

CAMPUS OF OPEN LEARNING  
SCHOOL OF OPEN LEARNING  
UNIVERSITY OF DELHI  
(GENERAL SECTION)

**Limited Tender for Authorized Microsoft Channel Partner**

Limited Tender for providing Azure Cloud services [through authorized Microsoft channel partner] in School of Open Learning (North), 5 Cavalry Lane, Delhi – 110007

Date of issue of Tender Document:	10/07/2017
Last Dates & Time for submission of Tender Document	24/07/2017 upto 1400 hours.
Date & Time for opening of Tender Document	25/07/2017 upto 1400 hours
Technical Bids	
Financial Bids of eligible Tenderers	Will be intimated

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**E-Tender Notice**

**Subject: Limited Tender for providing “Azure Cloud services from authorized Microsoft channel partner” in School of Open Learning (North), 5 Cavalry Lane Delhi 11007**

The Executive Director, School of Open Learning invites limited tender from authorized Microsoft Channel Partners for Azure Cloud Service in two bid system (Part-I: Technical Bid and Part II: Financial Bid) in School of Open Learning (North), 5 Cavalry Lane, Delhi – 110007 on term and conditions enumerated in detail in tender document. The tender document can be downloaded from the website <https://eprocure.gov.in/eprocure/app>

**The last date of receipt of quotation by 24/07/2017 at 1500 hours. The Technical and Financial bids, in prescribed format and other required document as per tender should be submitted in Room No. 206, School of Open Learning, University of Delhi, Delhi – 110007 addressed to the Assistant Registrar, SOL.**

The EMD of Rs. 15000/- drawn in favour of "Executive Director, School of Open Learning, University of Delhi, payable at Delhi must be submitted to the Assistant Registrar (General), Room No. 206, SOL, Delhi- on or before last 24/07/2017 at 1500 hours of bid submission without which the tenders will not be considered. However, scanned copy of EMD is to be uploaded.

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# **Section – I**

## **PROJECT OBJECTIVES**

School of Open Learning is looking for a bidders for providing Cloud Services such as :

- Storage and security

### **Envisaged Benefits**

- Efficient and effective management of information security issues across cloud environment

# **Section – II**

## **SCOPE WORK OF MICROSOFT AZURE CLOUD BACKUP**

School of Open Learning, University of Delhi wishes for getting cloud services for a period of 1 year years extendable to 3 years with mutual consent on some terms and conditions.

1. Requirement & Purpose : - SOL has automated many of its business processes. Many of the services are being provided through SOL Web-portal. For continuous services to its students, without any disruption, SOL wants to go for off-site cloud backup and disaster recovery plan with following features :
  - (a) Automatic storage management – Automatic allocation and management of backup storage as per pay-as-you-use model.
  - (b) Unlimited scaling – unlimited scaling as per requirement with no maintenance or monitoring overhead with Alerts to provide information about events
  - (c) Multiple Storage options
  - (d) Geo redundant storage in different seismic zone to provide a higher level of durability for our data, even if there is a regional outage
  - (e) Data encryption – Data encryption for secure transmission and storage of data in the public cloud
  - (f) Application – consistent backup – Cloud backup should be application consistent, ensuring additional fixes are not needed to restore the data

# Section – III

## Technical Specification

### 2. Technical Specification

Detailed technical specifications for Backup strategy are outlined below :

#### 2.1 Servers

Following are the list of initial server that will be backup on Azure. However, SOL can choose to include other on premise components/files to be backed up on Azure & this can be accommodated on need basis

<b>Server Application</b>	<b>Server Model</b>	<b>O.S.</b>
webserver	Server Model – Power Edge (M620 (68YND2S)	WS 2012 Standard
Intranet	Server Model-Power Edge M620 (98YND2S)	WS 2012 Standard
ADDS	Server Model – Power Edge M620 (88 YND2S)	WS 2012 Standard
Exam database	Server Model – Power Edge M620 (GD5N102)	WS 2012 Standard
Production Data base	Server Model – Power Edge M620 (58 YND25)	WS 2012 Standard
Libsys	HCL RACK server	WS 2012 Standard

- 6 servers running windows server 2012 operating system
- Average HDD memory of 300 GB

**For backup following services are required :-**

<b>Service Type</b>	<b>Custom Name</b>	<b>Region</b>	<b>Description</b>
VPN Gateway	VPN Gateway N7H – 03377	Central India	Standard tier, 744 gateway hour(s), 0 GB outbound internet
Storage	Storage N9H-01013	Central India	1 TB Storage : block type, Basic tier, GRS redundancy, hot access tier
Backup	Back up N9H-00430	Central India	11 instance (s) (500 GB); 5500 GB GRS of storage
Bandwidth	Bandwidth Q5H-00002	Central India	500 GB

## 2.2 Specification of proposed Backup Solution

### 2.2.1 Backup Intervals

- Backup will be auto scheduled to take backups 3 times a day
- To improve performance & to avoid network jams. Backup of each machine should be scheduled at different times of the day

### 2.2.2 Back up efficiency

- To maximize efficiency, the service should identify and transfer only the blocks of data that have changed since the previous backup

### 2.2.3 Restore

- Solution should allow multiple restoral points
- In case of a disaster, SOL should be able to restore data from restore vaults

### 2.2.4 The Channel partner shall be responsible for ensuring security of school of Open Learning's Data Base and infrastructure from any threats and vulnerabilities. The channel partner shall address ongoing needs of security management including, but not limited to, monitoring of various devices/tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules.

### 2.2.5 The infrastructure provisioned by the Channel Partner must be scalable and shall allow School of Open Learning to add/reduce cloud resources on demand basis.

## Operational Acceptance of Cloud

Operational Acceptance shall commence once the system is commissioned for a period of maximum 30 days.

## Maintenance & support of implemented cloud

1. The Channel partner shall be responsible for providing 24x7x365 days support for school of Open Learning Cloud infrastructure for 01 year from the date of issuance of operational acceptance by School of Open Learning, extendable to 3 years with mutual consent on same terms & conditions.
2. MIS Reports – Channel Partner shall submit the reports on a regular basis in a mutually decided format. The Channel partner shall workout the formats for the MIS reports and get these approved by the School of Open Learning after award of the contract. The following is only an indicative list of MIS reports that may be submitted to the School of Open Learning.

### (i) Daily reports

- Summary of resolved, unresolved and escalated issues/complaints
- Log of backup and restoration undertaken

### (ii) Weekly reports

- Summary of systems rebooted
- Summary of issues/complaints logged with the OEMs.

- Summary of changes undertaken in the DATA Centre including major changes like configuration changes, patch upgrades etc. and minor changes like log truncation, volume expansion, user creation, user password reset ect

**(iii) Monthly Reports**

- Component wise server as well as Virtual machines availability and resources utilization.

# Section – IV

## General Terms & Conditions

### (Terms & Conditions)

1. Inadequate or incomplete tenders in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers/partner will result in rejection of their tenders.
2. **Detailed specification of required operating system should clearly be mentioned in the quotation.**
3. The financial bid of technical responsive bids will only be opened.
4. The Channel Partner will submit an EMD of Rs. 15000/- drawn by Demand Draft in favour of the Executive Director, School of Open Learning, University of Delhi payable at Delhi
5. EMD of Successful Channel Partner will be returned after receipt of performance security at the rate of 10% of contract value.
6. Clarification

The Channel Partner requiring any clarification on the Tender Document may notify the SOL in writing to Email Id i.e. [generalsectiondusol@gmail.com](mailto:generalsectiondusol@gmail.com) . Such requests for clarifications should be sent not later than ten days prior to original or extended deadline for submission of the bids.

7. Amendment of Tender Document :
  - (i) Before the deadline for submission of tender, the SOL may modify the tender document by issuing addendum/corrigendum.
  - (ii) Any addendum/corrigendum thus issued shall be a part of the tender document and shall be uploaded on the University website ([www.du.ac.in](http://www.du.ac.in)) & [sol.du.ac.in](http://sol.du.ac.in) and CPPP portal <https://eprocure.gov.in/eprocure/app>. Prospective bidders must visit the website before filling and submission of tender Document for such information.
8. All technical queries/complaints, which may be indefinite, shall be attended immediately during entire warranty/support period.



9. Necessary initial training/support services for using hardware/software if required shall be arranged for the users' concerned or as and when required on demand basis during entire warranty/support period.
  
10. Payment will be made only after completion of work as follows
  - 50% on operational acceptance
  - 50% on completion of one year
  
11. The system shall remain under warranty for one year, if any defect(s) is (are) noticed or any complaint made by the users during the warranty period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, as decided by the Executive Director will be deducted from the contractor.
  
12. Operational acceptance shall commence once the system is commissioned for a period of maximum 30 days.
  
13. It is also condition of this contract that the court which has territorial jurisdiction over Delhi shall have the absolute jurisdiction for adjudicating any difference or disputes arising out of this contract to the exclusion of all other court
  
14. In the event of any dispute arising under this contract, the same shall be referred to sole arbitration of Executive Director, SOL. The agreement to appoint arbitrator will be in accordance with Arbitration & Conciliation Act 1996. The award of arbitrator shall be final and binding on both the parties. The venue of the arbitration proceeding shall be the office of SOL, Delhi or such other place as the arbitrator may decide.
  
15. The Executive Director, SOL reserves the right to reject any or all the tenders without assigning any reason whatsoever.

# Section – V



## SCHOOL OF OPEN LEARNING, CAMPUS OF OPEN LEARNING

### FIANANCIAL BID

Service Type	Custom Name	Region	Description	Total Cost (in Rs) Inclusive of all taxes
VPN Gateway	VPN Gateway N7H – 03377	Central India	Standard tier, 744 gateway hour(s), 0 GB outbound internet	
Storage	Storage N9H-01013	Central India	1 TB Storage : block type, Basic tier, GRF redundancy, h ot access tier	
Backup	Back up N9H-00430	Central India	11 instance (s) (500 GB); 5500 GB GRS of storage	
Bandwidth	Bandwidth Q5H-00002	Central India	500 GB	

Cost in words in Rs. \_\_\_\_\_

(a)

Signature of the Channel Partner with official seal

## Section – VI

### Instructions of Online Bid submission

#### Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e

#### Procurement at [http://eprocure.gov.in/e\\_procure/app](http://eprocure.gov.in/e_procure/app)

1.	Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2.	Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3.	Bidder need to login to the site through their user ID/ password chosen during enrollment/registration .
4.	Then the Digital Signature Certificate (Class II or Class III Certificate with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered .
5.	The DSC that is registered only should be used by the bidder and should ensure safety of th same.
6.	Contractor/Bidder may go through the tenders published on the site and download the require tender documents/schedules for the tenders he/she is interested
7.	After downloading / getting the tender document/schedules, the Bidder should go through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
8.	If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9.	Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
10.	Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'any tenders' folder.
11.	From my tender folder, he selects the tender to view all the details indicated.
12.	It is constructed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13.	Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted . However, ofthe file size is less than 1 MB the transaction uploading time will be very fast.
14.	If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15.	The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send

	along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16.	Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17.	While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18.	The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.
19.	The details of the 00/ 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 submitted bid will not be acceptable or liable for rejection.
20.	The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21.	The bidder has to upload the relevant files required as indicated in the cover content. In case of many irrelevant files, the bid will be rejected.
22.	If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23.	The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24.	After the bid submission (i.e. after Clicking " Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25.	The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26.	All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by anyone until the time of bid opening.
27.	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 openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
28.	The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29.	The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exist option in the browser.
30.	For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to -cphp-nic@nic.in. ~