University of Delhi

Date: July 12, 2010

REVISED TENDER DOCUMENT

<u>Installation of freeware/open source software for Linux Networking</u>

University of Delhi invites sealed tender offers from eligible and reputed vendors. The tender document is available on the University of Delhi website www.du.ac.in. The vendors intending to bid for the above tender may download the same for submitting their bids. Hard copy of the tender document may be obtained from the office of the Department of Computer Science.

Terms and Conditions of the Tender

1. **Scope of Work**

PART A

I. Installation & Configuration of Open source (freeware) Linux operating system and freeware open source software applications in Linux platform on a total of 80 computers including workstations, servers, desktops and laptops installed at the Department of Computer Science, University of Delhi.

II. Installation & Configuration of network/Internet softwares on the above mentioned 80 computers on Linux (freeware) platform.

III. Installation & Configuration of Ethernet Switches and Routers installed at the Department of Computer Science, University of Delhi.

PART B

I. Annual Maintenance of work mentioned in (I) of Part A.
II. Annual Maintenance of work mentioned in (II) of Part A.
III. Annual Maintenance of work mentioned in (III) of Part A.

2. **Eligibility Criteria**

- Vendor must be a registered corporate in India under the Companies Act 1956.

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- The vendor should have reputed background and should be established in the business (for which the bid is made) for at least 2 years. For each of the last two years, the turnover should at least be Rs. 1 crores per year.
- Vendor should have executed at least 3 projects of similar nature. Documentary evidence to be submitted.

3. **Two Bid System Tender**

Separate Technical and Commercial Bids duly sealed and superscribed `**Quotations for** Installation of freeware/open source software for Linux Networking **to Department of Computer Science, University of Delhi- Technical Bids'** and `**Quotations for** Installation of freeware/open source software for Linux Networking **to Department of Computer Science, University of Delhi- Commercial Bids'** shall be submitted as per bid details.

The tender not submitted in the prescribed formats or incomplete in detail is liable for rejection. The University of Delhi is not responsible for non receipt of quotation within the specified date and time due to any reason including postal holidays or delays.

ENVELOPE I (Technical Offer):

The Technical offer should be complete in all respects and contain all information asked for, except prices. The Technical offer should include all components asked for in *Annexure V*

The suggested format for submission of technical offer is as follows:

- Index
- Covering letter as per *Annexure I*
- EMD in the form of Valid Bank Guarantee as per *Annexure II*
- The Company profile as per *Annexure III*
- Details of 3 projects as per *Annexure IV*
- Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document.
- Technical Offer with Specifications as given in *Annexure V* complete with all the columns filled in. This table should not contain any price information.
- Deviation Table as per *Annexure VI*

ENVELOPE II (Commercial Offer):

- The Commercial Offer (C.O) should give all relevant price information as per *Annexure VII.* The Bid Form must be filled in completely, without any errors, erasures or alterations. The Commercial offer must not contradict the technical offer in any way.

4. Documentation

The vendor shall furnish, as part of its tender offer, documents establishing the vendor's eligibility to participate in the tender and its qualifications to perform the Contract. The documentary evidence of the vendor's qualifications to perform the Contract, shall establish to University of Delhi's satisfaction that the vendor is eligible as per the criteria outlined in the Eligibility Criteria stated above.

5. Nontransferable Tender

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

Any change in the constitution of the firm, etc. shall be notified forthwith by the contractor in writing to the tendering authority and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

No new partner / partners shall be accepted in the firm by the contractor in respect of the contract unless he / they agree to abide by all its terms and conditions, and deposits with the tendering authority a written agreement to this effect. The contractor's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.

6. Offer validity Period

The offer should hold good for a period of 180 days from the closing date of the tender. Any offer falling short of the validity period is liable for rejection.

7. Earnest Money Deposit

Vendor must submit Earnest Money Deposit (EMD) of Rs. 10,000/- in form of **Bank Guarantee/Demand Draft/Pay Order** in favour of Registrar, University of Delhi, Delhi.

The non submission of EMD will lead to rejection of the bid. The irrevocable Bank Guarantee drawn on a Scheduled Bank shall be in form acceptable to the University of Delhi as per *Annexure II*. The EMD shall remain in force until the report of successful installation and commissioning is given by the department. No interest shall be paid on EMD of unsuccessful bidders. The successful bid, if withdrawn, is also liable for forfeiture of the EMD.

8. Alternative offers

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Each offer should specify only a single solution for each item which is cost effective and meets the tender specifications, and should as far as possible not include alternatives.

9. Costs

Cost should include cost for Part (A) and Part(B) as mentioned in "Scope of Work".

10. Erasures or Alterations

The offers containing unauthenticated erasures or alterations will not be considered. There should be no unauthenticated handwritten material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. University of Delhi may treat offers not adhering to these guidelines as unacceptable.

11. Modification and Withdrawal of Offers

The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by University of Delhi prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, the EMD will not be refunded by the University.

12. Preliminary Scrutiny

University of Delhi will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The University of Delhi may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all vendors and University of Delhi reserves the right for such waivers.

13. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, University of Delhi may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

14. Verification

The University of Delhi reserves the right to verify any or all statements made by the vendor in the tender document and to inspect the vendor's facilities, if necessary, to

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establish to its satisfaction about the vendor's capacity to perform the job.

15. Shortlisting of Vendors

University of Delhi will create a shortlist of technically qualified vendors and the commercial offers of only these vendors will be opened. After opening Commercial Offers of the shortlisted tenderer, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

16. Installation Period

The Installation must finish within 10 working days and a period of a month must be given for the installation to stabilize. Part(B) of the work will start after the stabilization period.

17. Payment Terms∗

50% payment of Part(A) will be made to the vendor after one week of handover and successful installation. Remaining 50% of Part(A) and 90% of Part(B) after the system runs problem free for about a month. 10% of Part(B) will be kept as security deposit to incur the cost of penalties, if any, as stated in clause 20. The balance of this amount will be paid at the end of the AMC.

18. Completeness of the contract

The contract will be deemed as incomplete if the installation is not complete/ complete but faces frequent problems. The complete installation should run problem free for about a month for the contract to be called complete.

19. Penalties

The service personnel should be available on the same day if the call is made before 1 o'clock and no later than 9.30 am of the next day even if the call is made later in the day failing which University of Delhi shall deduct a sum equivalent to .5 percent of the price of the AMC (cost of Part (B)) for each working day subject to a maximum limit of 5%. Once the maximum is reached, the vendor shall be black-listed. If the service personnel visits within the stipulated time but is unable to fix the problem the AMC period will be extended by the number of days for which the problem remains unfixed.

20. Order Cancellation

∗ Time to process the payment must be added to this.

University of Delhi also reserves the right to cancel the order in the event of one or more of the following circumstances:

- Delay in start of installation work beyond a period of 1 week from the date of order.
- Breach by the tenderer of any of the terms and conditions of the tender.
- Any action by the tenderer which is in breach of law or accepted practices in commercial transactions.

21.   Publicity

Any publicity by the vendor in which the name of University of Delhi is to be used should be done only with the explicit written permission of University of Delhi.

22.   Resolution of Disputes

University of Delhi and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, University of Delhi and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. The Vice Chancellor, University of Delhi, shall appoint a Sole Arbitrator of the dispute who will not be related to the contract and whose decision shall be final and binding.

23.   Jurisdiction

The jurisdiction of the courts shall be Delhi

24.   Income Tax may be deducted at source as per rules.

25.   All the documents are to provided on company letterhead.

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(Letter to the University on the vendor's letterhead)

The Registrar
University of Delhi
Delhi

Dear Sir,

Sub: <u>Installation of freeware/open source software for Linux Networking</u>

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the following items as detailed in your above referred tender.

Basic Item No	Item Description
Part(A)	IV. *Installation & Configuration of Open source (freeware) Linux operating system and freeware open source software applications in Linux platform on a total of 80 computers including workstations, servers, desktops and laptops installed at the Department of Computer Science, University of Delhi.* V. *Installation & Configuration of network/Internet softwares on the above mentioned 80 computers on Linux (freeware) platform.* VI. *Installation & Configuration of Ethernet Switches and Routers installed at the Department of Computer Science, University of Delhi.*
Part(B)	*Annual Maintenance of work mention in (I), (II) and (III) of Part A.*

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures. We also understand that the University is not bound to accept the offer either in part or in full and that the University has right to reject the offer in full or in part without assigning any reasons whatsoever.

University of Delhi

We enclose Bank Guarantee for _____ favouring University of Dellhi issued by _____Bank, _____Branch , and payable at Delhi, towards Earnest Money Deposit.

Yours faithfully,

Authorised Signatories
(Name & Designation, seal of the firm)
Date:

University of Delhi

Annexure II

Earnest Money Deposit Bank Guarantee

The Registrar
University of Delhi
Delhi

Dear Sir,

Installation of freeware/open source software for Linux Networking

WHEREAS
The University of Delhi located at Delhi (hereinafter called the University) has invited tenders for the Installation of freeware/open source software for Linux Networking on the terms and conditions mentioned in the tender document.

1. It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs.-_____/(Rupees_____ only) as Earnest Money Deposit.

2. M/s_____, (hereinafter called as Tenderer), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the 'University' in respect of the said sum of Rs. _____/(Rupees_____ only).

NOW THIS GUARANTEE WITNESSETH

1. We _____ (NAME OF THE BANK) do hereby agree with and undertake to the University of Delhi, their Successors, Assigns that in the event of the University of Delhi coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the University of Delhi, pay without demur to the University of Delhi, a sum of Rs. _____/(Rupees _____only) or any lower amount that may be demanded by the University of Delhi. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____/- (Rupees _____ only)

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2.   We also agree to undertake to and confirm that the sum not exceeding Rs. _____/(Rupees _____only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the University of Delhi on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the University of Delhi shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever.

   We undertake to pay the amount claimed by the University of Delhi within a period of one week from the date of receipt of the notice as aforesaid.

3.   We confirm that our obligation to the University of Delhi under this guarantee shall be independent of the agreement or agreements or other understandings between the University of Delhi and the Tenderer.

This guarantee shall not be revoked by us without prior consent in writing of the University of Delhi.

Yours' faithfully,
For and on behalf of _____ Bank.
Authorized official.

(NB : This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified).

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<div align="right">**Annexure III**</div>

Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1	Name of Company	
2	Mailing Address	
3	Telephone and Fax numbers	
4	Date of registration of the Company (Reg. No.)	
5	Year of commencement of Business	
6	Name and designation of the person authorized to make commitments to the University	
7	Contact details of the person authorized to make commitments to the University	
8	Turn over of the company (not of group) 2008-2009 2009-2010	
9	Sales Tax Number (VAT No.)	
10	Income Tax Number (PAN No.)	
11	Brief Description of after sales service facilities available with the vendor Please fill up Annexure VI also.	

Signature (Name & Designation)
Date :

University of Delhi

Details of 3 projects executed for the service item quoted

Name of the Vendor _____

S.No.	Name of Client	Nature and period of Work	Clients Contact Details (Including name, email, phone and fax no. and address)	Remarks
1				
2				
3				

Signature (Name & Designation)
Date :

University of Delhi

Technical Specifications for Installation and configuration of Freeware/Open Source Software for Linux Networking

Basic Item No.	Item Description / Scope of Work

Part(A)	*I. Installation & Configuration of Open source (freeware) Linux operating system and freeware open source software applications in Linux platform on a total of 80 computers installed at Department of Computer Science, University of Delhi. The installation would be carried out on the following*
	
	    a. Desktops/ Laptops
	    b. Workstations
	    c. Servers
	
	An intranet is to be setup in Linux environment with 80 desktops/laptops and workstations networked with servers in heterogeneous environment (various flavors of OS's). Following services are to be implemented:
	  I. Application Server
	  II. Application Server
	  III. Internet/ Intranet Gateway
	  IV. Directory
	  V. Server Security
	  VI. Collaboration
	  VII. Cluster
	  VIII. Server Backup
	  IX. Network Management
	  X. Remote Server Management
	  XI. Database Server Management
	
	Installation & Configuration of Ethernet Switches and Routers installed at Department of Computer Science, University of Delhi.

Part(B)	*Annual Maintenance and support of work mention in part A*

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Minimum Deliverables

A heterogeneous Intranet is to be setup in the existing environment of Switches, Routers, Desktops / Laptops and Servers. A deployment guide and operational manual is to be developed for the users.

On Server Side:

1. Proxy (Squid)
2. DNS   (Bind)
3. Web   (Apache)
4. Database (MySql and PG Sql)
5. Development Platform (gcc, pythan, perl, php etc)
6. Samba
7. LTSP
8. SSH
9. LDAP
10. Virtualisation
11. Print Server
12. VNC

On Desktop/Laptop Side:

1. Desktop Productivity (e.g. Open Office etc.)
2. Graphics and Multimedia
3. Internet and Mailing
4. Development Environment
5. Virtual machines
6. Network Client
7. VNC Client

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Deviations from Technical Specifications and Terms and Conditions of the Tender

S.No.	Tender Document Clause	Technical Specification or terms and conditions in the Tender document	Deviation offered	Reasons and whether deviation adds to the operational efficiency
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Note:

i   Above information in detail should be furnished separately for each of the items offered

ii   Also in case of deviations from any of the terms and conditions of the tender.

iii   If any deviations from the technical specifications are warranted, reasons for such variations should be specified and

iv.   Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above.

Signature
(Name & Designation)
Date :

University of Delhi

Commercial Specifications for Installation and configuration of Freeware/Open Source Software for Linux Networking

S.No.	Item	Basic Cost	Cost including Tax
1.			
2.			