



INDRAPRASTHA INSTITUTE of
INFORMATION TECHNOLOGY
DELHI

**TENDER FOR SUPPLY & INSTALLATION OF
BACKUP SOLUTION FOR CAMPUS OF THE
INSTITUTE AT OKHLA PHASE-III, NEW DELHI-
110020**

(IIIT-D/IT/BackupAppliance/032/2024-25)

INVITATION FOR BIDS

Indraprastha Institute of Information Technology -Delhi (IIITD), a State University created by an Act of Govt. of NCT of Delhi, invites sealed bids for **Supply and installation of Backup Solution** (as per specifications mentioned under Scope of Work below) for its campus at Okhla Phase-III New Delhi-110020.

1. An amount of Rs. 2,50,000- (Two Lakhs Fifty Thousand only) towards earnest money (EMD) must be deposited in the form of demand draft in favour of "IIIT-Delhi Collections" account, payable at New Delhi. No interest will be paid on the earnest money deposited by the bidder. Tender Document without earnest money will be summarily rejected. EMD is exempted for MSMEs/NSIC registered suppliers
2. The tender document can be downloaded from the Institute's website. Those wishing to get the copy of the document from the Institute may please deposit a non-refundable Tender Document Fee of Rs.1, 180/- (Rupees One Thousand One Hundred Eighty only) in the form of Demand draft drawn in favour of IIIT-Delhi Collections", payable at New Delhi or may deposit Rs.1, 180/-with the F&A division of the Institute and enclose the receipt with the filled up tender document. The tender fee is exempted for MSMEs/NSIC registered suppliers.
3. The last date for submission of Bid is 15th January 2025 up to 3:00 PM. The Technical Bids shall be opened on the same day, i.e., on 15th January 2024 at 3.30 PM. The Tender Document should be addressed to:

**Registrar,
Indraprastha Institute of Information Technology-Delhi
Okhla Phase-III
(Behind Govind Puri Metro Station)
New Delhi-110020.**

The document should be deposited in the Tender Box kept in the Store & Purchase department in Room no. A 108, First Floor, Old Academic Block of the Institute. Bids received after 3:00 PM will not be accepted or considered under any circumstances.

Bidding Procedure:

1. Bids are invited in Two Bids System, i.e. (1) Technical and (2) Financial.

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for "**Supply and installation of Backup Solution**" and Financial Bid for "**Supply and installation of Backup Solution**" addressed to Registrar IIT-Delhi, Okhla Industrial Area Phase-III, New Delhi-110020.

2. Sealed quotations shall be received no later than 3.00 PM on 15th January 2025. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and reasons beyond the Institute's control.
3. Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the tenderers will be opened on pre scheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Institute will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later. The EMD is exempted for MSMEs/NSIC registered suppliers.

Technical Specification of Backup Appliance and Backup Software

| S.no | Features | Descriptions |
|------|-----------------------------------|---|
| 1 | Quantity | 50 TB backup software + Backup Appliance storage for 5 years |
| 2 | Platform Support/ Deployment | The data protection solution should support deployment in Software, Appliance/ Container form factors/BYOS |
| | | The proposed solution should be capable of supporting backup/restores from various platforms including Windows, Linux, AIX and Solaris. |
| | | Backup Management Server/ Master server should be capable of running on Linux. |
| | | The data protection solution must not require upgrade of solution for supporting additional Big Data/No SQL workload support |
| | | The data protection solution must support the ability to restore to multiple parallel locations to enhance business recovery operations and operational flexibility |
| 3 | Software License | The backup software licenses should be subscriptions in nature and must protect 50TB data. |
| | | The Software licensing should be independent of hardware |
| | | Proposed software should have all-inclusive licensing model – one license, all features |
| | | The offered backup software should be able to restore backed up data a) To original host b) To different host c) From failed job till the last point of data written on disk volume |
| | | The backup software should be able to encrypt the backed up data using 256-bit AES encryption on the backup client and should not demand for additional license, any such license if needed should be quoted for the total number of backup clients asked for |
| 4 | Storage Hardware license | The storage should be sufficient for 5 years and must be from the same vendor as the software with minimum below backup policies: Daily Incremental Retention- 7 days Weekly full Retention-4 weeks Monthly Full Backup- 6 months Daily Rate Change- 1% Annual Growth- 10% |
| | | The proposed PBBA solution must have following hardware configuration. i) Minimum 2 x 1 Gigabit Ethernet ports ii) Minimum 2 x 10/25 GbE/ SFP+ with transreceivers |
| | | The data protection solution should be integrated with purpose build appliance (PBBA) with dedicated hardware, network, security, and storage. Solution should be plug & play and should be capable to scale out atleast upto 200TB |
| | | The proposed PBBA hardware & software upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges. |
| 5 | Admin Dashboard | Administrator dashboard must display a graphical visualization of the environment. The dashboard must have the features for administration, configuration, monitoring and reporting of all tasks. |
| 6 | Virtual Systems /Workload Support | The data protection solution must support VMware, Microsoft Hyper-V, Nutanix, RedHat Virtualization and OpenStack virtualization for Virtual Machines support |
| | | The data protection solution must support container workloads for backup of data used by containers |

| S.no | Features | Descriptions |
|------|------------------------|--|
| | | <p>The data protection solution must not depend on any third-party user interface and/or product, bundled or not, for granular recovery</p> <p>The data protection solution must not depend on any third-party tool/product, bundled or/not, for Bare metal recovery (BMR) and must support multiple operating systems, beyond windows</p> <p>The data protection solution must have support for P2V, V2P, P2P target recovery environments</p> <p>The data protection solution must be a vSAN certified</p> <p>The data protection solution must support IPv4 and IPV6</p> <p>The data protection solution must provide integrated tape support without using 3rd party vendors to tape out and also provide Fiber channel tape out support</p> <p>The solution must support Agentless file recovery from VM images.</p> |
| 7 | Operational Simplicity | <p>The software must have DR replication capabilities and the licensing should be included from day 1.</p> <p>The data protection solution must support multiple vendor array subsystems for snapshot integration.</p> <p>The data protection solution must not require additional licenses and/or fees to enable the use of cloud tiering or replication</p> <p>The data protection solution should be provided with integrated DR orchestration tool which can automate the recovery of Virtual Machines between DC and DR site if required.</p> <p>The data protection solution should support for ever incremental backup & there should not be a need to do a full backup again</p> <p>The data protection solution should support multiple service level based on data type and should have ability to prioritize backup/restore based on the data classification</p> <p>The data protection solution must be able to set job priority for replication of data for DR purposes</p> |
| 8 | Database support | <p>The proposed backup solution must include Agent/Modules for online backup of files, applications, and databases such as MS SQL, Oracle, DB2, Sybase, MySQL, Exchange, SharePoint and distributed databases/filesystems like NoSQL, MongoDB, Bigdata and Hadoop</p> <p>The proposed solution must support Oracle Real Application Clusters (RAC)</p> <p>The proposed solution must support "Always On" Configurations to provide a single entry point to perform backup and restore in MS-SQL</p> <p>Your solution must support instant access for SQL database.</p> |
| 9 | Security | <p>Proposed solution must have ransomware resiliency built-in to protect business data from ransomware attack.</p> <p>Proposed appliance should support retention lock (WORM) feature which ensures that no data is deleted accidentally or Immutability feature should be supported.</p> <p>The data protection solution must have role based access control for users to perform specific actions.</p> <p>The data protection solution must be able to integrate with active directory for assigning permissions for administration.</p> <p>Backup Software should support Multi factor and Multi Person Authentication.</p> <p>Backup software should have Artificial Intelligence and machine learning based Malware Scanner and Anomaly detection.</p> <p>Proposed appliance should support 256-bit AES encryption for data at rest and data-in-flight during replication. It should offer internal and external key management for encryption</p> <p>The data protection solution must maintain an audit trail to track the operations of the users and the changes that they have made.</p> |
| 10 | Scale/ Performance | <p>The data protection solution must support a minimum of 1000 virtual machines in a single logical deployment/domain (i.e.:</p> |

| S.no | Features | Descriptions |
|------|-----------------------|---|
| | | without subdividing the environment into separately managed multiple backup servers/apps/consoles) |
| | | Proposed appliance should support backup throughput of 25TB/hr |
| | | The data protection solution must support at least 50 VMs for simultaneous instance access and recovery |
| 11 | Data Reduction | The data protection solution must support intelligent, fixed and variable deduplication technology |
| | | Backup Software must provide Source (Client & Media Server) & Target base data Deduplication capabilities. It should provide Global deduplication across backup jobs and different workloads. |
| | | The proposed solution should not have any special disk (SSD) requirement for Deduplication. Deduplication feature should work with SAS, SATA and nearline SATA low-cost disk technologies |
| 12 | Reporting | Comprehensive reporting of media, backup server, jobs, analytics should be offered in the supplied solution |
| 13 | Support & Maintenance | The Supplier shall ensure OEM Provided 24/7 support & maintenance including Supplier provided Local Support and Maintenance for 05 years period. |

Training:

- a) Installation, Integration and hands-on training shall be carried out.
- b) Admin: Two days on administrators including implementation and management, system configuration details and troubleshooting

SLA

1. Hardware replacement should be done on the next business day.
2. The overall warranty for all active equipment should be 5 years.
3. The troubleshooting support should respond within 4hrs and should be resolved within 8hrs(except hardware replacement).
4. The complete installation must be completed within one month after the delivery

Minimum Eligibility Requirement:

- 1 Bidder should be OEM/Authorized Partner/service provider of the OEM, here and after referred as bidder. In case the Bidder is an Authorized Partner or Service Provider, a valid Agency-ship/Dealership Certificate (**MAF specific to this Tender**) to quote on behalf of OEM should also be enclosed along with the technical Bid. **A document in support of this must be enclosed. [Bidder should attach as Annexure 1]**
- 2 OEM & Authorized Partner should have Sales and support office in India. **A self-certified document in support of this must be enclosed. [Bidder should attach as Annexure 2]**
- 3 OEM or Authorized Partner should have a service and support office in Delhi NCR. **A self-certified document in support of this must be enclosed. [Bidder should attach as Annexure 3]**
- 4 The warranty provided by the Bidder should have a back-to-back arrangement with the OEM. **The declaration should be part of a Letter of Authorization and signed by a competent authority at the OEM. [Bidder should attach as Annexure 4]**
- 5 The Bidder should be ISO 9001 certified. **A copy of the ISO Certificate should be enclosed. [Bidder should attach as Annexure 5]**
- 6 The Bidder should have a support centre with a minimum of 3 relevant support engineers. **A self-certified document in support of this must be enclosed. [Bidder should attach as Annexure 6]**
- 7 The bidder should be able to provide 24x7 NOC & Tele support of their own if required by IIITD at agreed terms. **A self-certified document in support of this must be enclosed. [Bidder should attach as Annexure 7]**
- 8 The Bidder shall provide the Registration number of the firm along with the valid GST number with the PAN Number allotted by the competent authorities. **A self-certified document in support of this must be enclosed. [Bidder should attach as Annexure 8]**
- 9 The Bidder must not be blacklisted by the Central Government, State Government, or Government of Corporations in India. **A certificate or undertaking to this effect must be submitted. [Bidder should attach as Annexure 9]**
- 10 If the Bidder is an authorized partner or service provider of an OEM, **an undertaking from the OEM is required** (please enclose) stating that they would facilitate the Bidder regularly with technology/product updates and extends support for the warranty as well. **[Bidder should attach as Annexure 10]**
- 11 The Bidder must be responsible for supply, deploy and support the infrastructure. **[Bidder should attach as Annexure 11]**
- 12 If bidder does not meet its SLA, IIITD will put the fine of Rs. 2000/- per day for the first seven days and @ Rs.5, 000/- per day from 8th day onwards will be levied. **[Bidder should attach as Annexure 12]**

| SLA | |
|----------------------|--------------------|
| Support | Response in 4 hrs. |
| Hardware replacement | Next business day |

- 13 Bidders can seek clarifications, raise technical, financial queries, etc., related to the tender at tenders@iiitd.ac.in. Inquiries may be submitted within a seven-day period following the publication of the bid.

The following information must accompany the financial Bid:

| | | |
|----|---|--|
| 1. | Name, address, and telephone number of the firm/company | |
| 2 | Name of the contact person and contact details (mobile/telephone number etc.) | |
| 3 | Name of the Bank and full address | |
| 4 | Bank Account Number | |
| 5 | PAN & GSTIN (Attach self-certified copy) | |
| 6 | Valid self-certified copy of authorization from Bidder | |
| 7 | Copy of Partnership Deed/ Certificate of registration of the company or any other document evidencing the registration of the Bidder | |
| 8 | Number of Years of Experience | |
| 9 | Details of DD towards Tender Fee: EMD: | |
| 10 | Provide the previous PO's of the same items work executed during the last three years (attested copies of the Orders to be enclosed) | |
| 11 | List of service centers, nearest location of the support centre. | |
| 12 | Turnover of the Bidder in the financial years: 2021-22 2022-23 2023-24 Please attach CA certified copy of the turnover. | |

I /We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

(Signature of the Authorized Signatory)
Name:
Office Seal.

Date:
Place:

TERMS AND CONDITIONS

- 1.** The Financial Bid should be valid for a period of not less than 60 days from the date of opening of Bid.
- 2.** Upon placing of the Purchase Order (PO), the successful Bidder is required to submit a performance bank guarantee (PBG) equivalent to 5% of the PO value within 15 days from the date of PO, failing which the Bidder shall be notified as blacklisted. The PBG will be valid for a period of 60 days beyond the stipulated date for cessation of the contract, which is co-terminus with the warranty period. No interest is payable on the PBG. PBG will be released after 62(Sixty Two) Months.
- 3.** PBG should be in favour of "IIIT-Delhi Collections" payable at New Delhi. PBG will be realized by IIIT-D in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.
- 4.** The Product to be supplied within a period of 6-7 weeks from the date of the Purchase Order by the Institute. If the vendor fails to supply the item as quoted in the Technical & Financial bid, the EMD amount will be forfeited, and the Bidder shall be notified as blacklisted or as deemed appropriate by the Institute. In case of late delivery the penalty will be considered as a fine of 2000/- Rs per day for the first seven days and @ Rs. 5,000/- per day from the 8th day onwards will be levied for a maximum of 15 days. Following this period, the order will be canceled, and the earnest money deposit (EMD) and performance bank guarantee (PBG) amount will be forfeited.
- 5.** The Bidder should have their own test and repair facility with certified engineers.
- 6.** 100% payment will be released only on satisfactory installation/services as per the scope of work as certified by the officer in charge of the Institute and after producing the GST invoice. Bidders who do not agree to the above payment terms are requested not to submit their Bid.
- 7.** Payment will be made only after completion of the installation and commissioning. No advance payment will be released.
- 8.** Sealed bid can be sent either by post or by messenger. The responsibility of delivery of the bid lies entirely with the bidder
- 9.** In the event of a dispute, Director IIIT-Delhi shall be the sole arbitrator, and his decision shall be final and binding on both parties.
- 10.** IIIT-Delhi does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.
- 11.** In case the Bidder is not able to execute the work as per terms, EMD/PBG shall be forfeited.
- 12.** Bidders should provide details of its support, escalation matrix, certification to this effect from itself. If Bidder fails to meet the SLAs, a fine of 2000/- Rs per day for the first seven days and @ Rs. 5,000/- per day from the 8th day onwards will be levied.
- 13.** The bidder/tenderer shall submit an undertaking on its letter head, duly signed and stamped, that none of the staff, faculty members, relatives, etc. of the Indraprastha Institute of Information Technology-Delhi are related directly or indirectly to any employees, Directors, or Key Managerial Personnel, etc. of the bidder/tenderer. In the event of the IIIT-D coming to know or pointed about the same, the bidder/tenderer undertakes to deposit a sum of Rs.1,00,000/- (Rs. One Lakh only) as a penalty with the Institute. Such bidders/tenderers shall be liable to be blacklisted and announced on the website of IIIT-D.
- 14.** Supply, installation and commissioning will be at IIIT-Delhi campus.
- 15.** The selected bidder has to sign an agreement with IIITD on a stamp paper after issue of Purchase/Work order. The agreement is attached Annexure 'Y'

PROFORMA FOR FINANCIAL BID

| S. No. | Details | Qty. | All Inclusive Cost (Please quote in INR only) |
|--------|--|----------------------|---|
| 1 | Supply and installation of Backup Solution (As per scope of work) | As per scope of work | |
| | Discount, if any | | |
| | Total Amount Rs. | | |
| | Total Final Cost (in figures) with Installation at IIIT Delhi campus Okhla Phase III, New Delhi. The Bidder may obtain price in Forex(USD) however the quote in financial Bid should be INR only. <i>*If any documents are required for availing custom duty exemption, the IIITD will provide the same. Please quote price accordingly.</i> | | |

Please note the price should be quoted for each of the items and should be inclusive of all taxes/charges and installation at IIIT-Delhi.

The discount, if any, should be mentioned herein and nowhere else.

Total Cost (all-inclusive) of quantity mentioned above (in words) at IIIT-Delhi campus:

We accept that the rate quoted above shall remain valid for a period of 60 days from the last date of the tender document, i.e., 60 days from 15th January 2025. It is certified that the rates quoted above are not more than the rates charged from any Central / State Govt. Deptt. / Institution / GeM.

(Signature and Seal of the Bidder)

Annexure Y

ON NON JUDICIAL STAMP PAPER OF RS 100/-

AN AGREEMENT made on _____ day of _____ two thousand Twenty
One

BETWEEN

(Hereinafter called the contractor, which expression shall include its proprietor, partners, heirs, executors, administrators, legal representatives, successors and assignees) WITH REGISTERED ADDRESS.....of the one part

AND

The REGISTRAR Indraprastha Institute of Information Technology Delhi, Okhla Industrial Area Phase III, New Delhi - 110020 (hereinafter called the IIITD, which expression shall include its successors and assignees) of the other part.

Whereas the IIITD had invited Bids <Please write tender name> ; vide its Bid Document No. _____, which shall be deemed to be a part of this agreement; FOR THE SCOPE OF WORK/SUPPLY

Whereas the contractor submitted its TENDER Bid dated _____, a copy of the price bid, submitted by the contractor, is annexed hereto as Annexure;

Whereas the IIITD has accepted the Bid submitted by the contractor, on the terms and conditions mentioned in the IIITD's said Bid Document and conveyed its acceptance to the contractor; vide its letter No. _____ dated _____, AND ANY OTHER CORRESPONDENCEwhich shall be deemed to be a part of this agreement;

Whereas the contractor is agreeable to the terms and conditions mentioned in the IIITD's said Bid document;

Whereas the contractor undertakes to comply with all relevant laws like Contract Labour (Regulation and Abolition) Act, 1970; Employees' State Insurance and Miscellaneous Provisions

Act, 1952; Employees' State Insurance Act, 1948; Minimum Wages Act, 1948; Payment of Bonus Act, 1972; Payment of Wages Act, 1936; Income Tax Act; GST Act etc. and to indemnify the IIITD from the contractor's acts of omission or commission, as regards the compliance with the relevant laws;

Whereas the contractor declares that he/she/it shall own all responsibility for any act of omission or commission, as regards the compliance with the relevant laws;

AND WHEREAS the IIITD is agreeable to make necessary payment to the Contractor, at the rates mentioned in the Annexure annexed hereto and as per the terms and conditions mentioned in the IIITD's said Bid Document;

In WITNESS whereof Shri (name), (designation), the authorized representative of the contractor, for and on behalf of the contractor, has hereunto set his hand and for and on behalf of the IIITD has hereunto set his hand.

(Signature of the authorized representative of the Contractor)

Name and designation of the contractor's representative

In the presence of

1

2

(Signature of witnesses with full name and full address)

Registrar

for and on behalf of the IIITD

In the presence of

1

2

(Signature of witnesses with full name and full address)