………………………..

Bid Securing Declaration Form
(To be given on Company Letter Head)

Date:_____   Tender No. _____

To,
The Registrar,
(for Stores & Purchase Section)
Indian Institute of Technology Patna
Kanpa Road, Bihta, Patna, Bihar-801106
Phone: 06115-233-683

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of five years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because of

   a) withdrawal/modification/amendment, impairment or derogation from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

   b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the receipt of your notification of the name of the successful Bidder.

Signed: (put signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____(insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

LIST OF DOCUMENTS TO BE UPLOADED WITH TECHNICAL BID

1. Scanned copy of GST and bank details for NEFT/ RTGS on letter head.

2. Scanned copy of self-declaration of original manufacturer or authorized dealership certificate from OEM.

3. Scanned copy of the documents (self-attested year-wise experience details, CA certified financial statements, PO's/Letter of award of work and completion certificate, license agreements, MAFs, OEM certifications etc.) as mentioned in Special Terms and Condition.

4. Scanned copy of tender acceptance letter. (Annexure-V)

5. Scanned copy of signed Bid Security Declaration. (Annexure-VI)

6. Scanned copy of detailed technical specification & brochure (if any) / compliance sheet.

(**Please note that no indication of the rates/ amount be made in any of the documents submitted with the technical bid**)

INSTRUCTION RELATED PRICE BID

PRICE BID –

A. Schedule of price bid in the form of BOQ format:

1. The below mentioned Financial Proposal / Commercial bid format as given in Annexure-VIII is provided as BOQ along with this tender documents at https://eprocure.gov.in/eprocure/app

2. **Bidders are advised to download this BOQ.xls** as it is and quote their offer / rates in the permitted column and upload the same in the commercial bid.

3. Bidder shall not tamper / modify the downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD shall be forfeited.

4. Any element of cost, taxes, duties levies etc. not specifically indicated in the BOQ, shall not be paid by the purchaser. **If GST amount / FOB / FCA charges is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST amount / FOB / FCA charges. No further communication will be entertained later or else the EMD will be forfeited.**

5. The tender shall remain valid for acceptance for **120 days,** from the date of tender opening.

B. Break-up of price in PDF format:

1. The break-up of price for AMC of 2nd & 3rd year should be given in PDF format (Signed Scanned Copy) with details of components with individual prices in the format provide as Annexure-X.

2. Prices for 1st, 2nd and 3rd year will be considered for price comparision and selection of L1 vendor. However, the contract will be awarded initially for one year only which may be extended for 2nd & 3rd year on the basis of performance.

Item Rate BoQ

Tender Inviting Authority: Dy. Registrar, IIT Patna

Name of Work: Supply of Comprehensive Annual Maintenance Contract (CAMC) of Mailing Solution at IIT Patna, Bihta, Patna

Contract No: IITP/S&P/EPR/9/CC-64/2020-21

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Quoted Currency in INR / Other Currency	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST in Percentage	GST Amount Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	4	5	12	13	14	15	53	54	55
1	Comprehensive Annual Maintenance Contract (CAMC) of Mailing Solution at IIT Patna, Bihta, Patna	1	Years	INR			0.00	0.00	0.00	INR Zero Only
2	Renewal Charges 2nd year	1	Years	INR			0.00	0.00	0.00	INR Zero Only
3	Renewal Charges 3rd year	1	Years	INR			0.00	0.00	0.00	INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Quoted Rate in Words				INR Zero Only						

Format for Breakup of Price/Bill of Quantity

Sl. No.	Description				1ˢᵗ Year	2ⁿᵈ Year	3ʳᵈ Year
A	Mainterance support cost for						
	Hardware	**Make**	**Model**	**Qty.**			
1.	Server	HP	ProLiant DL360 Gen10	2			
2.	Switch	HP	Ver.B	2			
3.	Fiber Switch	HP	118.1	2			
4.	Sophos	Sophos	ES 5000	2			
5.	8 Port KVM Switch	Aten	Masterview Max CS1308	1			
	Storage	**Product Name**	**OS Version**	**Qty.**			
6.	SAN	HPE 3PAR 8200	3.3.1.648 (MU5)+P126,P132,P135,P136	2			
7.	Service Processor	HPE 3PAR StoreServ SPS Service Processor	5.0.7.1-28394	1			
8.	NAS	HPE StoreEasy 1660 Perf Storage	Window Storage server 2016 standard	1			

	Software	Version	Plan	Qty.			
9.	Zimbra (Mail)	ZCs 8.8.15 Network edition, Patch 8.8.15_P12	Network Edition	1			
10.	Zimbra (Stud)	ZCs 8.8.9 Open source , Patch 8.8.9_P10	Open Source	1			
11.	RedHat	RHEL 7.8		4			
12.	Vmware ESXI(Vsphere)	6.7		2			
13.	Vmware Vcenter	10.1.5		1			
	Item	Make	Model	Qty.			
14.	SFP Modules	HPE	16 Gb SFP	24			
15.		HPE	10 G SFP	8			
16.							
17.							
18.							
19.							
20.							

21.	Total Maintenance Support Cost			
22.	GST Rate			
23.	Total GST Amount			
24.	Total Maintenance Support Cost including Taxes			
B	**Operational Cost**			
1.	**Basic Amount of Operational Cost**			
2.	**GST Rate**			
3.	**GST Amount**			
4.	**Total Operational Cost including GST**			
	Total basic amount yearly	It should be equal to value in cell no. BA13 of BoQ	It should be equal to value in cell no. BA14 of BoQ	It should be equal to value in cell no. BA15 of BoQ
	Total GST Amount Yearly	It should be equal to value in cell no. O13 of BoQ	It should be equal to value in cell no. O14 of BoQ	It should be equal to value in cell no. O15 of BoQ
	Total Amount including Taxes per year	It should be equal to value in cell no. BB13 of BoQ	It should be equal to value in cell no. BB14 of BoQ	It should be equal to value in cell no. BB15 of BoQ
	Total amount for Comprehensive Annual Maintenance Contract (CAMC) of Mailing Solution (As in cell no. BB16 of BOQ)	It should be equal to value in cell no. BB16 of BoQ		