

JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)
(ACCREDITED BY NAAC IN GRADE 'A')

HAMDARD NAGAR, NEW DELHI-62

Phone: 91-011-26059688 (12 Lines): Telefax: 26059663 Ext. 5326, 5312

Website: www.jamiahamdard.edu

TENDER DOCUMENT

(JH/PS/Quot-853/Jan-2023)

Sealed tender are invited from Service Providers for Implementation Services for Active Directory,SQL DB Cluster, Window Cluster for Dynamics apps,Trend Micro Workload Security, DB Migration from Cloud to On- Permisses,VMware VMs Migration from 6.7 to 7.0 for Jamia Hamdard .

1. Bonafide and reputed Service Provider / Indian agents (on behalf of their foreign Principals) may download Tender Form, detailed of work etc. in respect of above items from the Website www.jamiahamdard.edu on payment of Rs. 1000/- through Bank Draft (non-refundable) drawn in favour of **Registrar, Jamia Hamdard**, during working days **upto 13 .01.2023 between 10.00 AM to 03.00 PM**.
2. **The last date of the receipt of the Bids is 13 .01.2023 upto 3.00 p.m.**
3. **The tender box will be opened on 13 .01.2023 at 3.30 p.m. in the Purchase Section.**
4. The Tender forms are to be submitted in two separate sealed envelopes- one envelope containing **Technical Bid (Part A)** and second envelope containing **Commercial Bid (Part B)**. Both the above sealed envelopes should be put in another duly sealed envelope and **superscribed appropriately "Tender for Implementation Services for Active Directory,SQL DB Cluster, Window Cluster for Dynamics apps,Trend Micro Workload Security, DB Migration from Cloud to On- Permisses,VMware VMs Migration from 6.7 to 7.0 for Jamia Hamdard . with the type of bid, tender no., due date and other relevant details** and should be addressed to **The Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi and dropped in Tender box available in the Purchase Section.**
5. On the due date, only Technical Bids (Part A) will be opened. Commercial Bids (Part B) shall only be opened after acceptance of Technical Bids by the competent authority. Date and time of opening the commercial bids shall be notified in writing / by post to the successful bidders of technical bids. Commercial bids shall be opened in presence of the Tender Opening Committee and the vendors who wish to be present.
6. **Fax Tender or Tender without EMD will be summarily rejected.**
7. Jamia Hamdard reserves the right to reject any / all the tenders without assigning any reason whatsoever.

STANDARD TERMS AND CONDITIONS OF TENDER

1. The specifications given, as **Annexure-'A'** should be strictly followed.
2. Earnest money should be enclosed with tender in form of DD/ Pay order in favour of Registrar, Jamia Hamdard.
3. The Tender should be neatly typed. The rates should be quoted in words and figures without any over writing/ erasure. Any over writing/ erasure will render the Tender of the particular item invalid. The tenderer should attest all corrections by affixing his signatures and each page of the tender should be signed by the tenderer.
4. The rates quoted should be per unit and should include charges for packing and delivery. However, the GST, wherever applicable should be shown separately at the prevailing rate. If it is decided to ask for Custom duty or any other levy as extra, the same must be specifically stated. In the absence of such a stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained. This University is not liable to pay any other charges over the above the rates quoted.
5. The bidder should have an average Annual turnover of at least INR 80 Crore from IT during last 3 years with net profit and positive net worth
6. The bidder should have satisfactorily completed Single work order each of similar type of work costing not less than Rs.25 Lakh.
7. The Bidder should be either a firm or a firm or a company registered under Companies Act,1956 or 2013 in India and should have been in operation in India for atleast 15 years as on the date of submission of the bid.

8. The bidder should be certified ISO 9000/9001 and ISO 27001-2013 and CMM13 (Existing/Under Renewal) certified company. Relevant Organizational Level Certificates to be provided.
9. The bidder shall be registered support office in Delhi/NCR.
10. The firm should be a profit-making concern for each of the last three consecutive financial years (FY 2018-19-2019-20 & 2020-21)
11. Tenderers are required to submit the following documents along with the Tender application without which the tender shall not be treated as valid.
 - a) Photocopies of up-to-date GST clearance certificate and Pan Card.
 - b) Photocopy of Trade License.
 - c) **Earnest money for 10000.00** in the form of Demand Draft /Banker Cheque in favour of the Registrar, Jamia Hamdard, New Delhi; which may be forfeited if the supplier failed to supply equipments within the stipulated period.
12. The products offered by the respective firms should mention specifically the name of the manufacturer, if not manufactured by the tenderer and photocopies certifying the current status as the authorized dealer of the firm should be attached along with the tender documents by the tenderer.
13. Local suppliers must possess an authorization from parent company & a counter guarantee of service in case of imported equipments.
14. Payment will be made after proper installation, documentation and after obtaining quality certificate from the competent authority.
15. Successful Tenderer will have the responsibility for arranging training and allied staff for smooth handling and proper functioning of supplied equipments through specified number of training sessions.
16. **Jamia Hamdard will deduct an amount of 0.25% from all the bills for “Jamia Hamdard Relief and Welfare Fund”.**

Registrar

The above terms & conditions are accepted.

Signature.....

Name

Designation.....

Company Seal

NOTICE INVITING QUOTATION

Service Proposal

For

Implementation Services for Active Directory, SQL DB Cluster, Window Cluster for Dynamics apps, Trend Micro Workload Security, DB Migration from Cloud to On-Premises, VMware VMs Migration from 6.7 to 7.0

For

Jamia Hamdard

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ABOUT Jamia Hamdard.

The history of Jamia Hamdard begins with the establishment of a small Unani clinic in the year 1906 by Hakeem Hafiz Abdul Majeed, one of the well-known practitioners of Unani System of Medicine of his time. Hakeem Hafiz Abdul Majeed had a vision of making the practice of Unani Medicine into a scientific discipline so that Unani medicines could be dispensed in a more efficacious manner to patients. He gave the name “Hamdard” to his venture which means “sympathy for all and sharing of pain”. His illustrious son, Hakeem Abdul Hameed, carried forward the philosophy and objectives of Hamdard in independent India. Even at the time of partition of India in 1947, Hakeem Abdul Hameed was dreaming of setting up a complex of educational institutions which would concentrate on highlighting the contribution of Islam and Islamic culture to Indian civilization and development of Unani medicines for curing diseases

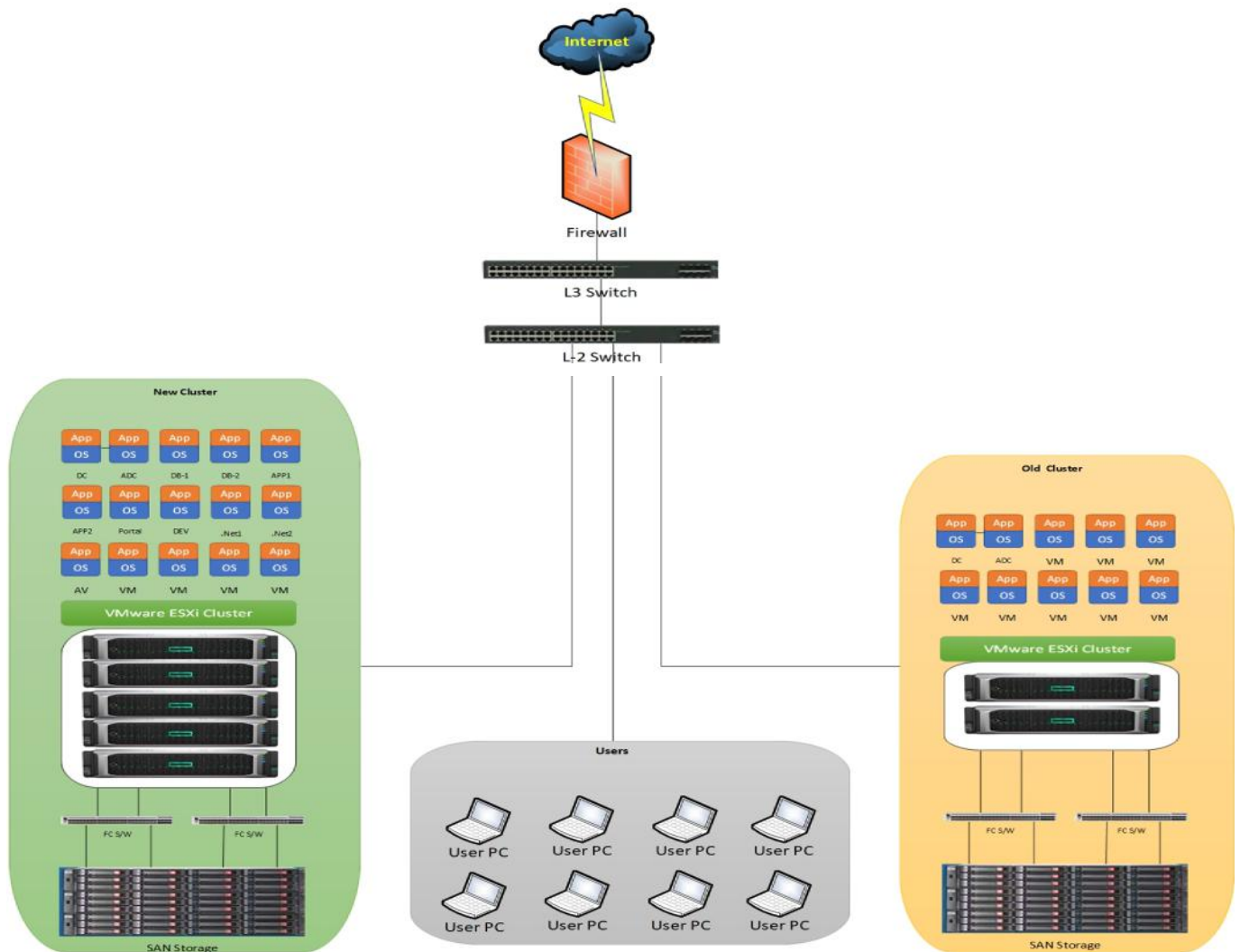
Requirement Background

Jamia Hamdard seeking the Implementation Services for Implementation Services for Active Directory, SQL DB Cluster, Window Cluster for Dynamics apps, Trend Micro Workload Security, DB Migration from Cloud to On-Premises, VMware VMs Migration from 6.7 to 7.0

Infra Details

Jamia Hamdard is using Cloud Platform for Web portal, VMware Cluster with 2 Node for internal Applications, now they are planning to Migrate the Web portal from Cloud Platform to On-Premises Platform (5 Node VMware Cluster)

New Datacenter



SUMMARY OF SERVICE

The Implementation Services as specifically described herein (the “Services”), which include the following:

- Deployment of Domain Controllers,
- Deployment of SQL Server Clustering,
- Cloud DB Migration
- Window Clustering for Applications,
- Window Cluster for Dynamics apps
- Trend Micro Deep Security (Workload Security).
- VMware VMs Migration from 6.7 Cluster to 7.0 Cluster
- One Year Technical Support on above Deployment

SCOPE OF SERVICE

Introduction


















The purpose of this professional services scope of work is to outline the tasks that will be completed for Jamia Hamdard regarding the Enterprise Installation of Domain Controllers, SQL Server Clustering, Cloud

DB Migration Window Clustering for Applications, Trend Micro Deep Security (Workload Security).

Detailed Description

The successful bidder will provide the following Services:

Domain Controller Deployment

-  Deploy Two Virtual Machine with Windows Server 2019 on VMware Platform
-  Configure anti-affinity rule for both VMs.
-  Deploy OS on Both VMs and migration of existing domain controller, DNS,DHCP,and Configure 1st VM for the Domain Controller & 2ND VM for Additional Domain Controller,
-  Hardening of servers with latest patches and updates
-  Configure Standard Settings on both Servers
-  Configure pre-requisites for Domain Controller Deployment
-  Deploy Domain Controller
-  Deploy DNS Server
-  Configure Standard Settings on Domain Controller
-  Deploy Additional Domain Controller
-  Hardening of Domain controllers & Configure Group Policies for end users
-  Configure OU as per requirement
-  Create 100 User Accounts on the Domain Controller
-  Configure DHCP Server on DC
-  Create and Configure DHCP Scope, IP Range, Subnet and DNS for client machines
-  Verify the DHCP Configuration
-  Domain Join 05 users for testing

Windows Cluster Deployment for SQL Server




- ✚ Deploy Two Virtual Machine with Windows Server 2019 on VMware Platform
- ✚ Configure anti-affinity rule for both VMs.
- ✚ Deploy OS on Both VMs
- ✚ Hardening of servers with latest patches and updates
- ✚ Configure Standard Settings on both Servers
- ✚ Configure shared Volume for Both Servers as per requirement
- ✚ Deploy Failover Cluster role on both Servers
- ✚ Create Failover Cluster using both Servers
- ✚ Verify the Cluster Configuration
- ✚ Verify the Cluster Failover Operations
- ✚ Verify the Resource failover Operations

SQL Cluster Deployment












- ✚ Verify the Pre-requisites for SQL Cluster Deployment
- ✚ Complete all the Pre-requisites installation/configuration for SQL Cluster
- ✚ Deploy SQL Server in Failover Cluster mode on Node One
- ✚ Add 2nd Node in SQL Cluster
- ✚ Verify the SQL Cluster Configuration
- ✚ Verify the SQL Cluster Failover Operations
- ✚ Verify the SQL Service failover Operations

Cloud to on-premises Migration












- ✚ Take the Backup of Cloud Portal DB
- ✚ Transfer the backup from Cloud to Local Server
- ✚ Import the Backup in on-premises platform
- ✚ Verify the DB in on-premises Server
- ✚ Verify the DB using Application in on-premises
- ✚ Take the Downtime of Cloud Portal and DB

-  Migrate the Cloud DB to on-premises Server
-  Verify the DB in on-premises Server
-  Verify the DB using Application in on-premises

Windows Cluster Deployment for Dynamics NAV

-  Deploy Two Virtual Machine with Windows Server 2019 on VMware Platform
-  Installation and configure Dynamics NAV
-  Configure anti-affinity rule for both VMs.
-  Deploy OS on Both VMs
-  Hardening of servers with latest patches and updates
-  Configure Standard Settings on both Servers
-  Configure shared Volume for Both Servers as per requirement
-  Deploy Failover Cluster role on both Servers
-  Create Failover Cluster using both Servers
-  Verify the Cluster Configuration
-  Verify the Cluster Failover Operations

Windows Cluster Deployment for Dot Net Portal

-  Deploy Two Virtual Machine with Windows Server 2019 on VMware Platform
-  Configure anti-affinity rule for both VMs.
-  Deploy OS on Both VMs
-  Hardening of servers with latest patches and updates
-  Configure Standard Settings on both Servers
-  Configure shared Volume for Both Servers as per requirement
-  Deploy Failover Cluster role on both Servers
-  Create Failover Cluster using both Servers
-  Verify the Cluster Configuration
-  Verify the Cluster Failover Operations
-  Verify the Resource failover Operations

Windows Server Deployment for Dynamics NAV/Portal Development

- 🔧 Deploy Two Virtual Machine with Windows Server 2019 on VMware Platform
- 🔧 Installation and configure **Dynamics NAV/Portal Development**
- 🔧 Configure anti-affinity rule for both VMs.
- 🔧 Deploy OS on Both VMs
- 🔧 Hardening of servers with latest patches and updates

Virtual Server Migration from VMware 6.7 Cluster to VMware 7.0 Cluster

- 🔧 Integrate Both Cluster on v Center Server 7.0
- 🔧 Migrate a Test VM from 6.7 Cluster to 7.0 Cluster
- 🔧 Verify the Virtual Machine after migration completed
- 🔧 Migrate 20-25 VM from 6.7 Cluster to 7.0 Cluster (Approx. 20 TB Data)

Trend Micro Deployment (on-premises)






Phase-I- Deep Security Manager Deployment

- 🔧 Deploy Virtual Machine with Windows Server 2019 on VMware Platform
- 🔧 Deploy OS on Virtual Machine
- 🔧 Hardening of server with latest patches and updates and Configure Standard Settings
- 🔧 Fulfill all pre-requisites for Deployment of Deep Security Manager
- 🔧 Deploy Deep Security Manager
- 🔧 Install the license on Deep Security Manager
- 🔧 Configure Standard Settings for Deep Security Manager
- 🔧 Create Base protection Policy for Windows Clients
- 🔧 Standardization of Antimalware protection for base policy i.e., Ransomware protection, Schedule Scan, Updates etc.
- 🔧 Standardization of File & web Reputation for base policy
- 🔧 Standardization of Intrusion prevention for base policy
- 🔧 Standardization of Integrity Protection (Virtual Patching) for base policy
- 🔧 Standardization of Firewall Policy in Monitoring Mode for base policy








Phase-II - Deep Security Agent Deployment

Modify Old Antivirus Removal policy to un-attendant removal of Old AV using Old AV Manager




Console

-  Deploy Deep Security Relay Agent on Two Machines (Servers)
-  Create Client Groups based on Operating System Family and Version
-  Remove old Antivirus 30-35 Servers
-  Deploy Deep Security Agents on 40-50 Servers
- Add all Deep Security Clients in respective groups on Deep Security Manager and assign the
-  License
- Assign Base Protection Policy on Deep Security Clients

Phase-III - Firewall Rules Customization

-  Monitor the incoming and outgoing traffic for 1 week of all Deep Security Clients
-  Export the Logs of all Deep Security Clients
-  Analysis the logs and create the incoming and outgoing traffic rules for all Deep Security clients
-  Assign the Firewall rules on all Clients
-  Monitor the incoming and outgoing traffic for 1 week of all Deep Security Clients (After assign Firewall Rules)
-  Analysis the logs and create the incoming and outgoing traffic rules for all Deep Security clients (If required)
-  Standardization of Firewall Policy in Protection Mode for base policy

Documentation, Training & Project Sign-off

-  Project Documentation
-  Admin Training to IT Team and Handover the project
-  Project Sign-off
- Handover the Project Documents

LOCATION

-  Jamia Hamdard Delhi.

Escalation MATRIX

Level	Name	Designation	E-Mail	Phone
L1				
L2				
L3				

Commercials

Jamia Hamdard		
S.No.	Services Details	Price (INR)
1	Implementation Services for Active Directory, SQL DB Cluster, Window Cluster for Dynamics apps, Trend Micro Workload Security, DB Migration from Cloud to On-Premises, VMware VMs Migration from 6.7 to 7.0	
2	Technical Support for One Year onsite	

GENERAL TERMS & CONDITION FOR THE BIDDER:

- ❖ The Bidder should be either a firm or a company registered under Companies Act, 1956 or 2013 in India and should have been in operation in India for at least last 15 years as on the date of submission of the bid.
- ❖ The Bidder should have satisfactorily completed Single work orders each of similar type of work costing not less than Rs. 25 Lakh.
- ❖ The Bidder should have an average annual turnover of at least INR 80 Crore from IT during last 3 years with with net profit and positive net worth.
- ❖ The bidder should be a certified ISO 9000/9001 and ISO 27001-2013 and CMMI3 (Existing/Under Renewal) certified company. Relevant Organizational Level Certificates to be provided
- ❖ The bidder shall be a registered support office in Delhi/NCR.
- ❖ The firm should be a profit-making concern for each of the last three consecutive financial years (FY 2018-19, 2019-20 & 2020-21).
- ❖ The bidder should also provide a complete list of technical resource at its payroll for expertise required to implement Jamia Hamdard project. Following details should be included, Name, Years of Experience, Microsoft Certifications if any relevant to this project etc.
- ❖ The bidder shall also provide minimum support response time for problems raised by Jamia Hamdard.
- ❖ The technical requirement has been prepared in consultation with the empaneled ERP vendor in Jamia Hamdard. Still there might be certain changes that may come up during course of installation. No extra charges will be paid.

Agreed to:
JAMIA HAMDARD

Agreed to:

By _____
Authorized signature & Company Stamp

By _____
Authorized signature & Company Stamp

Name (type or print):

Name (type or print):

Date:

Date: