NOTICE INVITING TENDER

Computer Centre
Aligarh Muslim University, Aligarh-202002(U.P.), INDIA

Computer Centre, Aligarh Muslim University, Aligarh – 202002, invites sealed tenders from Original Equipment Manufacturers (OEMs)/ reputed firms who have been authorized by the OEM as per eligibility criteria defined in Compliance Sheet (Annexure-III) for “Email Secure Relay with Premium Anti-spam & Anti-virus” using a Two-bid system as per schedule mentioned below:

(Technical Bid and Price Bid).

Important Dates

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Event</th>
<th>Date and Time</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deadline for submission of Bids</td>
<td>05.09.2018 up to 12:15 PM</td>
<td>Office of the Director, Computer Centre, A.M.U., Aligarh - 202002</td>
</tr>
<tr>
<td>2</td>
<td>Technical Bid Opening Date</td>
<td>05.09.2018 at 12:30 PM</td>
<td>Conference Room, Computer Centre</td>
</tr>
<tr>
<td>3</td>
<td>Price Bid Opening Date</td>
<td>10.09.2018 at 11 AM</td>
<td>Conference Room, Computer Centre</td>
</tr>
</tbody>
</table>

Technical Bid (Annexure-IV) and Price Bid (Annexure-V) must be submitted in separate sealed envelopes. The envelope cover in each case should be superscribed with “Technical Bid for Email Secure Relay with Premium Anti-spam & Anti-virus” and “Financial Bid for Email Secure Relay with Premium Anti-spam & Anti-virus” respectively.

Bidder’s name and address should also be superscribed on each envelope. These two sealed envelopes with the compliance sheet (Annexure-III) containing complete tender document duly signed and enclosing all documentary evidences should be put in another sealed envelope (Master Envelop) and superscribed with “Bid for Email Secure Relay with Premium Anti-spam & Anti-virus for Aligarh Muslim University, Aligarh - Tender Ref. No. 1537/CC dated 14.08.2018” along with Bidder’s name and address. This sealed envelope should be submitted to 'in the Office of the Director, Computer Centre' AMU, Aligarh - 202002, INDIA

For details, kindly visit https://www.amu.ac.in or www.eprocure.gov.in

Secretary Purchase Committee - Computer Centre

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How to fill the Tender

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Envelops</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Technical Bid Envelop</td>
<td>Annexure-IV , page no. 08, Along with related enclosures</td>
</tr>
<tr>
<td>2.</td>
<td>Price Bid Envelop</td>
<td>Annexure-V, page no. 09, along with related enclosures</td>
</tr>
<tr>
<td>3.</td>
<td>Master Envelop</td>
<td>Sealed Financial Bid Envelop, Sealed EMD Envelope for Rs. 15000/-, Sealed Technical Bid Envelop, Compliance Sheet and its enclosures</td>
</tr>
</tbody>
</table>

Scope of Work: Successful integration of solution of “Email Secure Relay with Premium Anti-spam & Anti-virus” with Zimbra Email server

Selection Criteria for Technical Bid Opening:
Criteria listed in Compliance Sheet Annexure-III

Selection Criteria for Financial Bid Opening:
Initially shall be evaluated by the members of Purchase Committee, Computer Centre (PCCC), AMU. Financial bid for those bidders shall be opened and considered who are technically qualified as per the decisions made by the members of Purchase Committee, Computer Centre.

Selection Criteria for winning the item of the Tender:
Selection for the approved item shall be based on the lowest quoted prices.

Disclaimer:
1. This tender notice is issued for information and planning purpose and does not constitute solicitation.
2. Information disclosed under and in accordance with the bidder will not constitute an offer, also the acceptance of responses to this bidder cannot be considered as a binding contractor.

Contact Details:
For any clarification (prior to submission of bids), please submit your enquiries by e-mailing the same to helpdesk.cc@amu.ac.in mentioning “Request for clarification Tender No 1537/cc dated 14.08.2018 Email Secure Relay with Premium Anti-spam & Anti-virus” as subject of e-mail, and clearly articulating specific queries (for which clarifications are to be sought) along with contact detail on which response to queries should be sent back by Computer Centre, AMU. All clarifications will be provided during pre-bid meeting.
Terms and Conditions

1. The contact is made for one year from the date of successful installation, testing and commissioning and to be renewable for next year subject to mutual consent of both parties on the same rates and terms and conditions.
2. Goods are required to be dispatched FOR Aligarh at site.
3. Arrangement of all documents related to taxation and road permit shall be the sole responsibility of the supplier.
4. The firm must be registered under goods and service act, 2017 and mention GSTIN (wherever applicable)
5. The rate of GST including surcharge along with concession admissible to educational institutions may be specified.
6. The University reserves the right to accept/reject any or all the tender(s)/ quotation(s) without assigning any reason or to allot full or part of the supply to one or more firm.
7. The University reserves the right to reject any or all of the quotations without assigning any reason thereof and to call for any other details are information/clarification from any of the tender(s)/quotation(s).
8. The University reserves the right to cancel the order without notice or assigning any reason(s).
9. Quotations which are incomplete/incorrect/unclear/not accompanied by EMD/not accompanied with other mandatory enclosures shall out rightly be rejected.
10. Bid Security (EMD) Rs. 15000 (Fifteen Thousand Only) (Refundable) against NIT should be deposited along with quotations in the form of DD in favour of “Finance Officer, Aligarh Muslim University, Aligarh” or bank challan State bank of India, AMU branch in case of unsuccessful bid the EMD after necessary deductions (draft charges) will be returned. However vendors registered with MSME (Micro, Small and Medium Enterprises / NSIC (National Small Industries Corporation) and enclosing attested copy of certificate of registration (valid for at least 6 months from tender opening date), with quotation would be exempted from payment of EMD (see rule 170 of GFRs 2017).
11. S.No(s) of the items (as marked on equipment by OEM) should be specified on invoice.
12. In addition to official landline phone/fax number, 2 mobile telephone number ) including the mobile number of chief executive officer of the bidding firm) and E-mail ids for communication should be specifically provided.
13. Providing any false/wrong information (including of supply of wrong contact information, leading to loss of communication) will be treated as the breach of contract tender.
14. The original brochures of the quoted item should be attached.
15. Payment shall be made against bill.
16. In case goods are not according to the specifications the cost of returning them shall be borne by the supplier.
17. The goods must be supplied with in given time.
18. The Tender(s)/Quotation(s) containing uncalled for remarks are likely to rejection.
19. The discount/rebate admissible, if any, may be quoted.
20. Other incidental charges such as packing, forwarding, insurance etc. may be indicated clearly.
21. If any bidder wants to quote more than one model/product for a particular item, rate must be quoted on separate sheet for each model/product.
22. If the date receipt/ submission/opening of tender(s)/quotation(s) is/are declared to be a public holiday, the tender(s)/quotation(s) will be received/ submitted/open on the next working day at same time.
23. If there is any need any clarification/information/amendment in this NIT, it can to the notice of Secretary, Purchase Committee, Computer Centre (PCCC), AMU, Aligarh within 07 days from the date of publication of this NIT. After that, no clarification/amendment will be accepted.
24. Any increase in the rate during the course of supply shall not be acceptable.
25. Guarantee/Warranty of the items must be quoted clearly.
26. All disputes will be settled in Aligarh jurisdiction only.
27. Validity of the quotation/rates is for 60 days.
28. The items are required to be delivered, verified tested and, installed at the end user department.
29. The Aligarh Muslim University agrees to make payment on bill after successful supply, installation and commissioning of the items. Performance Bank Guarantee @ 10% of total order value may be required by the University.
30. The items shall be supplied to the department within two weeks of the issue of purchase order.

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31. All items should be under stipulated comprehensive on-site warranty. Supplier, in addition to original equipment manufacturer shall also be responsible to extend the warranty to end-users in AMU.

32. True copies of currently authorized letters, from respective OEMs in favour of the firm to quote supply, installation and commissioning and support of warranty be provided.

33. Ink Signed OEM's certificate to the effect that it takes the responsibility if the supplier firm becomes blacklisted/bankrupt/non-existent.

34. Any other items and conditions articulated by AMU at the time of placing the PO.

35. The EMD is based on average purchases made by the AMU in the last financial year; however, its amount will have no bearing on the eventual supply of number of contract basis during the validity period.

36. All enclosures should be signed (with date and seal) by the bidding firm.

37. A declaration is to be signed by the bidding firm, as per annexure – II

38. Annexure – III (the compliance sheet) should be duly filled, signed and stamped is to be submitted along with documentary evidences as applicable.

39. Tender specific authorization (Ink Signed) from respective OEMs is mandatory for all bidders. Scanned copy of the same should be E-mail to helpdesk.cc@amu.ac.in by the authorizing officer OEMS using official E-mail is of concerned OEMs. Also bidder should specify the name, designation and contact details [email (maybe on OEM domain) and mobile no] of officials of OEMs, who have issued tender specific authorization to the bidder(s).

40. Unfulfilled commitments on the part of bidders (if any) will get transferred to respective OEMs.

41. Technical queries/clarification (if any) will be discussed as a part of pre bid meeting/pre bid conference as per the tender schedule. No subsequent technical clarification/queries will be entertained from anyone.

[Signature]

Secretary Purchase Committee - Computer Centre
1. NAME OF THE BIDDING FIRM:

Website URL: ..........................................................................................................................

2. ADDRESS: (a) REGISTERED OFFICE:

........................................................................................................................................PIN

STD CODE ............Office Phone No: ...................................................... FAX No:..........................................................

Primary Cell Phone No: ............................................ Alternate Cell Phone No: .............................................

Official E.MAIL-ID:.............................................................. Alternate E.MAIL-ID:..................................................

(b) WORKS/FACTORY (if applicable):

STD CODE .................Landline Phone No: ............................................. FAX No:..........................................................

Primary Cell Phone No: ............................................ Alternate Cell Phone No: .............................................

Official E.MAIL-ID:.............................................................. Alternate E.MAIL-ID:..................................................

3. Commercial Information (Enclose Attested Copy wherever Applicable)

   a) GSTIN No

   b) Trade License No.

   c) PAN No

   d) AMU Registration No (if any)

   e) MSME Registration No (if any):

I/We further undertake that all the above information and documents supplied by me/us are correct. In the event of any future changes to the above information, during the period of validity of these rate i.e. up to expiry of the contract. I will immediately inform Secretary, Purchase Committee, Computer Centre, in writing and also provide updated documents (if any).

(Signature of the Bidding Firm’s Authorised Signatory)

Name:

Dated:

Designation with Seal
Annexure-II

Self-Declaration by the bidder for quoting the rate

FROM

M/s.............................................

.............................................

.............................................

To

Secretary Purchase Committee

Computer Centre, Aligarh Muslim University, Aligarh

Dear Sir,

1. I/We have read and understood the contents of the Tender and agree to abide by all the terms and conditions of this tender.
2. I/We also confirm that in the event of my / our tender being accepted, I/We hereby undertake to furnish Performance Security, as applicable in the form of Demand Draft.
3. I/We further undertake that none of the Proprietor / Partner/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom Aligarh Muslim University, Aligarh or any other government organization have black listed/banned/suspended business dealing.

I/We further undertake to report to the Secretary, purchase Committee immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor / Partner/Directors are Proprietor or Partner or Director of such a firm which is black listed/banned/suspended in future during the currency of the Contract with you.

Yours faithfully,

(Signature(s) of the Bidding Firm's Authorised Signatory)

Name(s):

Dated:

Designation(s) with Seal
### Compliance-sheet

<table>
<thead>
<tr>
<th>S. No</th>
<th>Requirement Profile of Vendor</th>
<th>(Yes/No)</th>
<th>Documentary Evidences enclosed (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is bidding firm registered with Central Purchase office of AMU?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Is annexure-1 duly filled and signed with seal of the bidding firm?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Is annexure-2 duly filled and signed with seal of the bidding firm?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Is signed authorization letter of OEM for participating in tender enclosed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Are audited account statements of the bidding firm, for last three financial years are available with bidding firm and bidder agrees that the same will be produced (within three business days), as and when required by AMU?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Are Letters of references/testimonials enclosed from at least three satisfied data centre customers to whom similar services/supplies were successfully delivered, in past, by the bidding firm?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Does the bidder agree that Letter of credit worthiness from the bank of the bidding firm will be produced (within three business days), as and when required by AMU?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Has bidder agreed that all the communications received from AMU on email-ID supplied by the bidder in Annexure-1 of this tender document, will be responded within one business day. Failure to do so, will be interpreted as an offence, there by attracting penal actions as deemed fit AMU?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>EMD enclosed as per the requirement of AMU? (in favour of Finance Officer, AMU, Aligarh of Rs. 15000.00 in the form of Bank Guarantee/Demand Draft/ D.D. No. _______ date _______</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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(Signature(s) of the Bidding Firm's Authorised Signatory)

Dated: ________________________________  
Designation(s) with Seal: ________________________________
### Technical Bid

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item Description</th>
<th>Compliance [Yes/No]</th>
<th>Deviations/Remarks (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td><strong>Cloud Email Security with Premium Anti-spam &amp; Anti-virus</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>99.99 % Uptime, ensuring acceptance of mails for your domains at two parallel IDC setup's</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail will be scanned thoroughly for Spam, Viruses, Virus Outbreaks &amp; Intrusion Attacks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multiple layers of Antivirus Scanners ensure that all Virus Infected mails are detained.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mails with well know malicious attachment types like *pif, *scr, *pif are not accepted by the LSR setup and bounced back to the sender.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>At least 99.4 % Accuracy in Spam Scanning and mails identified as spam will be required</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Virus Outbreak Filters ensure new virus outbreaks which are not identified by Signature based Anti-Virus Filters are quarantined Hours before AV Signature update is released.</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Clean mails will be delivered to your mail server which is in your premise.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Average latency will be maintained less than 1 Min for scan and delivery of clean mail to your mail server.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outbound Mail from your mail server will be relayed out to our SMTP for Outbound Mail Delivery.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>In case of Recipient server outage, Mails will be spooled for a period of 72 Hours.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Optional Business Continuity Mail Box, which can view by user in case of primary mail server outage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mails Spoofed during the recipient server outage are in our server queue and cannot be viewed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Web Based Control Panel is provided to your administrator to manage various functions such as User Management, White &amp; Black List, Viewing Reports, Mail Tracking &amp; View Entire Spam Quarantine.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SLA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Response Time ________________ Resolution Time ________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**(Signature(s) of the Bidding Firm's Authorised Signatory)**

**Name(s):**

**Dated:**

**Designation(s) with Seal**

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### Price Bid

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item Description</th>
<th>Base Price (INR)</th>
<th>Taxes (INR)</th>
<th>Total Amount (INR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Cloud Email Security with Premium Anti-spam &amp; Anti-virus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cloud Email Security with Premium Anti-spam &amp; Antivirus for 3000 users</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Signature(s) of the Bidding Firm's Authorised Signatory)

Name(s):

Dated: 

Designation(s) with Seal