

**INDIAN INSTITUTE OF MANAGEMENT AMRITSAR**  
**IIM Amritsar PIT Building, Inside Govt. Polytechnic Campus; Polytechnic Road;**  
**Chheharta, G.T. Road Amritsar – 143105**  
**Phone No- 0183- 2253548**

**TENDER FOR**

**Supply, Installation Testing & Commissioning of IT Software at IIM, Amritsar**

Tender No.: IIMASR/NIT/37/2017-RE

**Issued to:** -----  
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Cost of Tender Form Rs. 500/- is payable by way of DD in favour of Indian Institute of Management Amritsar payable at Amritsar. Tender should accompany the Tender Fee.

<b>Tender Reference No.</b>	<b>IIMASR/NIT/37/2017-RE</b>
<b>Date of Issue of NIT</b>	<b>31-08-2017</b>
<b>Date of Issue of Tender</b>	<b>31-08-2017</b>
<b>Due date of receipt of Tender</b>	<b>21-09-2017 till 3:00 PM</b>
<b>Date &amp; Time for Opening of Tender</b>	<b>21-09-2017 till 3:30 PM</b>
<b>Opening of Price Bid</b>	<b>Will Be intimated Later</b>

**Note:** - This tender document contains 16 pages and bidders are requested to sign on all the pages. The Technical cum Price bid should be sealed by the bidder in a cover duly superscribed as "Supply, Installation Testing & Commissioning of IT Software at IIM, Amritsar"

**TENDER DOCUMENT**  
**(IIMASR/NIT/37/2017-RE)**  
**Supply, Installation and Commissioning of IT Software**

Sealed Bids are invited on behalf of the Director, Indian Institute of Management, Amritsar from the original manufacturers/authorized suppliers for Supply, Installation and Commissioning of Software on Desktops/Laptops/Server of the Institute as per the requirements indicated in the Tender document, which will also be available on our web site [www.iifm.ac.in/tender](http://www.iifm.ac.in/tender).

Tender documents are available in our website [www.iimamritsar.ac.in](http://www.iimamritsar.ac.in), which can be downloaded from 31-08-2017 to 21/09/2017. Filled tenders with name of work & name of tenderer clearly mentioned on the envelope should be submitted by 21/09/2017 through SPEED POST/REGISTERED POST/COURIER only to the Nodal Officer, Indian Institute of Management Amritsar, PIT Building, Inside Govt. Polytechnic Campus, Polytechnic Road, Chheharta, G.T. Road Amritsar – 143105. The tender (Technical Bids) will be opened on 21/09/2017 at 03:30 PM in the presence of tenderers present, if any.

(Nodal Officer)  
IIM Amritsar

## **1. ELIGIBILITY**

### **1.1 Essential Requirements**

- a) The Bidder must have a minimum experience of three years in Supply, Installation and Commissioning of Software worth Rs.1.50 lakh as single order with a reputed institution / organization.
- b) The vendor submitting the offers should be authorized reseller/distributor of Software products, active in AV Software and related IT business for last three financial years.
- c) The Vendor should have sold and supplied at least 100 licenses of software products.
- d) The firm should be a registered company under the Indian Companies Act 1956 or registered under any state/central government authority.

### **1.2 General Conditions**

- a. Each and every page of the offer should be signed by the tenderer before submission as a token of acceptance. Corrections, if any should be duly attested.
- b. The quantities specified are only indicative and for the purpose of estimate only. The Institute shall be at liberty to vary (Increase/decrease, Delete) the quantum of item.
- c. Submission of Tender shall be treated as the acceptance of all the Terms of the Tender and any counter terms shall not be accepted.
- d. The rate should be quoted only for the specified brand asked for or for the specification given by IIM Amritsar. Where no specific brands name has been mentioned, the tenderer can quote their product with brand name.
- e. The tenderer should give the details of their service setup at Amritsar i.e. No. of Personnel, their qualifications, client list with details. Certificate of authorization etc.
- f. The Director, IIM Amritsar reserves the right to accept or reject any or all the Tenders in full or part or to waive off any formality, minor deviations and omissions/the right to reject Conditional tenders/ conditions at its discretion.

**PROFILE OF BIDDER ORGANISATION**

<b>1</b>	<b>Name of Firm / Organization</b>	
<b>2</b>	<b>Status of the Firm / Organization (with supporting documents)</b>	<b>Proprietary / Partnership / Private/ Government / Joint Venture / Other (specify)</b>
<b>3</b>	<b>Postal Address</b>	
<b>4</b>	<b>Telephone</b>	
<b>5</b>	<b>Fax</b>	
<b>6</b>	<b>E –mail &amp; Web site</b>	
<b>7</b>	<b>Year of Establishment</b>	
<b>8</b>	<b>Activities/ Services Offered</b>	
<b>9</b>	<b>Name of the Head of Organization</b>	

Date:

Place:

Seal

Signature of Authorized Signatory

## **2. SUBMISSION OF BIDS**

Bid should be submitted in two envelopes as mentioned below:-

**Envelope - A (Duly Sealed): Technical Bid** - Should contain:-

- a. The Tender Fee of Rs.500/- and EMD @ 2.5% of the total estimated cost of the work **Rs.9170** in the form of Bank Draft in favour of IIM Amritsar payable at Amritsar.
- b. The Bidder must have a minimum experience of three years in Supply, Installation and Commissioning of Software worth Rs.1.5 lacs as single order with a reputed institution / organization. The tenderer should submit proof of work experience.
- c. The vendor submitting the offers should be authorized reseller/distributor of Software products, related IT business for last three financial years. The Vendor must submit the manufacturer's authorization form (MAF) from OEM vendor, whose Software / Anti-virus products he is offering to IIM Amritsar.
- d. The Vendor should have sold and supplied at least 100 licenses of software products and should submit copies of purchase orders as a proof along with offer.
- e. The firm should be a registered company under the Indian Companies Act 1956 or registered under any state/central government authority. The tenderer should submit proof of Registration and copy of valid Service Tax/ Sales Tax/GST Registration certificates from appropriate Tax Authorities.
- f. The tenderer should submit copies of Income Tax Returns of last three years.
- g. The tenderer should submit copies of last three years financial statements and copy of PAN with the tender.
- h. The tenderer should give their local service setup i.e. No. of personnel, their qualification, client list with details, certificates of authorization, etc.
- i. List of Support Locations
- j. Detail of minimum three customers who are using the same software solution as per format:

<b>S.No.</b>	<b>Name of the Client</b>	<b>No. of Desktop</b>	<b>No. of Laptops/Netbooks</b>	<b>Client's Contact person Details Name/Email/add. Tel. No./Fax No./Address</b>
01				
02				
03				

All pages of the documents should be signed by the bidder or his authorized representative.

Technical Bid documents as mentioned above (along with duly filled-up "Technical Bid Format" as per Annexure-II) should be signed and sealed in Envelope marked as "A". Name and address of the bidder should be clearly written on this envelope.

Technical Bid should be submitted under formal forwarding letter addressed to the Nodal Officer of the Institute interalia containing an undertaking that the Bid documents do not contain any amendment, modification or change of any type, whatsoever, in the Bid documents and to any amendment or addenda issued as per the provisions included in this tender document.

**Envelope-B (Duly sealed) - Financial Bid:** Should contain:-

- i) Covering Letter addressed to the Nominated Officer, giving brief company profile including turnover details and brief technical description of the product quoted, Name and Address of the Manufacturer.
- ii) **Bid Prices:**  
The bidder shall submit the financial bid in the format enclosed as per Annexure III.  
All duties, taxes, and other levies payable by the party under the contract, or for any other cause shall be included in the rates, prices and total Bid Price submitted by the Bidder.

**Bid Validity:**

Bids shall remain valid up to a period of 120 days beyond the last date of submission of bid. In exceptional circumstances, prior to expiry of the original time limit, the Institute may request that the bidders may extend the period of validity for a specified additional period. The request and the bidder's responses shall be made in writing or by fax or e-mail.

Financial Bid in standard format should be submitted in This Envelope marked as 'Envelope B – Financial Bid'. Name and address of the bidder should be clearly written on this envelope. If the envelopes are not sealed and marked as above, the Institute will assume no responsibility.

The above two envelopes should be put in a larger envelope, signed and sealed properly.

This envelope should be addressed to:

**The Nodal Officer**

**Indian Institute of Management Amritsar**

**PIT Building, Inside Govt. Polytechnic Campus;**

**Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105**

**Phone No- 0183- 2253548**

This envelope must bear the following Identifications:

- i) Bid For Supply, installation and commissioning of IT Software
- ii) Bid Reference No- IIMASR/NIT/37/2017-RE Supply, installation and commissioning of IT Software

**3. Earnest Money Deposit – EMD**

The EMD submitted shall be valid for 28 days beyond the validity of the bid. The EMD will be refunded to the unsuccessful tenderer within one month of the acceptance of the Financial Bid. The EMD may be forfeited, if:

- a. The Bidder withdraws the Bid after Bid opening during the period of Bid Validity;
- b. The Bidder does not accept the correction of the Bid Price, pursuant to the relevant clause in this tender document.
- c. The successful Bidder fails within the specified time limit to
  - I.) Sign the Agreement or
  - II). Furnish the required Performance Security Guarantee.
  - II). Non-compliance of supply order.
- d. The EMD shall not bear any interest.

**4. BID OPENING**

On the due date and appointed time as specified in the tender document, the Institute will first open **Envelopes – A** of all bids received (except those received late) in presence of the Bidders or their representatives who choose to attend. **If any Bid does not contain Tender Fee / EMD in the manner prescribed in this Tender document or contains any deviation from the Bids documents, then that Bid will be rejected.** In the event of the specified date for Bid opening being a gazetted / declared holiday by the Institute, the Bids will be opened at the appointed time and location on the next working day.

Upon evaluation of technical bid as per the criterion described, the Envelope- B (financial bids) of only such Bidders shall be opened whose bids are found fit and responsive. All such concerned bidders shall be notified in advance regarding opening of the Financial Bids and bids shall be opened on the notified date and time. After opening the bids, the bidders' names, the quoted price and such other details as the Institute may consider appropriate, will be announced.

Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Nodal Officer, Security Deposit of a sum of equivalent to 05% of the contract price, payable to the IIM, Amritsar in the form of Demand Draft or Banker's Cheque for a validity period of 14 months from the date of commencement of contract, duly discharged and endorsed in favor of IIM Amritsar. The successful Bidder will provide the Security Deposit as above, which is issued by a Nationalized Indian bank only.

Failure of the successful Bidder to comply with the requirements of any clause of this document shall constitute sufficient grounds for cancellation of the award of work / contract and forfeiture of the Earnest Money Deposit or the Performance Security Guarantee, as the case may be.

## **5. PAYMENTS**

The party shall submit its bill along with the installation & commissioning certificate from the nominee of the Institute after successful supply, installation, commissioning of the antivirus software as per the full satisfaction of the Institute.

After successful supply and installation, commissioning the software the party has to submit a Performance Warranty Agreement in the prescribed format and a Security Deposit equivalent to 05% of the total cost of the order for warranted one year or equivalent amount will be deducted from the bill and retained as SD. 90% payment will be released on successful commissioning of the software. The SD of 10% shall be released against submission of Bank Guarantee from Nationalized Bank for the equivalent amount for the above period.

## **6. TAX**

The rates quoted by the Party shall be deemed to be inclusive of all the taxes like VAT, Service Tax/GST and other taxes that the Party will have to pay for the performance of this Contract. The Institute will perform such duties in regard to the deduction of taxes at source as per applicable law. Any new taxes, levies, duties



imposed after signing the Contract shall be reimbursed by the Institute on production of documentary evidence.

## **7. PENALTY**

If the party fails to supply the software as specified in the tender, it will be treated as breach of the contract and the Institute has right either to impose penalty or terminate the contract as per the discretion of the Institute during the course of execution of work and during the warranty period.

In case of non-supply of software as specified in the tender as well as non-functional of software for a specific period during the warranty period, the Institute has the full right to impose penalty @ 0.5% or part thereof of the order value per week, subject to a maximum of 2.5% will be imposed.

## **8. DELIVERY SCHEDULE AND PENALTY FOR DELAY IN INSTALLATION AND COMMISSIONING**

The supplier shall be responsible for delivery, installation and commissioning of the ordered IT Softwares at the site within three weeks from the date of Purchase order. During the entire licensing period, product updates and virus definition updates must be provided (automatic updates through web) as per the upgrades and updates term mentioned in the tender. In case of delay in installation and commissioning of software, the Institute has the full right to impose penalty @ 0.5% or part thereof of the order value per week, subject to a maximum of 2.5% will be imposed for delayed delivery and installation.

## **9. LICENSING PERIOD, UPGRADES & UPDATES.**

The offer must cover a minimum Licensing / subscription period of one year subject to satisfactory performance and at the full discretion of the Institute including all upgrades and updates from the date of Installation. Upgrades would mean product upgrades, engine updates, virus definition updates as well as version updates. The facility of upgrades and updates must be available on OEM web site and enabled for IIM Amritsar to download the upgrades and updates automatically as and when made available on the website.

**11. SCOPE OF WORK**

Supply, Installation and testing of IT Software. The Software quoted should cover free updates / Upgrades period of One Year from the date of Installation. The Vendors are required to provide the solution to the following requirements:

Sr. No.	Item Description	Qty.	Estimated Unit Cost	Estimated Total Cost	Grand Total
<b>Software Packages</b>					
1.	Microsoft Office Professional 2016 (Academic versions)	35			
2.	Anti-Virus Software (for window system)	35			
3.	Anti-Virus Software (for Server)	2			

**GUI based Centralized Management Console**

1. Shall manage the anti-virus programs on the network from a single web-based Console.
2. Must be able to do centralized update to all anti-virus programs on the network behind Proxy.
3. Shall provide Incident monitoring and notification.
4. Shall be able to perform all necessary outbreak related tasks from a single interface.
5. Shall be able to customize software update deployment plans.
6. Shall notify the administrator by email whenever an outbreak task is launched and when it is completed.
7. Shall automatically check for the latest virus pattern updates every 10 minutes during antivirus outbreak.
8. Group Policy Management.
9. Should disconnect the infected machines automatically from the network.
10. Should come in-built with a Policy server, which will have the ability to configure settings to perform actions on at-risk clients to bring them into compliance with the organization's Antivirus policies.
11. There should be only a one-time deployment of the client Antivirus components (Antivirus, Firewall, Spyware and Damage Clean-up) rather than deploying it separately.
12. The update component should download all components required including the pattern file, scan engine, program files, damage clean-up template/engine, Spyware pattern, firewall engine and network worm engine instead of downloading every component separately.
13. Solution must allow specified clients to act as Update Agents (sources for updated components) so other clients can receive updates from these clients to ensure effective use of corporate bandwidth.
14. Solution should be capable of protecting itself from virus attacks.
15. Shall be able to produce the following reports on a one-time and scheduled basis:
16. Protect the following Operating Systems( 64 Bit) Window Server 2008 Windows 8.1 & Above

## TECHNICAL BID

**(FORMAT OF COVERING LETTER TO BE SUBMITTED ON LETTER HEAD OF THE BIDDER ALONG WITH TECHNICAL BID)**

**Description of Work** : SUPPLY, INSTALLATION & COMMISSIONING OF IT SOFTWARE

**Bid Reference No.** : IIMASR/NIT/37/2017-RE SUPPLY, INSTALLATION & COMMISSIONING OF IT SOFTWARE

To

The Nodal Officer,  
Indian Institute of Management  
PIT Building, Inside Govt. Polytechnic College, Amritsar  
Polytechnic Road, Chheharta GT Road,  
Amritsar.143105

Sir

Having examined the conditions of Contract and specification of work in the Tender document for Supply, Installation and Commissioning of IT Software duly signed and submitted herewith, the receipt of which is hereby duly acknowledged, we, the undersigned offer to execute the Services described in the Tender document, in conformity with all terms, conditions and specifications as per bid document for the sum of the Contract Price mentioned in the Financial Bid.

The Bid document and all other correspondence with regard to it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you receive.

We are not a blacklisted or debarred agency by any Government of India or Govt. of Punjab. Office or their Autonomous Institutions at the time of signing this bid. Should the contrary be found at a later date, we know that our bid is liable to be rejected or punished under this document.

**We undertake, if our Bid is accepted, to deliver and execute the work in accordance with the Schedule of Requirements. We also undertake that the bid documents do not contain any amendment, modification or change of any type whatsoever in the bid documents.**

**If our Bid is accepted, we will furnish the Performance Security - a sum equivalent to 05% of the Contract Price, in the form of interest free amount as prescribed by the Institute.**

**We agree to abide by this Bid for a Period of bid validity of 90 days from the date fixed for Bid opening. It shall remain binding upon us and may be accepted at any time before the expiration of that period.**

**Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.**

We undertake that, in competing for (and, if the award is made to us), in executing the above contract, we will strictly observe the laws against fraud and corruption in force in India namely" Prevention of Corruption Act 1988"

We hereby confirm that this bid complies with the Bid validity and Bid Security required by the Tender

Document. We are attaching herewith a self-attested copy of our currently valid PAN card.

Yours faithfully  
(Authorized Signatory)

Name & Title of Signatory----- Name of Bidder-----

**Technical Bid Format**

**Compliance Matrix**

S.No.	IIM Amritsar's Requirement	Your Offer
<b>Software Packages</b>		
1.	Microsoft Office Professional 2016 (Academic versions)	
2.	Anti-Virus Software (for window system)	
3.	Anti-Virus Software (for Server)	

**Note:-**

1. Antivirus Software must be regulated access control with Centralized Management.
2. Antivirus software must be able to schedule a scan and clean clients from the Management console.
3. Antivirus software should have detailed system information of all clients on the console
4. ALL software must provide automatic downloads of latest updates from the Internet.
5. The vendor must mention renewal fee in commercial bid in order to get upgrade and updates for subsequent years.
6. Prices should be inclusive of Taxes, Duties, and support & installation charges.
7. Rate of Annual Maintenance Charge after the free Updates/ Upgrades period shall be clearly be given in the quotation.
8. Special condition, if any for entering into AMC after the update/upgrade period shall be mentioned.

### Financial Bid Format

<b>S. No.</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Licensing / subscription Cost</b>	<b>Licensing / Subscription renewal Cost for 2nd Year</b>
1	Microsoft Office Professional 2016 (Academic versions)	35		
2	Anti-Virus Software (for window system)	35		
3	Anti-Virus Software (for Server)	2		

Name of the person submitting offer:

Signature of the person submitting the offer:

Company Seal and Date:

**PROFORMA**

**Certificate for Tender Documents Downloaded from  
Indian Institute of Management Amritsar Website**

In case the tender document is downloaded from the website, a declaration in the following Performa has to be furnished.

"I..... (Authorized Signatory) hereby declare that the Tender Document submitted has been downloaded from the website <http://iimamritsar.ac.in/> and no addition/deletion/correction has been made in the Tender Form (Tender No.....) downloaded. I also declare that I have enclosed a DD/Bankers Cheque No. .... dated ..... for ..... towards the cost of Tender Form along with Tender document".

In case at any stage, it is found that the information given above is false / incorrect, IIM Amritsar shall have the absolute right to take any action as deemed fit/without any prior intimation.

**Signature of the Tenderer with Seal**