

Indira Gandhi Institute of Development Research
An Advanced Research Institute established by the Reserve Bank of India
(Deemed to be University)



Telephone : 022 – 2841 6548
FAX : 022 – 2840 2752

Address : Gen.A.K.Vaidya Marg
Film City Road, Goregaon (E)
Mumbai : 400 065

Email : lingaraj@igidr.ac.in

Website : <http://www.igidr.ac.in>

TENDER FOR

PROCUREMENT FOR
Hyworks Advance Software
IN IGIDR CAMPUS MUMBAI

NIT No: IGIDR/Tender/ 2018-2019/CC/04

TENDER DOCUMENT

AT

Indira Gandhi Institute of Development Research
An Advanced Research Institute established by the Reserve Bank of India
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Gen .A.K.Vaidya Marg, Film City Road, Mumbai : 400 065.

Indira Gandhi Institute of Development Research

Signature with date, stamp/seal of tenderer

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NOTICE INVITING TENDER (NIT)

FOR

Hyworks Advance Software

Sealed Tenders are invited by IGIDR (in two bid Systems) from Original Equipment Manufacturers (OEM) or their Authorized distributors / Re-sellers for the Hyworks Advance software.

Sr No.	Description of Items	Qty	EMD
1.	SUPPLY, INSTALLATION and COMMISSIONING of HYWORKS ADVANCE SOFTWARE	1 Nos	Rs 30,000/-

- I. Tender Documents with detail terms & conditions can be downloaded from our website: <http://www.igidr.ac.in/igidr-tenders/>
- II. All the details/document pertaining to the tender such as tender document, corrigendum and any further updates will be available only on our website.
- III. Bids/Quotations may be submitted directly by the OEM or their Authorized distributors/Dealers/Resellers/Channel Partners with proof of authorization from OEM.
IGIDR shall not be responsible for non-receipt bid due any other reasons.
For any issues related to tender please contact Computer Center, Tel: 022 – 2841 6548 / 580 [Email:lingaraj@igidr.ac.in](mailto:lingaraj@igidr.ac.in)

Registrar

Signature with date, stamp/seal of tenderer

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BIDDING DOCUMENTS FOR PROCURMENT OF HYWORKS ADVANCE
SOFTWARE

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Chapter 8	Annexure I Technical Specification

CHAPTER- 1
Schedule of Tendering:

Sl. No.	Event	Date and Time/ Remarks
01	Down loading of Tender document from website	http://www.igidr.ac.in/igidr-tenders/
02	Last date & Time of Submission of Bids (Technical and Price Bid)	February 22, 2019 up to 03.00PM(IST) Please refer tender Terms at IGIDR
03	Opening of Technical and Price Bids	February 22, 2019 at 03.30 PM, (IST) Please refer tender Terms at IGIDR
04	All the communications with respect to the tender shall be addressed to:	Registrar, Indira Gandhi Institute of Development and Research, Gen.A.K.Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai : 400 065.
05	FOR TAKING ASSISTANCE, IF ANY	Website: http://www.igidr.ac.in/igidr-tenders/ Contact Computer Center, Tel: 022 – 2841 6548 / 580 Email:lingaraj@igidr.ac.in

CHAPTER- 2

INSTRUCTIONS TO THE TENDERERS

The tender shall be submitted in accordance with these instructions and any tender not confirming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.
2. IGIDR reserves the right to reject any tender/bid wholly or partly without assigning any reason.
3. The Technical Committee constituted by the IGIDR shall have the right to verify the particulars furnished by the bidder independently.
4. Tenderer shall take into account all costs including installation, commissioning, etc. for giving delivery of material at site i.e. IGIDR Mumbai before quoting the rates. In this regard no claim for any extra payment for any reason shall be entertained.
5. The item should be delivered at IGIDR, Mumbai and the supplier shall be responsible for any damage during the transit of goods.
6. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IGIDR reserves the right to accept or reject any or all the tenders.
7. The bidders may submit duly filled and completed bidding document as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.

CHAPTER - 3

LIST OF DOCUMENT TO BE SUBMITTED WITH TECHNICAL BID:

1. The intending Tenderer, in case of Original Equipment Manufacturers shall submit a self-declaration on their letter-head, along with the tender documents, confirming that they are regularly manufacturing, supplying, installing, testing & commissioning of the similar equipment.
2. The intending tenderer, in case of Authorized Distributor/ Authorized Dealer shall possess valid authorized Distributorship /Dealership certificate/letter from Original Equipment Manufacturers(OEM). The tenderer shall enclose the copy of the same as while submitting the tender.
3. Please submit copy of your Income Tax Number, GST and copy of PAN with your offer.
4. The Bank/RTGS detail must be submitted along with the quotations /Tenders on the letter head.
5. Registration details of the firm/Company should be attached with bid.
6. Should be a profit making company and submit CA Certified Balance sheets & Income & Expenditure account, with auditor's report and notes of accounts for the last 3 (three) years
7. The bidder should have experience in successful execution of similar works in last 3 years.i) at least 01 similar work of value not less than Rs. 10.0 Lac OR ii) at least 02 similar works of value not less than Rs. 5.0 Lac in Government Department/PSU/Autonomous Body or any reputed organization. References order copy along with proof of completion certificate for the project must be provided.
8. Firm should submit EMD submission in the TECHNICAL BID.

CHAPTER - 4

Instructions for Bid Submission

Sealed Tenders should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 and superscripted "**Tender for Procurement of Hyworks Advance software**" at Indira Gandhi Institute of Development Research, Gen. A.K.Vaidya Marg, Santosh Nagar, Goregaon (E) Mumbai-400065.

1. The tender to reach his office not later than **3:00 PM on February 22, 2019** along with an Earnest Money of deposit **Rs. 30,000.00** by Demand Draft/Bank Guarantee drawn in favour of Indira Gandhi Institute of Development Research, of a Scheduled Bank.
2. Tender in sealed envelope, supported by prescribed annexure; EMD, Technical bid & financial bid shall be placed in separate sealed envelopes each marked as "**Envelope-1: EMD**", "**Envelope-2: Pre-qualification & Technical Bid**", "**Envelope-3: Financial bid**" respectively. All three envelopes shall be submitted together in another sealed envelope endorsed "**Tender for Procurement of Hyworks Advance software**". The bid will be received up to **3:00 PM on February 22, 2019**. No tender will be accepted after **3:00 PM on February 22, 2019** under any circumstances whatsoever.
3. The envelopes Marked "EMD, Pre-qualification & Technical Bid" of tender shall be opened at 3:30 PM on the same date at the office of the Registrar, Indira Gandhi Institute of Development Research, Goregaon, Mumbai, or his authorized representative in his office in the presence of the tenderer's or their representatives should they choose to be present.
4. Financial bid will be opened for the Pre-qualified bidders only. The date of opening of financial bid shall be informed by institute later on.
5. Tender shall remain valid for acceptance by the Institute for a period of **Four months** from the date of opening of the tender which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.
6. The bidder must use only the forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and shall be treated as null and void.
7. Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the tender must be attested by initials of the bidder. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.
8. Each Page of the Tender Document should be signed by the person or persons of the company submitting the tender in token of his/their having acquainted himself/themselves with the General Conditions of contract. General specifications, Special Conditions, etc. as laid down. Any tender with any of the documents not so signed will be rejected.
9. The Earnest Money deposit of **Rs. 30,000.00** by a Demand Draft/ Bank Guarantee issued by a Schedule Bank drawn in favor of Indira Gandhi Institute of Development Research, Mumbai

shall only be accepted by the Institute. A tender which is not accompanied by EMD i.e. demand draft/ Bank Guarantee will not be considered. The EMD will be returned to the bidder if his tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. **The successful bidder shall submit Performance Security Deposit (SD) for 5% of the total order value with the Institute in form of DD/BG and** the same will held by the Institute for the warranty period without paying any interest.

10. Indira Gandhi Institute of Development Research reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. Indira Gandhi Institute of Development Research also reserves the right to divide the order between two or more bidders and the Vendor shall carry out even the part orders for various items.
11. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
12. Bidder is advised to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted was the part of the bid.
13. Period of validity of the tender will be for 120 days.
14. The rates quoted shall include all charges for packing, transport, loading, unloading and for delivery at site. The rates shall also be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever. Bidders must include in their rates, applicable taxes, excise duty and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of applicable taxes, excise duty or other tax, duty or levy whether existing or future, shall be entertained by the Employer.
15. Time allowed for supply of **Hyworks Advance software** will be **2 weeks**., which shall be strictly observed by the Vendor and it shall be reckoned from the date of receiving of P.O.

16. DEFECT LIABILITY PERIOD

The defect liability period will be for a period of **12 months** from the date of supply and installation of the equipment/software. Any defect arising in the defect liability period should be replaced/repared without any additional cost by the vendor in the stipulated time as mentioned in the bid document. In case of frequent failures/repairs within the warranty period Vendor/OEM will have to replace the equipment with new one.

Time shall be considered as the essence of the contract. Indira Gandhi Institute of Development Research reserves the right to terminate the Contract if the Vendor fails to supply the equipment/software within the specified period and his security deposit will be forfeited.

17. **Guarantee/ Warranty**: The equipment/software should be covered comprehensive on-site warranty/support against any manufacturing defect for a period of **1 Years** from the date of successful installation and acceptance. In case any part or whole of

the equipment is found to be defective during the guarantee period, then the same will have to be replaced/repaired free of cost at our premises. Warranty certificate should be submitted with the bill(s).

18. Insurance: The date of delivery should be strictly adhered to failing which the purchase order is liable to be cancelled. Penalty may be imposed as per P.O. terms & conditions. Goods should be securely, safely and adequately packed & dispatched and delivered at the risk of supplier. In case of damage consignment the same should be replaced without any cost to the Buyer and the supplier can collect the damaged consignment after satisfactory replacement.

19. Right of Acceptance: This office does not pledge itself and reserves to itself the right of accepting the whole or any part of the tender or portion of the quantity offered and the firm shall supply the same at the rate quoted. The firm shall be at liberty to tender for the whole or any portion or to state in the tender that the rate quoted shall apply only if the entire quantity is taken from the firm.

20. Items supplied are subject to inspection and acceptance and the supplier should collect/ replace the rejected items at his cost and risk.

21. Proof of Registration OR OEM Certificate/Letter OR Sole Distributorship Certificate MUST be attached.

22. Liquidated Damages:- As Time is the essence of an order, the date of delivery should be strictly adhered to, otherwise the delivery in full or in part may not be accepted and penalty for late delivery will be imposed @ 0.5% (Half Percent) per week subject to a maximum of 10% of the total value of supply order & beyond 10% subject to approval of IGIDR. In case of delay in installation and Commissioning, Inspection, Certification etc. also the same rate of penalty shall be leviable.

23. Cancellation: IGIDR reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.

24. Governing Law: The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Mumbai, India to competent jurisdiction.

25. For any dispute, the place of jurisdiction shall be Mumbai, India only.

Note – Non-compliance of the above may disqualify your offer for consideration

S/d
Registrar, IGIDR

CHAPTER- 5

TECHNICAL BID

Item details and technical specification as mentioned below:

Sl.No	Description	Technical Specification	Qty.	Compliance Yes/No	Deviations, if any
1.	SUPPLY, INSTALLATION and COMMISSIONING HyWorks Advanced Solutions and Thin client OS	Attached as Annexure- I	50 Nos	Bidder should submit compliance matrix	To be mentioned a long with the compliance matrix
2.	Warranty: One Years on-site Comprehensive warranty and support from the date of installation acceptance.				
3.	Installation: Firm should install the equipment/Software at IGDR Mumbai within two weeks from the date of delivery.				
4.	OEM must have capability for uninterrupted supply of spares, accessories, maintenance & support for a period of 5 years from the date of acceptance to avoid any operational problem due to obsolesce or/ any other reasons.				
5.	INSTALLATION: Firm will install and commission the software as per the requirement of the institute.				
6.	DELIVERY: Within 02 weeks from the date of order.				
7.	TRAINING, DEMO & TESTING: Firm will impart training, demo and testing to all lab staff and students if required.				
8.	1 set of comprehensive user manuals should be supplied along with each equipment/ software.				
9.	The bidder should have their presence in Mumbai . Valid proof should be submitted along with the bid.				

CONDITIONS FOR COMMERCIAL BIDS

1. Payment will be released through wire transfer/bank RTGS transfer as follows :-

100% after delivery, testing, inspection, installation of the item(s) and if found satisfactory with regard to quality, quantity and specifications ordered.

The payment will be released after statutory deductions. For the payment, the firm has to submit bill(s), challans(s), warranty certificate, bank details/cancelled cheque, installation report, performance bank guarantee (if required) etc. to the Registrar IGIDR, Mumbai.

2. Delivery desired is within **02 Weeks** from the date of releasing the supply order. Specify your delivery period. Items should be delivered only on Working Days (Monday to Friday) during office Hours only i.e. between 10.00am to 04.00pm.
3. In case of delayed supplies, liquidated damages at the rate of 0.5 percent per week of delay with a maximum of 10 percent of contract/order value will be levied.
4. Indicate mode of dispatch. Rail/Road/ Air/ Sea/Multimode.

Please note clearly that faxed, mailed and opened quotations are liable to be rejected.

CHAPTER- 6
PRICE BID

PRICE BID - Schedule of price bid in the form of BOQ format:

1. The below mentioned Financial Proposal/Commercial bid format is provided as BoQ along with this tender document :

PART A

(The price is included with 1 years onsite support & warranty)

	Item Description	Qty	Unit Rate	Total Rate	Taxes	Total Price (inclusive of all taxes, duties, freight etc)
1	HyWorks Advanced Solutions (HyWorks + Secure Remote Access Limited HySecure) Includes 1 Year maintenance & Support) + Accops Thin client OS	50 Nos				
2	One time Installation & Roll out Assistance charges of the above software					
	GRAND TOTAL					

Total price in Words:

PART B : (Optional)

	Amount	Taxes	Total Amount
AMC p.a			

Vendors may kindly note that the **AMC will be optional and may not be considered during financial comparison for awarding the work.**

AMC may be awarded to the successful bidder after the completion of warranty period at the discretion of the Institute and the amount quoted for the AMC will be fixed for **three years**.

In case the Institute considers to award the AMC to the successful bidder the payment will be released at the end of each quarter.

2. The tender shall remain valid for acceptance for 120 days, from the date of tender opening.

OTHER CONDITIONS FOR PRICE BIDS

1. No unilateral revision in price will be admissible.
2. Rates must be quoted clearly on free delivery basis at IGIDR Mumbai and total value is also indicated in words.
3. In case spares/accessories are applicable, their list and price should be clearly indicated separately.

Signature of Tenderer

CHAPTER- 7
Acceptance Certificate

To,
IGIDR Mumbai

I/We agree to all the terms & conditions, technical specification of the item and the entire NIT terms.

I/We agree to hold this offer open until 120 days and shall be bound to supply/commission/install the equipment/software and dispatch the same within the specified period.

I/We agree to supply and commission/install the equipment/software and complete the whole of the work and hand over to the purchaser within the stipulated period, after receipt of intimation regarding acceptance of this tender/receipt of supply/service order.

I/We agree that in case if we fail to deliver the goods/complete the work within the specified period, then institute shall be liable to claim liquidated damages from me/us by invoking EMD/SD.

Signature of Tenderer
With Office Stamp

Station :

Date :

Name :

Address :

CHAPTER- 8

Annexure – I (Technical Specifications)

- 1. HyWorks Advanced Solutions (HyWorks + Secure Remote Access Limited HySecure) Includes 1 Year maintenance & Support)
+
Accops Linux OS**
- 2. One Time Installation & Roll out Assistance charges.**

Hyworks Advance Edition Details:

- Hosted Dedicated Virtual Desktops (VDI) based on Windows Desktop OS
- Hosted Shared Desktops based on Microsoft RDS
- Hosted Applications & Application Presentation Virtualization over Microsoft RDS Servers
- Hosted Dedicated Virtual Desktops (VDI) based on Linux OS
- Integrated End point Management
- Web Portal & Software / Mobile Clients for BYOD
- User's local resource redirection like printer, USB storage drives and local system drives
- Printer device redirection and PDF based printing solution
- Server lock down policies to secure the server OS from applications and user changes
- Product architecture support high availability of each role and failover
- Application & resource aware Intelligent load balancing to support thousands of concurrent end user sessions
- Built-in USB port redirection for dedicated VDI
- Built-in proxy service for Access over Internet
- Secure remote access to virtual workspace infrastructure over untrusted network using HySecure

Warranty and SLA

1. Hyworks advanced software should carry a minimum 1 year maintenance & support on site /remote assistance **24x7 4 Hour** Response from the date of Installation of the SOFTWARE. . The warranty also includes all software subscriptions (critical hot fixes, service packs, and major upgrades etc). During the warranty period, the bidder shall attend to all failures relating to software installation, configuration, management and performance.

Scope of Work:

1. IGIDR has VDI with Microsoft HYPER-V and Terminal services on server . Hyworks and Hysecure need to be installed and configured to both manage and securely access the virtual PC and Shared desktops and applications from any devices and browser. The Think client OS need to installed and configured on old PC to access the VDI, Shared desktops and Application. Some of the users need to access the above resources from their home or outside campus , the same need to be configured to give the secure access to users. Please coordinate with systems analyst for the same.
Please note that we are educational institute so please quote the academic price.
2. As we are going to have the shared desktop and application access you may need to enable the terminal services on the server with our existing RDP license.