Form PPIM-1B
[Para 1.17(ii)]

NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769 008, ORISSA
(Form to be used for purchases above Rs.1.0 lakh; to be sent to at least six firms)

Advertised/ Limited Tender Enquiry

Department: Computer Centre

Enquiry No: NITR/ CC/ HOD/ 2008/ 242

Date:21 May 2008

To

Important Dates

Event	Date	Time
Pre-bid Conference		
Last Date of submission of quotation	11/6/2008	3.00PM
Quotation Opening date	11/6/2008	3.10PM

Dear Sir,

We intend to purchase the commodities specified below and invite quotations in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly send your offer with prices and complete terms within the time mentioned above.

Please send your quotation to:

Head, Department of

Computer Centre

Attn.: Prof S K Patra

NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769 008, ORISSA

Yours sincerely,

Sarat Kumar Patra
In-charge, Campus Networking

Encl:

(1)   Schedule of requirement, specifications, dates etc.
(2)   Bid document containing detail terms and conditions.

Tender details for mail messaging and identity management solution

1.   Schedule of requirements

Sl. No.	Description of Goods/Service	Quantity
1.	Mail and Messaging solution as per the specification in the document	

2.   Specifications and allied Technical Details

As stated in Annexure-A of document

3.   Format of Quotation (tick appropriate box)

☐ It is a single bid; please give all technical specifications and price bid in one envelope.

OR

☑ It is a two-part bid with separate techno-commercial and price bids. Please see item 1.12 of instructions for method of bidding.

4.   The bid envelope should be super-scribed with

Bid for Mail, Messaging with identity management vide quotation number **NITR/ CC/ HOD/ 2008/ 242 dated 21 May 2008**

5.   Quotations should be valid for a period of 60 days from the closing date of the bid.

6.   Some important dates:

i.	Last date for receipt of quotation:	11/6/2008	3.00PM
ii.	Opening of techno-commercial bid:	11/6/2008	3.10PM
iii.	Opening of Financial bid:		

7.   Warranty As per the annexure.

8(a)   **Excise Duty:** The Institute is exempt from Excise Duty. Please state applicable excise duty as a separate item.

8(b)   **VAT/CST:** The Institute is not authorized to give C or D form. CST or VAT should be charge according to applicable rates.

8(c)   **Entry Tax:** The State of Orissa charges entry tax on all goods entering the State. Please include it in your quotation as a separate item.   Entry Tax will be reimbursed on production of proof of payment.

9.   Bid Security (See Item 2.8 of instructions)**: NIL**

10.   Performance Security (See Item 2.10 of instructions)**: NIL**

11. Please go through the enclosed "bid document" carefully for other bidding instructions.

12(a) Please send your quotations by Registered/Speed Post or Courier Service to:

> Head, Computer Centre
> Attention: Prof S K Patra
> National Institute of Technology, Rourkela – 769 008

OR (b) drop the quotation in the Tender Box kept in the office of the Department during the normal working hours of the Institute. Please do not hand over the quotation to any person by hand.

13. For technical details, you may contact

> Prof. Sarat Kumar Patra
> Department of Electronics and Communication Eng
> (HOD Computer Centre)
> National Institute of Technology, Rourkela – 769 008
> Phone: 0661 – 2462457; 94372 21578 (M)
> Fax: 0661 – 2462999

NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA – 769 008, ORISSA

BID DOCUMENT

1. Instructions to the bidders

1.1   Sealed bids are invited on behalf of the Director, National Institute of Technology (NIT), Rourkela – 769 008, Orissa, from the intending bidders for supply of the goods/stores/ equipments for the Institute as detailed in the enquiry letter.

1.2   The bidders should quote their offer/rates in clear terms without ambiguity.

1.3   The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature. However, no over-writing is permissible. Manufacturer's price-list, where applicable, should be submitted along with the bid.

1.4   In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.

1.5   The last date for receipt of the bid is marked in the enquiry. In case the above date is declared a holiday for NIT, Rourkela, and the bids will be received up to the appointed time on the next working day.

1.6   The financial bids will be evaluated based on the recurring charges for 1 year and fixed charge which includes equipment cost and installation charges. The order for internet connectivity will be for a period of one year. Bidders are advised to take into account the market scenario and cost variation for the service in international market.

1.7   The bids may be sent by registered or speed post or by courier service, so as to reach the concerned department before the last date of receipt, or alternatively, be dropped in the tender box kept at the Department office. The name of the Department is mentioned in the Enquiry.

1.8   The bidder may modify his bids before the last date appointed for receipt of the bids by sending an amendment to the bid. No bid shall be modified after the deadline for receipt of the bids.

Tender details for mail messaging and identity management solution

1.9   If a prospective bidder requires any clarification in regard to the bidding documents, he may make a request the concerned officer or faculty member at least 15 days before the deadline for receipt of bids.

1.10   Bids received after the deadline of receipt indicated in para 1.5 above, shall not be taken in to consideration.

1.11   Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive.

1.12   (In respect of high value plant, machinery etc. of a complex and technical nature). The bids may be submitted in two parts, viz., technical bid and financial bid. The above two bids may be sealed by the bidder in separate cover duly super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed any duly super-scribed. The bidding format is specified in the quotation enquiry.

1.13   The cover containing the bid must be sealed and super-scribed "Mail, Messaging with identity management vide quotation number **NITR/ CC/ HOD/ 2008/ 242 dated 21 May 2008**" as given under item 4 of the enquiry.

1.14   The bids shall be opened in the Board room of the institute at the date and time given on the top of the document. The bidders are advised to send their authorized representatives to attend the bid opening, if they so desire. In the event of the above bid opening date being declared holiday for the NIT, Rourkela, bids will be opened at the appointed time and place on the next working day.

1.15   The bidder has to sign in full at all pages of the bidding document.

1.16   The bidders should enclose documents showing past business, volume of transaction during the past years, references from major public or private sector clients, academic institutions like IITs, NITs and other institutes of repute.

2.   Conditions of the bid

2.1   The rates quoted should preferably be net, inclusive of all taxes and duties, packing, forwarding, freight, Insurance and all other incidental charges. In case these charges are quoted extra in addition to the quoted rates, the amount thereof or advolerum rate must be specified. Packing, forwarding, freight, entry tax etc., when quotes separately are reimbursable at actuals. If external agencies are employed, their receipts must be enclosed with the invoice.

2.2   Duties and Taxes are to be quoted separately. Advolerum rates thereof should be clearly indicated with reference to the relevant Acts and Rules. Entry Tax, if any paid, shall be reimbursed on production of proof. Entry Tax should be shown as a separate component.

It may be noted that the Institute is exempt from paying Excise Duty vide Government Notification No. 10/97 dated 01.03.1997 [Registration No.: TU/V/RG-CD(227)/2001, dated 10.12.2001]. The Institute is not authorized to issue C or D forms. CST and VAT may be charged at applicable rates.

2.3   The goods are required to be delivered at the indenting Department of NIT, Rourkela, and must be dispatched within 30 days from the date of placement of the supply of order under the risk and arrangement of the bidder and offers with delivery beyond the above period shall be treated as unresponsive. In case the delivery time is higher, the same must be mentioned clearly in the quotation.

2.4   The bid should remain valid for a period of 60 days from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation.

2.5   Conditional discount, if any, offered by the bidder shall not be considered at the time of evaluation.

2.6   The goods offered should strictly conform to the specification and technical details mentioned in para 4 below.

2.7   The Institute may like to conduct pre-dispatch inspection of goods, where applicable.

2.8   Period of guarantee/warranty, where applicable, should be specified in the bid.

2.9   The successful bidder has to furnish "Performance Security" for an amount specified in the enquiry, in the form of Account Payee Demand Draft, Fixed Deposit Receipts and/or unconditional Bank guarantee en-cashable on demand from the Director, NIT, Rourkela, from a Commercial Bank with validity period of sixty days beyond the date of completion of all contractual obligations of supplier including guarantee/ warranty obligations. The Performance Security is to be furnished in favour of the Director, National Institute of Technology, Rourkela, within ten days of intimation, failing which his bid security will be forfeited.

Alternatively, fixed percentage of the cost of the stores as stated in the enquiry may be retained by the Institute in its

Maintenance Fund towards performance security, which will be released six months after the completion of warranty period.

2.10   If the successful bidder, on receipt of the supply order, fails to execute the order within the stipulated period, in full or part, it will be open to the Director, NIT, Rourkela to recover liquidated damage from the firm at the rate of 1 percent of the value of undelivered goods per month or part thereof, subject to a maximum of 5 percent of the value of undelivered goods. Alternatively, it will also be opened to the Director, to arrange procurement of the required goods from any other source at the risk and expenses of the bidder.

2.11   The successful bidder may be required to execute a contract, where applicable.

2.12   The bidder has to furnish up to date VAT and Income Tax Clearance Certificate along with the bid.

2.13   Payment (*100 percent*) will be made by Account Payee Cheque/ Bank Draft, within 30 days from the date of receipt of the goods in good condition or receipt of the bill, commissioning of the equipment, where applicable, whichever is later/latest. If the payment is not made by the Institute within this stipulated date, the vendor may claim compensation at rates fixed by the Institute.

2.14   In the event of any dispute arising out of the bid or from the resultant contract, the decision of the Director, NIT, Rourkela shall be final.

2.15   The bid document/resultant contract will be interpreted under Indian Laws.

<u>Annexure-A</u>
<u>Specification of Mailing solution integrated with enterprise anti-spam, anti-virus SMTP protection, identity management Server & associated customization for National Institute of Technology, (NIT), Rourkela</u>

Overview:

National institute of Technology NIT, Rourkela has a mailing and identity integration solution. We plan to migrate to a new solution to leverage the benefits of technology available now. The existing solution is old and relatively out of date. The proposed setup is to be designed with intention of latest level of satisfaction, security and reliability.

Available hardware for supporting the application:

The institute has state of art hardware for supporting IT infrastructure. There are a large number of 2X2.8GHz Xeon servers with 2GB RAM, RAID controller and other accessories. There is 6TB of network based storage available which can be accessed by any of the servers. There is SAN and NAS gateway for storage deployment. Backup is with LTO. The institute has also placed order for a blade server containing 10blades with 2X Quad core Xeon CPU, 2GB RAM blades. A storage server with 3TB capacity has also been purchased. All the hardware will be ready by end of April 2008. The institute has a campus LAN with FO backbone. There around 4000nodes in the campus, servers are connected on Gbps. The network has firewall along with gateway antivirus, desktop antivirus solution from CA and host of other software. The present mailing solution used is Netmail from Novell.

Proposed Architecture:

We proposed to buy a new mail cum messaging solution to provide state of art mail and messaging facility. The solution quoted should also provide an identity integration solution. The network architecture for the authentication mechanism is presented at Figure-1. Any application in the network will be authenticated either through the LDAP or through the ADS server. The LDAP and IDS should provide bi-direction user name and password synchronization.
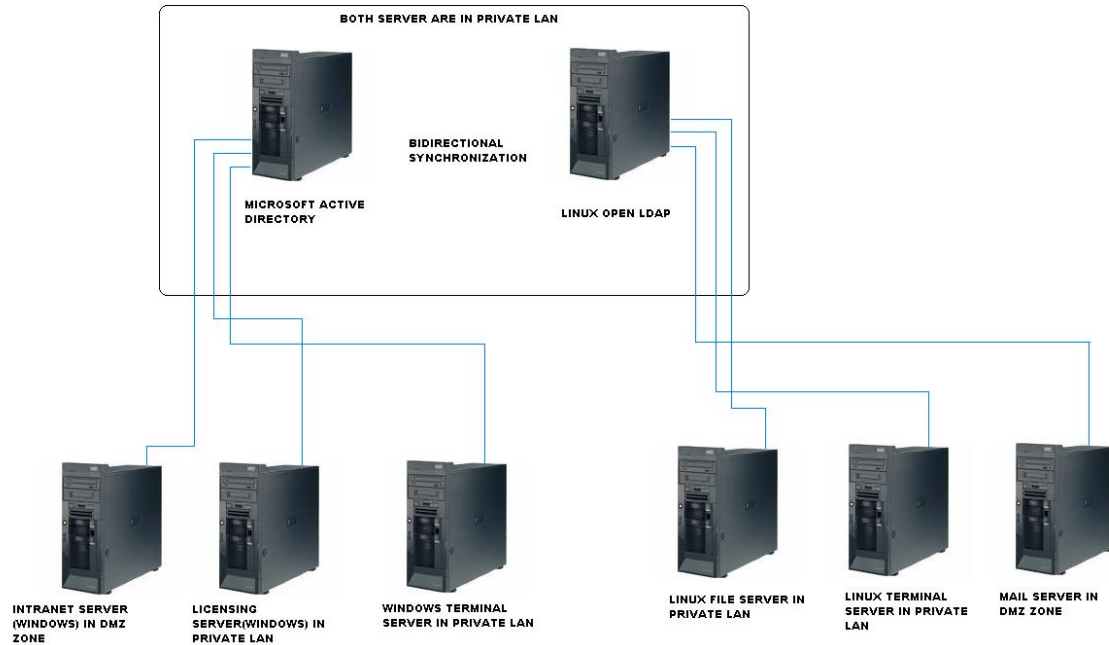
Figure 1: The authentication mechanism

The details feature for the proposed solution is listed below:

Features for identity management:

1.	User Management	Identity based user management from identity server using LDAP/ ADS. Bi-directional Synchronization of the two directories is essential for user name and password information
2.	Change Password	Password changed in any of the two directory servers should reflect in both. This should also happen when there is password change through application.
3.	Typical Applications to use the identity management	• Mail server • Internet access server • Storage server • MS SQL based application suits • Open source LDAP applications • Radius server • Network access control applications (These services will get connected as when available.)

Features of Mail Messaging solution

1.	Change Password	Yes (This should change the password in both the synchronized directory servers). It should be done through mail client.
2.	Quota	Per user and system wide quota facility. The user quota should be used if specified. By default it should use

		system wide quota. Facility to provide group quota to be available.
3.	File Attachment Support	Yes (With a facility to limit file types and file attachment size) so as to limit spam and mail box cluttering. If attachments are sent to many users the attachment can be in a central place and a link for the attachment can go through mail.
4.	Text formatting tools	Yes
5.	Mailing Group	Yes (Group mailing send mails to group). It should not permit group mails from external mail servers. Group address should only be visible inside the mail server.
6.	Webmail Themes	Support for at-least two themes. Both themes should be customizable as per NIT's need/ requirement.
7.	Spam Folder	Yes (For each user)
8.	New mail Alert	Yes
9.	User quota display in webmail	Yes (Actual byte/ KB/ MB) and also % of mail usage. Graphic display preferable
10.	Time based log off	Yes
11.	Vacation mail	Yes
12.	Personal calendar	Yes
13.	Group Calendar	Yes
14.	Email Footer	Yes
15.	Electronic address Card support	Yes
16.	Personal Address book	Yes
17.	Address population	Yes
18.	Sent mail confirmation	Yes
19.	Home page support for individual user	Yes (Desirable not essential)
20.	Remote POP3	Yes
21.	Quota report for administrator using script	Yes
22.	Bulk user group creation using script	Yes
23.	Instant messenger	Yes
24.	User authentication for other applications	Yes, via LDAP and ADS

25.	Sync. With Active Directory	Yes.
26.	User management	• Facility for different login id and mail id.
27.	Web Folder/ Web-based Briefcase	• The solution should provide a web-based briefcase accessible from the internet. • This briefcase to be physically stored in a server in the private network. • Facility for briefcase quota management. • Facility to synchronize folders in the briefcase with folders from local computer hard disk. This should do a bi-directional file synchronization not mere coping from one drive to another. • ftp access for the briefcase. • The briefcase quota should be different from the mailing quota. • Facility for mounting the briefcase folders as NFS volume to linux servers. The linux server will be authenticated from the LDAP.
28.	Anti-virus and anti-spam	• The mailing solution to be integrated with enterprise antivirus and anti-spam. • This feature should reside on the mailing server and all internal mail deliveries should also be filtered through the engine. • Facility to integrate with external 3rd party anti-virus anti-spam in mail forwarding mode to be available
29.	Attachment mail features	• When mails are sent with attachment to large number of users/ groups the attachment should be stored in a common place with link to authorized users. This link should be automatically created in the outgoing mail.
30.	User management and report generation	• Facility to get report regarding mail usage by users. • Report of users not using/ logging to the mail server for 1 week continuously. • Usage statistics for users using the mail server. • Statistics for users sending virus/ spam mails.
31.	Calendaring Application	• Full user and group calendaring application
32.	Synchronization	• Synchronization of mail, calendar, address book with outlook and outlook express
33.	System license	The product should be for unlimited license. Our present requirement is 3000 licenses but it is expected

		to grow to 5000 in 3 years time
34.	Temporary User account creation	Facility to create temporary user accounts for a defined period of 1month/ 3months/ 1year period. The account will get locked after this period.
35.	Mail proxy	Facility for mail proxy. With this it should be possible to check multiple mail accounts on the server with single id. Eg: HOD of a department should be able to check mails sent in the name of HOD using the individual mail id.
36.	Opt in group mailing/ discussion groups	Facility to create mail groups/ discussion groups. Users can opt volunteer to become member of the group. The mails will be screened through a moderator.
37.	Group mailing facility	Administrator can create mail groups. There mail groups will be created by the administrator and users will not have the facility to volunteer to opt for being member. The mails will be released after the moderator reviews and releases.
38.	No of user accounts	Capability for handling 5000 user accounts.

Messaging Server:

The messaging server should have following features

- To be able to support and enable users to connect using an Enterprise class, Industry Standard thick mail client supporting industry standard protocols like POP3/IMAP/HTTP/SMTP
- Support multiple sub-domains of single domain on a single system.
- Support transaction logging database to increase reliability and faster recovery.
- Support recovery or restoration of single mailbox without impacting/ downtime for other users in online and offline mode.
- Support storage of any file format that allow administrator to upload and download content from the messaging system.
- Support full-text search on each message store database including scheduled indexing for faster search capabilities from the messaging client (browser and rich client).
- Support retention and recovery of mails even after they are deleted from the messaging client and should provide options of deleting the retained mails after the store has been backed up.
- The messaging store should support Server and Client side rules.
- Possess capability of scheduling message delivery by date and time by users and administrator.
- Capability to limit message storage space for each user through message store database.
- Support unlimited number of user mailboxes per message store database.
- Support for online addition of additional network based/ hardware based storage in to the System as and when required.
- Support message archival and journaling on the Server to comply with security and auditing requirements.

- Should support shared message stores like Notice Board or Bulletin Board. Also these stores should support access control with variety of permission set.
- Should support access of all mailbox folders (Inbox, Calendar, Shared Folders, etc) through the browser by providing user friendly URLs.
- Support online maintenance of message store databases which can be scheduled. Should also support restoration of mailboxes to active messaging store without the need of additional steps or servers.
- Support transaction logging.
- Support for high availability and clustering like active-passive, active-active. Explain the merits of each clustering approach with hardware and bandwidth requirements.
- Support Load Balancing for the web servers that render web pages to browser based messaging client.

Groups/Mailing Lists
- Mailing Lists application is part of (or built in to) the core messaging application being proposed
- The UM Solution should be able to populate lists from Directory Server.
- Mailing lists should be able to restrict the mails from external domains and recipients.
- Automatic update of the mail list, when a user is added to a group where the mail list has been defined for the same group.
- Web based list administration for nearly all tasks. Web based subscriptions and user configuration management. A "home page" for each mailing list.
- Privacy features such as moderation, open and closed list subscription policies, private membership rosters and sender-based filters.
- Integrated auto-replies.
- Integrated bounce detection within an extensible framework.
- Integrated spam detection, and MIME-based content filtering.
- Support for virtual domains.

Features of Message Transfer Agent (MTA)
- The UM Solution should be able to populate lists from Directory Server.
- Mailing lists should be able to restrict the mails from external domains and recipients.
- Automatic updating of the mail list, when a user is added to a group where the mail list has been defined for the same group. (This can also be done as a batch process)
- Web based list administration for nearly all tasks. Web based subscriptions and user configuration management. Facility for "home page" for each mailing list.
- Privacy features such as moderation, open and closed list subscription policies, private membership rosters and sender-based filters.
- Automatic web based archiving built-in with support for private and public archives and hooks for external archives.
- Integrated auto-replies.
- Integrated bounce detection.
- Integrated spam, virus detection, content filtering.
- Support for virtual domains.

Quota System

- The system administrator should be able to set the quota irrespective of file system.
- There should be a facility for defining the quota by the administrator at global, group and user level by the administrator for all the users.
- The system administrator should have an option to define the threshold level limits for the user mailbox quota.
- An email message need to be send to user with the Quota warning on reaching defined threshold value.
- Visual display of the actual usage of allocated quota for the users over the web interface.
- There should be a GUI interface (Web / Console) for quota administration for the administrator.
- Message De-duping: The System should not duplicate the message addressed to multiple recipients in to each mailbox in the system.

Desktop/Thick Mail Client

- When composing message in thick mail client, addresses auto-complete as they are being typed, including a dynamically updated selection dialog when multiple addresses match.

Web Interface

- All Web mail functionality should be accessible through all major browsers like: Internet Explorer, Mozilla Firefox and Netscape. It should be compliant to HTTP-1.0 and HTTP-1.1. Please indicate if these browsers are supported completely.

- The messaging solution should be available in off-line mode in the browser as well.

Messsaging Directory Services
- System should provide support for integration/ synchronization with other directory servers based on LDAP.
- The Directory system should support differential replication.
- The Directory system should provide the following authentication methods - Encrypted passwords, Certificates.
- The Directory system should have support for implementing policy based access control for access of the directory data for every user and also should replicate the same.
- The Directory system should have password policy management like retry attempts, lockout, min/ max length and password history.
- There should be an option for Address book Import / Export to a personal address book on the server.
- The global address book should be accessible from webmail & desktop / thick mail clients for all users.
- PKI based support for logon and authentication
- Support for DNS as the locator service (service records & dynamic updates)

- Single Sign-On into the Messaging System: (Users should not be challenged for another password or even the same password as Network Authentication).
- Support for Multiple Address Books
- A single directory server can be restored to service within defined SLA, including recovery or rebuild of operating system, from the time that the hardware is available.
- The Network Authentication and Directory Service should have fail-over capability
- Loss of a single directory server should not affect ability for users to logon and use electronic mail or other directory enabled application
- Centralized and Distributed Administration capability in a centralised or distributed deployment scenario.
- Password reset capabilities for a given group or groups of users can be delegated to any nominated user.
- User account creation/deletion rights within a group or groups can be delegated to any nominated user.
- Group membership management within a department/workgroup can be delegated to any nominated user.
- User Registration should be possible thru the Web Administration Console.

Disaster Recovery

- The proposed replication software should be able to replicate data residing on any storage subsystems in synchronous, asynchronous modes without any distance limitations.
- The proposed solution should replicate at block level or/and file level
- The proposed solution should have feature to operate in synchronous and asynchronous modes and should assure 100% data consistency. Allow the administrator to schedule the data replication between the primary and the distant remote site.
- The proposed solution should have option to integrate with High Availability clustering software.
- The proposed replication software should be manageable through Java GUI or a web based GUI.
- The proposed replication software should provide various methods to initialize the secondary including over the wire and via backup and restore. Both the options should be able to perform while the application is completely online.
- The proposed replication software should be storage independent which means that it has capability to replicate between different storage from same vendor or from different vendors. It should work on storage like NAS, SAN, NFS.
- The proposed replication software should be able to replicate between any hosts connected by an IP network without requiring additional network hardware or dedicated fibre connections.

List of other services to be provide the supplier/ integrator:

1. Setting up DNS server at NIT campus. This server hardware will be provided by NIT, Rourkela
2. DNS hosting for the MX record. This DNS hosting will be secondary DNS and NIT will maintain the primary DNS.

3. DNS tracing and DNS health check for the institute DNS record from time to time in a routine manner and provide report for the same.
4. Providing remote server maintenance/ trouble shooting during critical service related activities.
5. Providing support (telephonic) to server administration staff located at NIT Campus. This should be available at-least 8hours a day for 6days a week.
6. Provide onsite support in-case of major faults/ down time scenario.

Quotation Format

1. The quotation should be in two parts
2. The Technical bids will be evaluated first and the financial bids will be opened for only those firms that qualify the technical bid. A technical compliance sheet showing the compliance of each of the points and deviations as per the quotation should also be provided.
3. The firms must provide the technical compliance report of all the points mentioned in the detail specification.
4. In case the firm quoting is a system integrator/ the work involves supply by one firm and implementation by another firm, the details of responsibility of each party must be mentioned clearly.
5. The pricing should consist of following components:

   ### a. Part-A
   i. Cost of software
   ii. Cost of operating system (academic price)
   iii. Free upgrade/ software maintenance for first year
   iv. Onsite installation of the solution
   v. Telephone/ onsite support for first year
   vi. All these components must be quoted together/ separately. All components must be covered. If any of the component is not cover the quotation will be rejected.

   ### b. Part-B
   i. Software maintenance for second and subsequent years
   ii. Cost of software support in the form of upgrades/ limited onsite and unlimited remote support for second and subsequent years. Price on yearly basis
   iii. All new features available with the software should be also provided with upgrades.
   iv. This price should be valid for 3years and will be paid on quarterly advance from beginning of 2nd year

Important dates and Venues:

Last date for receipt of tender	11 June 2008
Venue for submission of tender in case of hand delivery:	Board room, NIT Rourkela/ Office of Computer Centre
Date for tender opening	11 June 2008
Venue for opening and evaluation of bids	Board room, NIT, Rourkela
Technical and financial evaluation	11 June 2008 (At 3.10PM)