# NATIONAL INSTITUTE OF FASHION TECHNOLOGY

(A statutory body governed by the NIFT Act 2006 and set up by the Ministry of Textiles, Govt. of India)

NIFT/HO/DD(F&A)-II/Appointment of Vendor for Tally Services//2017-18

# TENDER DOCUMENT FOR

# PROVIDING CLOUD SERVER SPACE, BACKUP SERVICES, TROUBLE SHOOTING SERVICES AND

# ANNUAL MAINTENACE SERVICES

# FOR TALLY VERSION USED AT NATIONAL INSTITUTE OF FASHION TECHNOLOGY HEAD OFFICE AND ITS CAMPUSES

## Tender Issued by: NIFT, HEAD OFFICE,

## HAUZ KHAS, NEW DELHI

| | | |
|---|---|---|
| **OPENING DATE FOR ONLINE SUBMISSION OF TENDER** | : | **18.04.2018** |
| **CLOSING DATE FOR ONLINE SUBMISSION OF TENDER** | : | **09.05.2018** |

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**SUBJECT: NOTICE INVITING TENDER FROM VENDORS FOR PROVIDING CLOUD SERVER SPACE, BACKUP SERVICES, TROUBLE SHOOTING SERVICES AND ANNUAL MAINTENACE SERVICES FOR TALLY VERSION USED AT NATIONAL INSTITUTE OF FASHION TECHNOLOGY HEAD OFFICE AND ITS CAMPUSES**

## 1. ABOUT NIFT:

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under the Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in field of Fashion Technology.

NIFT provides fashion business education across the country through its network of 16 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management & fashion technology and short duration education program to address the specialized needs of professional and students in the field of fashion.

NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Delhi, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

## 2. NOTICE INVITING TENDER:

(a) Tenders in two bid format (Technical & Financial bid) are invited from bidders for providing Cloud Server Space, Backup Services, Trouble Shooting Services & Annual Maintenance Services for Tally Software currently being used at NIFT Head Office and its 16 Campuses across India.

Presently, NIFT is using 6.1.0 version of Tally ERP 9 with certain customizations which was installed in 2014 to fulfil the accounting requirements of NIFT. The vendor will be required to provide server space on cloud, back up services, troubleshooting services and Annual Maintenance Services and training to NIFT Staff for Tally ERP for one year which may be further extended for two more years on annual basis if the performance is found to be satisfactory.

NIFT has requirement where campuses shall maintain the masters in their respective companies maintained in Tally.ERP9 with full uniformity. To maintain the same, it is required to sync the companies in Tally.ERP9 using the Tally Sync feature in a manner such that all masters would be created in HO and pushed to the respective companies that the campuses use using Tally Sync.

(b) The interested bidders should apply **online** and submit their tender and the bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & financial bids – all duly signed – on the https://nifttenders.eproc.in from **18th April, 2018** by 10.00 A.M to **09th May, 2018** upto 03.00 P.M. Tender documents are also available for viewing on the "tenders" link of the NIFT's official website i.e http://www.nift.ac.in and NIFT's E-tendering site i.e.https://nifttenders.eproc.in.

(c) Applications to this tender will be accepted only through the online mode through https://nifttenders.eproc.in. No other mode of application will be considered & application will not be accepted.

(d) For applying online and participating in the tender, the bidders should get themselves registered at https://nifttenders.eproc.in by paying online the following fees:

- **Annual Registration Charges of Rs. 2000 + GST (non-refundable)**
- **Bid Processing Fee charges of Rs. 320 + GST (non-refundable)**

(e) The bidders need to compulsorily pay the above two fees online for approval of Registration and successful submission of Tender, failing which, the firm will not be able to participate in the e-tender.

(f) The basic requirements for registration and applying for tender online are as under:
- Operating System should be atleast windows 7.
- Java version: Java 7 update 51.
- Use Internet Explorer atleast 8 and above or Mozilla Firefox.
- All java add-ons must be enable in the system.
- Always use Class III B Digital Signature Certificates (DSC) having Signing and Encryption both.

(g) The bidders should ensure that it complies with the above requirements before applying for tender. Also, the bidder should submit a hard copy of the application submitted online with all relevant supporting documents by 09th May, 2018 upto 03.00 P.M which is to be addressed to Director (Finance & Accounts), NATIONAL INSTITUTE OF FASHION TECHNOLOGY, 2nd Floor, Administrative Block, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi – 110016. Non-submission of hardcopy as directed will lead to rejection of the tender application.

(h) The sealed hard copy of the tender shall be submitted in one big envelope superscripting as **"Tender Document for providing cloud server space, backup services, Troubleshooting services and Annual Maintenance Services for Tally Version used at National Institute of Fashion Technology Head Office and its Campuses"** containing two separately sealed small envelopes, one for **"Technical Bid" as per Annexure I** and another for **"Financial Bid" as per Annexure II** superscripting as such and addressed to Director (Finance & Accounts), NATIONAL INSTITUTE OF FASHION TECHNOLOGY, 2nd Floor, Administrative Block, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi – 110016. The sealed tender must be dropped in the tender box at 2nd Floor, Administrative Block, NIFT, New Delhi – 16, Head Office only, on or before 09th May, 2018 by 03.00 P.M.

(i) The technical bid envelope must contain the technical bid in prescribed Performa as per **Annexure – I** along with a demand draft of **Rs. 100/- (Rupees One Hundred Only)** towards cost of tender (non-refundable) and Earnest Money Deposit (refundable but non-interest bearing) of **Rs. 20,000/- (Rupees Twenty Thousand Only)** favouring **NATIONAL INSTITUTE OF FASHION TECHNOLOGY** and payable at New Delhi with all relevant documents in support of eligibility and experience criteria. The financial bid envelope must contain only the financial bid as per **Annexure – II**. NIFT will not accept any claim other than professional fee / charges etc. mentioned in financial bid.

(j) The financial bid shall include cost of supply, cloud services, training to staff, back up services, annual maintenance charges and troubleshooting services. NIFT will not accept any claim other than specified in financial bid.

(k) Bids not accompanied with EMD will summarily be rejected. Also, the EMD will be refunded to unsuccessful bidders after awarding Tender to L1. However, in the case of successful bidder, the EMD will be refunded after receipt of Performance Guarantee.

(l) Successful tenderer shall have to deposit Performance Guarantee of **10 % of the amount quoted** in the form of Bank Guarantee/ Fixed Deposit from a Commercial Bank in favour of NIFT, Head Office, New Delhi valid for 60 days beyond the expiry of period

of one year contract and further renewable. This will be for due performance of the agreement in all respects. The Director General, will be at liberty to adjust whole or part of this money to recover penalties or any other dues accruing to the NIFT. No appeal shall lie with any authority against the decision taken by him in pursuance of this clause.

(m) NIFT Shall not be liable to pay any interest on Earnest Money Deposit/Security Deposit, which would stand credited to the NIFT. The successful bidder will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender otherwise the contract will be terminated and Earnest Money Deposit will be forfeited.

(n) The technical bid will be opened at NIFT, Head Office, 2nd Floor, Accounts Department on 09th May, 2018 at 03.15 p.m. in the presence of the bidders/ their authorized representatives who wish to be present. The Financial bid will be opened on the date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.

(o) **The interested Bidders are advised to read carefully the entire tender document before submitting their tender and the tender documents not received online in prescribed format and/or are found incomplete in any respect will be summarily rejected.**

(p) All the documents attached with the bid must be legible and self-attested and in PDF format & free from virus. If document is not opened at NIFT's site due to virus/ corrupt file/not uploaded properly, it will amount to non-submission of documents.

(q) Any further clarifications can be sought from the office of Deputy Director (Finance & Accounts) on Telephone No. 011-26542010/ 011-26542059/ 011-26542015, NATIONAL INSTITUTE OF FASHION TECHNOLOGY, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi - 110016.

(r) **A pre-bid meeting shall also be held on 01st May, 2018 at 03.00 p.m. for all the bidders who wish to participate in the tender and have queries regarding the tender.** The pre-bid meeting will be open to all the prospective bidders. However, it is not mandatory to attend the bid conference by the prospective bidders. Deputy Director (F&A - III) will provide clarifications on all issues raised. These will also be placed on NIFT website. Any change proposed based on discussion / suggestions of prospective bidders to which NIFT agrees will be notified by way of corrigendum to this tender on NIFT's website and E-tendering Portal. The notified corrigendum will be part of the tender document.

## 3. ELIGIBILTY CRITERIA:

The interested software vendors are advised to read and understand the eligibility criteria mentioned herewith carefully before submitting their tender:

a. The vendor company must be at-least 3 years old certified Tally Partner of Tally Solutions Private Limited. (Proof of the same to be submitted). The vendor must have experience in providing Server Space on Cloud, Back-up Services on Cloud, Troubleshooting Services and Annual Maintenance Services. The vendor company must have prior experience in providing an end to end solution by implementing Tally.ERP9 to meet customer requirements and providing managed hosting of Tally.ERP9 to large multi-site government organizations having multiple users spread across multiple locations in India.

The vendor company must provide reference of at-least 2 running government projects where they have implemented such a setup for organizations having at least 10 locations where at-least 20 users are working simultaneously on Tally.ERP9 across the locations.

b. Vendor should have provided server space on cloud, back up services, troubleshooting services and Annual Maintenance Services to atleast two organizations where data of more than ten branches is being consolidated online at Head Office. The Organization name, number of branches and address of head office must be provided along with contact person of the organization with their contact details. (Copy of the supply/purchase order etc shall be submitted).

c. Annual Turnover of the vendor should not be less than Rs. 50 Lakhs for last three financial years i.e. 2016-17, 2015-16 and 2014-15. (copy of audited financial statements shall be submitted).

d. Software vendor should have a minimum of 08 employees with minimum three years' experience in the same field. The detailed list mentioning name, qualification and experience of employees should be submitted.

e. The vendor will also be required to provide trouble shooting services at any point of time without any extra charge.

## 4. SCOPE OF WORK:-

The scope of work of software vendor includes:-

(a) Supply of Server space on cloud, back up services and Annual Maintenance Services - Provision of Cloud server space for 100 named users with 80 concurrent users with 02 dedicated cloud servers running in load balancing (Clustered Mode) on windows server 2016 standard / data center operating system (50 named users on each server out of which 40 users are concurrent).

**Server Configuration/Specification:**

(i) **Server & Hosting:** Dedicated Cloud Server hosted in at least tier-III compliant or equivalent Indian datacenter having certifications of ISO 27001, ISO 20000-1 & ISO 9001. The datacenter must be fully owned and operated by an Indian company and the location of datacenter, server, data and backup must be in India only.

(ii) **Processor (CPU):** Server Class Intel Xeon Gold Scalable Processor Series / AMD latest Zen Core Architecture having at-least 24 Cores with 3.2 GHz Base Clock Frequency and Max turbo frequency of 4.0 GHz or higher and at-least 24MB Cache.

(iii) **Memory (RAM):** 64 GB DDR4 ECC (2400MHz or above) Server Class Memory

(iv) **Data Storage:** 250GB High Speed Data Storage connected to at-least 10 Gbps network. Data storage must be on Enterprise class SAS Based Auto tiering SAN / vSAN with platinum level RAID Protection having a throughput of at-least 15000 IOPS.

(v) **Backup Storage:** 1 TB Backup storage on Enterprise class 7200 RPM HDD based storage with at-least RAID 6 protection.

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(vi) **Bandwidth:** Unlimited .Bandwidth usage for smooth running of Tally.ERP9 hosted on server.

(vii) **Data Transfer Speed:** at-least 40 Mbps dedicated link / leased line (Download and Upload speed) per server. Two static public IP(s) are also required per server from different subnet for IP redundancy.

(viii) **Operating System:** Windows Server 2016 (Standard / Datacenter Edition) with 50 remote user CALs

(ix) **The server location must be in India.**

(x) Backup services for Tally data for one year on daily basis for last 15 days / instances and copy of backup on weekly basis should be provided on NIFT. For backup atleast 100 GB storage space would be provided.

(xi) AMC for one year from the date of implementation of Tally ERP in NIFT shall be provided.

(xii) The vendor will also be responsible for providing trouble shooting services at any point of time without any extra charge.

(b) **Tally Training to NIFT Staff**

Vendorwill be required for providing training to NIFT Employees containing 7 sessions of ½ day to NIFT staff. Trainees will be from each campus and head office. The number of staff likely to be trained will be 35 in numbers and the training dates and location (may be any NIFT campus or Head Office) will be provided / decided by NIFT.

(c) **Annual Maintenance Charges (AMC)**

AMC for one year shall be provided to NIFT. The AMC shall include provision of technical support for any query / problem faced by NIFT as and when required and the technical query must be resolved on priority basis. Any query has to be resolved within two working days. If the vendor does not resolve any query / defect within 7 days, NIFT can get the work done from outside party at the cost of the bidder. NIFT would be at liberty to recover the cost from any kind of payment due to the vendor. On repeated failure to resolve queries as above or on repeated failure to remove software defect as above NIFT can terminate the contract. For any query / problem arises than:-

- NIFT will first try to resolve it through online support.
- Telephonic support is also to be provided by the vendor

If the problem is not resolved as above then NIFT can at its option hire a local party to resolve the problem. Alternatively the NIFT can ask the vendor to resolve the problem at site, as per the terms and conditions provided.

## 5. TERMS & CONDITIONS:-

(a) Each page of the tender document is required to be signed by the bidder. The documents / certificates in support along with the tender shall also be signed by the bidder.

(b) Tenders without EMD shall be summarily rejected.

(c) Earnest Money Deposit (EMD) of successful bidder will be converted into performance guarantee / security deposit (SD).

(d) Tender shall be submitted in prescribed / official tender document only. If submitted in any other form, the same shall be summarily rejected.

(e) The tender documents shall be written legibly and free from erasing, corrections and over-writing, otherwise the bid will be rejected.

(f) If any date mentioned above happens to be a holiday, then the next working day will be the relevant date.

(g) NIFT reserve the right to accept/reject any/all offer(s) without assigning any reason.

(h) NIFT reserve the right to cancel this tender at any time without assigning any reason before the selection of software vendor and the tendered shall not be entitled to claim any damage or compensation due to such cancellation.

(i) This tender is subject to the jurisdiction of the local courts at Delhi only. All disputes arising out of the tender shall have the jurisdiction of the local courts at Delhi only.

(j) Tenders received where the technical bid as well as financial bid is in same envelope shall be rejected.

(k) The software vendor should not have any disputes with any of client. If any disputes come to the knowledge of NIFT at any point time, then the services of software vendor may be terminated.

(l) Any tender received not in conformity the aforesaid terms and conditions may not be considered and same may be rejected.

(m) NIFT may extend the AMC from year to year. The rates quoted shall be valid for 3 years. An increment of 5% may be given after the end of every year.

(n) For resolving software/other issues in the NIFT campuses across India, all expenses have to be borne by the bidder (software vendor).However, boarding, lodging and travel expenses will be paid as per 3tier AC Train and boarding & lodging will be paid @Rs 4000 per day. The location where NIFT can provide its own guest house the entitlement will be reduced to Rs.1000-per day.

(o) The payment to the bidder (Software vendor) will be made as detailed below subject to production of completion certificate from NIFT for each job completed.

| S.No. | Particulars | Timing of Payments |
|-------|-------------|--------------------|
| 1. | Providing cloud server space | On supply of cloud services and their access by users. |
| 2. | Back up Services | Quarterly after supplying successful services |
| 3. | AMC Services | Quarterly after supplying successful services |
| 4. | Training cost to NIFT | On completion of training. |

(p) The actual content may be increased or decreased depending on circumstances; the software vendor may be given contract for only some of the items. However selection of L1 will be taking all the items above into account.

(q) The vendor has to provide sufficient Manpower on full time basis in Delhi in the initial period of implementation.

(r) In case of outstation software vendor, they have to ensure that one person is always available in Delhi (NCR) for resolving problems.

(s) The timeline for completion of various jobs is as under-

| S.No. | Particulars | Timeline |
|---|---|---|
| 1 | Provision of Cloud server space with specification in scope of work | Within 15 days from the date of award of Contract |
| 2 | Provision for user license on cloud server | Within 15 days from the date of award of Contract |
| 3 | Backup services | Within 15 days from the date of award of Contract |
| 4 | AMC Services | Within 15 days from the date of award of Contract |
| 5 | Training of Personnel | From the date of implementation |

(t) The price quoted by the bidder must be inclusive of all the taxes like GST etc. Further, all the payments made to the vendor will be subject to the deduction of applicable taxes like TDS etc.

(u) The vendor will have to submit the signed copies of the following documents along with the technical bid:

(i) PAN Card
(ii) Certificate of Incorporation in case of a Company/ Partnership Deed in case of Partnership / Certificate of registration is case of Sole Proprietorship.
(iii) GST registration Certificate
(iv) Copy of audited Balance Sheet & P&L Statement for last three years.
(v) All necessary documents required for the fulfilment of the Eligibility Criteria.

## TECHNICAL BID
(The details to be provided as on the closing date of this tender.)

**General Information**

1.   Name of the Vendor                                 :

2.   Contact person                                          :

3.   Registered Office Address                      :

4.   Contact nos.                                              :

5.   Official Email Ids                                      :

**Eligibility Criteria**

1.  Whether the software vendor meets all the          :
    Eligibility Criteria(Yes/No)

2.  No of Years of Experience                                     :

3.  Date of registration of vendor                               :

4.  No of the Organization to whomserver space services  :
    on cloud, back up and Annual Maintenance
    Services has been provided by the software vendor
    along with their names; no of branches and
    address of the Head Office

5.  No of eligible employees with qualification and      :
    Experience in ................ (Enclose list with name,
    Qualification and Year of Experience)

6.  Annual turnover of the software vendor                :
    (Enclose copy of Audited Profit & Loss
    and Balance Sheet)
        a)   FY 2014-15                                          :
        b)   FY 2015-16                                          :
        c)   FY 2016-17                                          :

## FINANCIAL BID

The interested software vendor may quote their cost (all inclusive) in the following format:

| S.No | Particulars | Amount in Rs |
|------|-------------|--------------|
| 1. | Provision of Cloud server space for 100 named users with 80 concurrent users, 32 GB RAM, 200 GB SAN (storage), 12 Core Intel (Xeon) CPU with 2.9 GHZ, 300 GB data, Tr Monthly, Windows 2008 R2 / 2012 R2 Standard. The bandwidth should not be less than 40Mbps. | |
| 2. | Backup services for Tally data for one year on daily basis for last 15 days / instances and copy of backup on weekly basis should be provided on NIFT. For backup atleast 100 GB storage space would be provided. | |
| 3. | Annual Maintenance Charges for one year from the date of implementation of Tally ERP in NIFT shall be provided. | |
| 4. | Software vendor will required for providing training of Tally containing 7 sessions of 1/2day to NIFT staff (Campuses and HO) | |
| 5. | Total (1 to 4) | |
| 6. | Taxes (if any) | |
| 7. | Grand Total (5+6) | |

Grand total in words

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Signature of Software vendor
With Name and Firm Seal