NIT NO.:/ MDU/UCC/2026/AUG/005

MAHARSHI DAYANAND UNIVERSITY

Rohtak-124001, Haryana (INDIA)

(A State University established under Haryana Act No. XXV of 1975)

'A+' Grade University Accredited by NAAC

Empanelment / Engagement of Professional Agency for Multi-Domain IT Support Services for Data Center Infrastructure, ERP Systems, Applications, Mobile Platforms, Network, Wi-Fi and Cyber Security at Maharshi Dayanand University, Rohtak

Last date submission of the filled Tender document: 27/08/2026... up to 2:00 PM.

(The Tender document is to be submitted duly signed in blue/black ink on each page and stamped with official seal on each page)

Table of Contents

CONTENTS

MAHARSHI DAYANAND UNIVERSITY
Rohtak-124001, Haryana (INDIA)
(A State University established under Haryana Act No. XXV of 1975)
'A+' Grade University Accredited by NAAC
University Computer Center

NIT NO.:/ MDU/UCC/2026/AUG/005 Dated: ….04/8/2026….

Phone: 01262-293025 **E-mail: dir.ucc@mdurohtak.ac.in**

Standard Bidding Document for **Empanelment / Engagement of Professional Agency for Multi-Domain IT Support Services for Data Center Infrastructure, ERP Systems, Applications, Mobile Platforms, Network, Wi-Fi, and Cyber Security at Maharshi Dayanand University, Rohtak**

PART1: COMPLETE BIDDING DOCUMENT

PRESS NOTICE

M. D. UNIVERSITY, ROHTAK **Notice Inviting E-Tender**	
Name of work	**Empanelment / Engagement of Professional Agency for Multi-Domain IT Support Services for Data Center Infrastructure, ERP Systems, Applications, Mobile Platforms, Network, Wi-Fi, and Cyber Security at Maharshi Dayanand University, Rohtak**
E-Service Fees + Tender Doc. Fees	1180/- + 5,000/- =6,180/- (To be paid online)
Earnest Money **Time Limit**	50,000/- INR 21 Days
Tenders to be received by: 27/8/2026 till 02:00 PM	
(1) The tenders will be received only through E-tendering. For further details, visit the website Https://etenders.hry.nic.in/nicgep/app	

i The tenders will be received only through e-tendering. For further details, visit the website https://etenders.hry.nic.in

ii Earnest Money (as mentioned above) is required to be deposited through online mode from https://etenders.hry.nic.in

iii The interested parties/bidders should visit the University website (https://mdu.ac.in) or https://etenders.hry.nic.in regularly for corrigendum(s) which may be issued regarding extension of date, modification of eligibility or amendments in other terms & conditions etc., as corrigendum(s) will not be published in newspapers.

iv The Bidder who is registered as MSME of Haryana State, similar services only for the same work are exempted from payment of EMD, but the Bidder will have to submit an affidavit to this effect as per Annexure-I available on the website of the Department of Industries & Commerce, Govt. of Haryana.

REGISTRAR

DETAIL NOTICE INVITING E-TENDER

E-Tender is invited for purchase of below mentioned items in single stage two cover system i.e. Request for Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope).

KEY DATES

Sr. No.	M.D.U. Rohtak Stage	Vendor Stage	Start Date & Time	End Date & Time
1		Tender Document Download and Bid Preparation & Submission	**..4/8/2026 5:00 PM**	27/8/2026 02:00 PM
3		Submission of Tender Fees and online EMD Fees	**..4/8/2026 5:00 PM**	27/8/2026 02:00 PM
4	Technical Opening/ Technical Evaluation/		27/8/2026 03:00 PM	
5	Opening of Financial Bid		FINANCIAL DATE WILL BE DECIDED LATER ON	

1. Any clarification regarding the detailed notice inviting tender may be sought from the Director UCC during office hours at 01262-293025 or dir.ucc@mdurohtak.ac.in
2. Tender document is available on website http://etenders.hry.nic.in and https://mdu.ac.in
3. The Bidders would submit bid through e-Tendering only on the website http://etenders.hry.nic.in

Under the process, the Pre-qualification / Technical online bid application as well as online Price Bid shall be invited at single stage under two covers i.e. Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) and with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/Technical Applications are responsive to eligibility and qualifications requirements as per Tender documents. The tenderer should read the terms & conditions and specifications in tender documents carefully before submission of e-tender. Tender documents can be downloaded/uploaded online on the Portal: http://etenders.hry.nic.in

1. The payment of Tender Document fee as well as EMD and e-Service/Processing Fee shall be made by eligible bidders through online mode from https://etenders.hry.nic.in
2. The interested bidders will be mandatorily required to online sign-up (create user account) on the website https://etenders.hry.nic.in to be eligible to participate in the e-tender

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates

IMPORTANT NOTE:

1. The Applicants/bidders have to complete the 'Application / Bid Preparation & Submission' stage on the scheduled time as mentioned above. If any Bidder fails to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her application/bid status will be considered as 'Applications/bids not submitted'.
2. Bidder must confirm & check his/her application/bid status after completion of his/her all activities for e-bidding.
3. Bidder can rework on his/her bids even after completion of the 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Bidder Stage.
4. In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. After that the financial bids of all technically qualified bidders shall be opened online in the presence of such bidders who either themselves or through their representatives choose to be present.
5. The bids shall be submitted online in two separate steps

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2: Commercial Bid

The bidders shall quote the prices in price bid format under Commercial Bid.

CONDITIONS: -

1. The tenderer should keep in touch with the University Website for any change in the DNIT till the last date/revised last date of online invited tender and incorporate such changes in DNIT and the tender bids.
2. DNIT and prequalification criteria can be seen on any working day during office hours in office of undersigned.
3. Conditional tenders will not be entertained & are liable to be rejected.
4. In case the day of the opening of tenders happens to be a holiday, the tenders will be opened on the next working day. The time and place of tender opening and other conditions will remain unchanged.
5. The University reserves the right to reject any tender or all the tenders without assigning any reasons.
6. The Jurisdiction of the court will be at Rohtak.
7. The tender of the bidder who does not satisfy the eligibility/qualification criteria in the bid documents is liable to be rejected summarily without assigning any reason, and no claim whatsoever on this account will be considered.
8. The bid for the contract shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tender withdraws his bid/tender before the said period or makes any modification in the Terms and Conditions of the bid during the fixed validity period, the Earnest Money shall stand forfeited. Bids shall be valid for three months from the date of bid closing, i.e., from the last date of submission of EMD.
9. Any work/purchase order, here tendered, may be withdrawn from further processing at any stage at the discretion of the competent authority without assigning any reason.
10. The University is competent to increase/decrease the volume of work/purchase order. In case of a decrease in the volume of work/order, the contractor shall have no claim to any payment or

compensation whatsoever on account of any profit or advantage that he might have derived from the execution of the work/order in full.

11. The University reserves the right to accept or reject or negotiate any of the tender or conditions/items without assigning any reason.
12. The Earnest Money (EMD) of the unsuccessful agency/firm shall be returned on completion of the Tender process.
13. In case of any dispute relating to this contract, the matter shall be referred to the Arbitrator to be appointed by the Vice-Chancellor, whose decision shall be binding on both parties.
14. Rates should be carefully filled up both in words and figures without any cutting, erasing, or overwriting.
15. In case the firm / agency quoting the lowest rates declines to accept the offer, the Earnest Money (EMD) of such firm shall be forfeited and firm may be blacklisted by the University for any kind of dealing in future.
16. Any other conditions as may be deemed appropriate shall be announced at the time of Opening of Tenders in the presence of Bidders.
17. The agency / firm shall also append the following declaration with the tender

DECLARATION

I/We (Name) of the firm____________________________________ do hereby solemnly affirm and declare that the facts stated in the Technical Bid are correct and true to the best of my / our knowledge and belief and nothing has been concealed therein. In case of any concealment or misrepresentation detected at any stage, I/We will be liable for legal action under Section 217 and Section 318(1), 318(2), 318(3) of the B.N.S..

Place: ______________
Dated:______________

(Signature of the Tenderer)
with full name and Address
with seal & stamp

COVERING LETTER:

FORMAT OF LETTER TO BE SUBMITTED WITH THE TENDER FOR **EMPANELMENT / ENGAGEMENT OF PROFESSIONAL AGENCY FOR MULTI-DOMAIN IT SUPPORT SERVICES FOR DATA CENTER INFRASTRUCTURE, ERP SYSTEMS, APPLICATIONS, MOBILE PLATFORMS, NETWORK, WI-FI AND CYBER SECURITY AT MAHARSHI DAYANAND UNIVERSITY, ROHTAK**

……………………………….

To:

Director UCC
MD University
Rohtak – 124001 (Haryana)

Subject: Professional Support for Data Center Infrastructure (Storage, Servers, Core Network & Wi-Fi), ERP Systems, In-House Applications, Mobile Platforms, and Security & Compliance

Dear Sir,

1. This is with reference to your TENDER notice dated ………………. I have examined the TENDER document and understood its contents. I hereby submit a Bid for the **Empanelment / Engagement of a Professional Agency for Multi-Domain IT Support Services for Data Center Infrastructure, ERP Systems, Applications, Mobile Platforms, Network, Wi-Fi, and cybersecurity at Maharshi Dayanand University, Rohtak**
2. The Bid is unconditional for the said tender. This bid is valid for a period of at least 180 days.
3. It is acknowledged that the Authority will be relying on the information provided in the Tender and the documents accompanying such Tender for qualification of the bidders for the above subject items and we certify that all information provided in the Tender and in Annexures are true and correct; nothing has been misrepresented and omitted which renders such information misleading; and all documents accompanying the bid are true copies of their respective originals.
4. This statement is made for the express purpose of the above-mentioned subject.
5. We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. We acknowledge the right of the Authority to reject our bid without assigning any reason or otherwise and hereby relinquish, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. It is declared that:
    a) We have examined the Tender document and have no reservations about the Tender document.
    b) We have not directly or indirectly, or through an agent, engaged in or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in respect of any Bid or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any Centre/State Government or local bodies.
8. It is understood that the University may cancel the Bidding Process at any time without incurring any liability to the University and that you are neither bound to invite the applicants to Bid for the items nor to accept any bid that you may receive.
9. It is understood that the University can use any evaluation scheme/evaluation metrics/weightage or take the help of any consultant, as required in selecting the successful agency/agencies and we agree to abide by it.

10. It is certified that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority that could cast doubt on our ability to undertake the Services or which relates to a grave offense that outrages the moral sense of the community.
11. It is hereby certified that the firm has not been debarred/blacklisted for any reason/period by any central/state Government department/University/PSU, etc. If so, particulars of the same may be furnished. Concealments of facts shall not only lead to cancellation of the order but may also warrant legal action. The university may reject bids of firms that have been blacklisted at any time.
12. It is hereby affirmed that we follow/shall comply with the statutory requirements, as applicable.
13. We hereby irrevocably relinquish any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of bidders, selection of the Tenderer, or in connection with the selection/Bidding Process itself, in respect of the above-mentioned items and the terms and implementation thereof.
14. We agree to undertake to abide by all the terms and conditions of the TENDER document.
15. We agree to undertake to be liable for all the obligations of the Tenderer under the Agreement.
    In witness thereof, we submit this application under and in accordance with the terms of the TENDER document.

Place:- …………………………

Date :…………………………..

Yours faithfully,

(Signature, name and designation of the Tenderer/Authorized Signatory)

Official Seal

Documents to be Submitted with Technical Bid

1. Basic Details of Firm
   - Name & address of the firm with contact number.
   - Name of the authorized signatory (with designation).
2. Statutory Registrations
   - Copy of PAN Card.
   - Copy of GST Registration Certificate.
   - Registration number of the firm.
3. Financial Documents
   - Copies of Income Tax Returns (ITRs) for the last 3 years.
   - Proof of average turnover as per eligibility criteria during the last 3 years, certified by a Chartered Accountant.
4. Experience Proof
   - Copies of Work Orders / Completion Certificates / Purchase Orders showing experience of at least 3 years in Government/PSU/Universities/Boards/MNCs for similar Supply/Installation and maintenance of items.
   - At least one Satisfactory Performance Certificate from an institution where similar work was undertaken.
5. Affidavit
   - Affidavit on Non-Judicial Stamp Paper, duly attested by a Notary/1st Class Magistrate, stating the firm has not been blacklisted or debarred by any Govt/PSU/University/Private organization (Annexure-II format).
6. Tender Related Submissions
   - Forwarding letter by the bidder.
   - Scanned copies of all documents (points 1–7 above) were uploaded with the tender.
   - Tender Processing Charges (non-refundable).
   - E-Service Fee (as per Haryana Govt. portal).
   - Declaration regarding authorized signatory:
     - Sole Proprietor / Partner / Company Director as applicable.

NOTE

1. In case of any queries on technical specifications, please refer to the specifications mentioned in "Annexure A" only.
2. Delivery/Repair is to be carried at **:.**

   DIRECTOR
   UNIVERSITY COMPUTER CENTRE
   MD University
   Rohtak-124 001
   Haryana, India
3. GST will be at concessional rates, as applicable to non-profit, own-use institutions.
4. The decision of acceptance of the Bids will lie with the competent authority of the University, which does not bind itself to accept the lowest Bid and who reserves the right to reject or accept any or all bid received, without assigning any reason.
5. The Bids are liable to be rejected if any of the above conditions are not fulfilled or if the bid is not accompanied by EMD and Processing Charge.
6. The quantity may increase or decrease or obsoleted without any notice.

7. The University reserves the right to split the order among more than one Tenderer.
8. Financial Bid of the Tenderers who qualify in the Technical Bid shall be opened in the presence of the authorized designated representatives and Tenderers who wish to be present there. The date of Financial Bid opening will be informed to the shortlisted bidders subsequently.
9. The University will be at liberty to involve any expert or consultant in evaluating the bid for completing the entire bid process.

SUBMISSION OF TENDER

SEALING AND MARKING OF TENDER:

1. The TENDER must be complete in all aspects and should contain requisite certificates, informative literature, etc.
2. The Tender Document can be downloaded from the MD University Rohtak website (mdu.ac.in).
3. This is a two-part bid consisting of a Technical Bid and a Financial bid
4. The bid shall include:
   a. Forwarding letter by the Tenderer
   b. All required documents
   c. Tender processing charges (non-refundable)
   d. Interest-free EMD (Earnest Money Deposit) to be deposited online on e-tender portal
   e. Technical Bid
   f. Financial Bid
5. TENDER should be addressed to: -

DIRECTOR UCC
UNIVERSITY COMPUTER CENTRE
MD University
Rohtak-124 001
Haryana, India

EXPENSES OF AGREEMENT:

All the expenses on the execution of the Agreement (if any) including the cost of a stamp paper or any other kind of expenditure incurred in the process of TENDER submission till final compliance shall be borne by the Tenderer.

DEADLINE FOR SUBMISSION OF BIDS:

TENDER must be submitted online on the designated Portal by the date, time and address specified in the TENDER notice/TENDER documents.

LATE BIDS:

Any TENDER received after the deadline specified for submission of TENDER shall be rejected without any further correspondence to the Tenderer.

TENDER OPENING

OPENING OF FINANCIAL BID:

Financial Bid (Tenders) of the Tenderers who qualify in the Technical Bid shall be opened. The date of financial bid opening will be informed to the shortlisted bidders subsequently.

CLARIFICATION OF TENDER:

To assist in the examination, evaluation, and comparison of Tender, the University may, at its discretion, ask Tenderers for clarification on the Tender they submit. The request for clarification and the response shall be in writing.

AWARD OF PURCHASE ORDER

The successful Tenderer shall be awarded the Purchase/Work Order. If the agency fails to execute the work, EMD will be forfeited, and the agency may be blacklisted, in addition to recourse to other penal measures. No grievance will be entertained in this regard.

6.1 University reserves the right to negotiate with eligible tenderers before finalization of the Tender and/or contract.

6.2 University reserves the right at the time of award of Purchase Order to increase or decrease, even obsolete, the number of items without any change in terms and conditions.

6.3 The bidders must quote rates and other terms and conditions for all the equipment/items, failing which the tender may be rejected. The total cost of the bid will be one of the important deciding factors while deciding in Favor of or against any bidder.

BIDDER'S ELIGIBILITY CONDITIONS:

1. **Average Annual Turnover:** The bidder must have an average annual turnover of not less than ₹75,00,000 (Rupees Seventy-Five Lakhs only) during the last three financial years. Documentary proof in the form of audited balance sheets or a CA-certified turnover certificate for the last three financial years must be enclosed with the bid.
2. **Relevant Experience:** The bidder must have prior experience in providing professional IT support services or IT managed services for Government Departments, State Government institutions, Universities, Boards, PSUs, Autonomous Bodies, or reputed organizations. The experience must include areas such as data center infrastructure, servers, storage, core network, Wi-Fi infrastructure, ERP systems, enterprise applications, web portals, mobile applications, or cybersecurity and compliance support. Copies of relevant purchase orders, work orders, agreements, or completion certificates must be attached as documentary evidence.
3. **Affidavit of Non-Blacklisting:** The bidder must submit an affidavit on non-judicial stamp paper, duly attested by a Notary Public or 1st Class Magistrate, declaring that the firm has not been blacklisted, debarred, or banned by any Central Government, State Government, PSU, University, Autonomous Body, or Government organization at the time of submission of the bid. The format of the affidavit is provided in Annexure–II.
4. **Satisfactory Performance Certificate:** The bidder must furnish at least one satisfactory performance certificate issued by an organization where similar IT support services, infrastructure support services, or application support services have been successfully executed.
5. **Authorized Signatory Declaration:** The bidder must submit a declaration confirming that the person signing the bid documents is duly authorized to represent the bidder organization. In case of a sole

proprietorship firm, a self-declaration or power of attorney must be submitted; in case of a partnership firm, authorization by the partners or the partnership deed must be provided; and in case of a company, the bid must be signed by an authorized signatory supported by a board resolution or authorization letter.

6. **Income Tax Returns:** The bidder must submit self-attested copies of Income Tax Returns (ITRs) for the last three financial years along with the bid.
7. **PAN and GST Registration:** The bidder must possess a valid Permanent Account Number (PAN) and Goods and Services Tax (GST) registration. Self-attested copies of the PAN card and GST registration certificate must be enclosed with the bid.
8. **Tender Fee, EMD and e-Service Fee:** The bidder must submit the prescribed tender fee, Earnest Money Deposit (EMD), and e-Service fee through the online payment mode available on the Haryana e-Procurement Portal only. Bids without successful payment of the required fees shall be rejected.
9. **Experience in Execution of Similar Work:** The bidder must have experience in execution, deployment, maintenance, or support of IT infrastructure, applications, or managed IT services. Documentary evidence such as copies of work orders, purchase orders, agreements, completion certificates, or installation reports must be submitted.
10. **Minimum Operational Experience:** The bidder must have been in operation for at least three years as on the date of submission of the bid. Documentary proof, such as a certificate of incorporation, registration certificate, or other relevant legal registration documents, must be enclosed.
11. **Certification:** The Bidder must have the following ISO certifications (27001,20000,9001) and CMMI level 3.
12. **Certified OEM Engineers:** The bidder must have certified engineers on its payroll for the OEM technologies/infrastructure mentioned below. Necessary documentary proof/certifications, along with the list of such employees, must be attached with the bid:

    - **NetApp** – Storage systems
    - **Cisco** – Network, Compute/UCS, SAN Switches, Video Conferencing, IP Telephony, Nexus 9508, UCS Blade Servers/M-Series Servers, and Cisco 2960 Switches
    - **Fortinet** – Firewall, WAF, Wi-Fi, and FortiAnalyzer

Terms and Conditions

Sealed / e-Tenders are invited for providing Professional Support Services for Data Center Infrastructure (Storage, Servers, Core Network & Wi-Fi), ERP Systems, In-House Applications, Mobile Platforms, and Security & Compliance for Maharshi Dayanand University, Rohtak, in accordance with the scope and framework defined in the tender document.

A. General Conditions

1. Every e-tender shall be accompanied by the prescribed Earnest Money Deposit (EMD), which must be submitted through online mode on the Haryana e-Procurement Portal.
2. Performance Security: The successful bidder shall submit a Performance Security equivalent to 5% of the total contract value within the prescribed time before signing the agreement. The Performance Security shall remain valid for the entire contract period plus six months and shall be released after satisfactory completion of the contract, subject to adjustment of any recoveries.
3. The rates quoted by the bidder shall be inclusive of all manpower with requisite tools, deployment, technical support, documentation, coordination, reporting, and post-deployment services required for execution of the professional support services under the contract. No additional charges other than those explicitly mentioned in the financial bid shall be payable by the University.
4. The ticket volume indicated in the tender document is for evaluation purposes only. The actual number of tickets during the contract period may vary depending on the University's operational requirements, and payments shall be made strictly on the basis of approved tickets executed within the defined ticket categories.
5. The University reserves the right to accept or reject any or all bids without assigning any reason. The University also reserves the right to cancel the tender, partially accept the bid, or modify the scope of work in accordance with institutional requirements and applicable procurement rules.

B. Eligibility & Qualification Requirements

6. The bidder must have a minimum of three years' experience in providing professional IT services, managed IT services, or technical support services for Government Departments, Universities, Public Sector Undertakings, Autonomous Bodies, or reputed institutions.
7. The bidder must submit documentary evidence of similar work executed in the past, such as copies of purchase orders, work orders, service agreements, completion certificates, or performance certificates issued by client organizations.
8. The bidder must not have been blacklisted or debarred by any Central Government department, State Government department, University, PSU, or public institution. A duly attested affidavit declaring the same must be submitted along with the bid.

C. Service & Maintenance Obligations

9. All professional support services shall be executed strictly through the centralized ticketing and request management system defined in the tender document. No verbal, informal, or offline requests shall be considered valid for execution or payment.
10. Each support request shall be categorized and executed in accordance with the defined ticket classifications such as Minor, Medium, and Major categories, and execution shall be carried out only after approval through the authorized workflow defined by the University.

11. The selected agency shall ensure that all development, configuration, infrastructure support, network support, security hardening, and maintenance activities are properly documented and recorded in the ticketing system along with daily progress updates.
12. All deliverables generated under this contract, including but not limited to software code, configurations, scripts, network policies, security rules, documentation, and system diagrams, shall remain the exclusive property of Maharshi Dayanand University.
13. All work under the contract shall be executed only on University-owned or University-authorized infrastructure, and no component of the University's digital assets shall be hosted or managed outside approved infrastructure without written approval of the competent authority.
14. The agency shall ensure compliance with applicable security guidelines, institutional policies, and standard IT operational practices while executing tasks related to infrastructure, applications, networking, and security.

D. Financial Terms & Payment Conditions

15. No advance payment shall be made under the contract.
16. Payments shall be made periodically based on the number and category of tickets successfully executed and approved through the ticketing system in accordance with the rates quoted in the financial bid.
17. No payment shall be made for any activity or service not covered under the approved scope of work or not executed through the authorized ticketing mechanism.
18. The contractor shall be responsible for any loss or damage caused to University systems, infrastructure, or digital assets due to negligence or unauthorized actions, and the cost of such damage shall be recoverable from the contractor.

E. Penalties & Liabilities

19. If the contractor fails to execute the assigned tasks within the prescribed timelines or fails to meet the agreed service levels, the University may impose penalties as per the service level requirements or other conditions defined in the contract, subject to a maximum limit of 10% of the contract value.
20. In case the contractor withdraws or fails to continue the contract during the contract period without valid reasons, the University shall be entitled to make alternative arrangements at the risk and cost of the contractor, and the Performance Security may be forfeited in addition to appropriate administrative action, including debarring the contractor from future participation in University tenders.
21. The contractor shall indemnify Maharshi Dayanand University against any legal claims, damages, liabilities, or disputes arising out of actions, omissions, or negligence in execution of the services under this contract.

F. Arbitration & Legal Jurisdiction

21. Any dispute arising out of the contract shall be settled through mutual consultation. If unresolved, the dispute shall be referred to Arbitration under the Arbitration and Conciliation Act, 1996.

22. The jurisdiction for all legal disputes shall be Rohtak, Haryana.

SERVICE LEVEL AGREEMENT (SLA)

The Service Level Agreement (SLA) defines the expected performance standards, response timelines, and resolution timelines for professional support services under this contract.

All services shall be executed strictly through the centralized online ticketing and request management system defined in the scope of work.

1. Ticket Classification

All service requests shall be categorized according to the classification framework defined below.

Ticket Category	Description
Minor Ticket	Small configuration change, bug fix, parameter change, minor logic modification, or minor infrastructure configuration
Medium Ticket	Functional enhancement, integration work, workflow modification, network tuning, infrastructure optimization
Major Ticket	Large development activity, major redesign, new module implementation, and architectural changes

The classification shall be finalized by the Project Manager / designated officer of UCC during ticket validation.

2. Response Time

Response time refers to the maximum time allowed for the service provider to acknowledge and begin working on the ticket after it has been formally assigned.

Ticket Category	Maximum Response Time
Minor	4 Working Hours
Medium	1 Working Day
Major	2 Working Days

3. Resolution Time

Resolution time is the maximum time allowed to complete the assigned task after the ticket is acknowledged.

Ticket Category	Maximum Resolution Time
Minor	2 Working Days
Medium	5 Working Days
Major	10 Working Days or as mutually agreed based on complexity

For Major tickets involving architectural changes or large implementations, the resolution timeline may be finalized in consultation with the Project Manager / UCC after technical evaluation.

4. Progress Reporting

The service provider should update the ticketing system regularly with the progress of the assigned work.

All Medium and Major tickets shall require periodic progress updates on the portal, and all development, configuration, or implementation activities shall be documented in the system.

5. Ticket Closure Process

A ticket shall be considered completed only after:

- Successful execution of the assigned task
- Testing and deployment on authorized infrastructure
- Validation by the initiating department and/or UCC
- Acceptance and formal closure in the ticketing system

6. Monthly Service Review

The University Computer Centre shall periodically review the performance of the service provider.

The review may include:
- Number of tickets completed
- SLA compliance rate
- Quality of implementation
- Documentation and reporting standards

7. SLA Compliance Requirement

The service provider shall maintain a minimum SLA compliance of 95% on a monthly basis.

Failure to meet the required SLA compliance may result in penalties or corrective action as deemed appropriate by the University.

8. Penalty for SLA Non-Compliance

If the service provider fails to meet the defined response or resolution timelines without valid justification, the University may impose penalties.

The total penalty in any billing period shall not exceed 10% of the contract value for that period.

Scope of Work (SoW)

1. Purpose & Overview

Maharshi Dayanand University (MDU), Rohtak intends to engage a professional agency to provide structured, measurable, and fully transparent professional support services across multiple technical domains, including software systems, applications and software development/maintenance, data center technical Issues (Servers/ Storage, Core Network, Wi-Fi), cybersecurity & compliance, and core campus network & Wi-Fi infrastructure.

The engagement shall cover maintenance, upgrades, enhancements, new implementations, and operational support for university-owned digital and IT infrastructure assets. This framework formally defines how new and existing requirements, regardless of domain (software, infrastructure, network, security, or mobile), are raised, categorized, approved, executed, reviewed, and financially evaluated through a centralized online request management system.

The entire professional support mechanism shall be request-driven, ticket-based, auditable, performance-linked, and domain-agnostic, ensuring accountability, service continuity, uniform governance, and predictable cost control.

2. Classification of Professional Support

All professional support requests under this contract, irrespective of technical domain (software, mobile, data center, network, or security), shall be classified using a two-level classification model, as defined below.

2.1 Nature of Request

This classification identifies whether the requirement is new or relates to an existing system or asset.

Category	Description
New Request	Introduction or implementation of a capability, service, module, configuration, system, or component that does not previously exist
Existing Request	Modification, enhancement, optimization, correction, expansion, or upgrade of an existing system, service, module, configuration, or setup.

2.2 Effort Size Classification

Each request (New or Existing) shall further be classified based on the level of effort involved.

Effort Class	**Effort Indicator**	**Typical Activity Example**
Minor (Small)	Small effort activity.	Minor modification, configuration change, tuning, or small fix.
Medium	Moderate effort activity.	Functional enhancement, workflow/logic change, integration, or partial redesign.
Major / Large	High effort activity.	Complex development, major functional/ architectural change, or large implementation.

This dual-level classification (Nature of Request + Effort Size) ensures clear scope definition, accurate effort estimation, timeline planning, SLA mapping, and fair financial evaluation across all professional support domains.

3. Request Categories Matrix (Unified)

The categorization of professional support requests shall be derived by combining the domain type with the nature and effort of the request. The matrices below shall be read together, not independently.

3.1 Domain-Wise Effort Matrix

Domain	**Minor**	**Medium**	**Major / Large**
Data Center (Servers/ Storage/Network)	Configuration change, patching	Resource re-allocation, tuning, fault diagnosis, and rectification	New deployment, architecture change, major fault diagnosis, and rectification
Network (Core / Wi-Fi)/ Unified telecommunication	Policy update, VLAN change	Routing optimization, segmentation, fault diagnosis & rectification	Core redesign, capacity expansion, major fault diagnosis & rectification

Software / Applications/ Firmware's	Bug fix, minor logic/UI change	Workflow or feature enhancement	New module, major redesign
Mobile Applications	Minor bug or UI correction	API or feature enhancement	New mobile application or major version upgrade
Security & Compliance	Rule update, certificate renewal	Audit remediation, hardening	New security framework, major compliance implementation

3.2 Nature-of-Request vs Effort Matrix

(Applicable uniformly across all domains)

Nature of Request	Minor	Medium	Major / Large
New Request	Small new feature, form, report, service, or configuration	New functional module, service component, or capability	Full-fledged subsystem, platform, or major service introduction
Existing Request	Bug fix, UI tweak, tuning, parameter change	Workflow modification, logic enhancement	Major redesign, restructuring, re-engineering

4. Online Ticketing & Request Management System

Unified Process Flow

1. **Single Online Platform**

   All professional, technical, development, maintenance, or support requests shall be executed strictly through a centralized online ticketing/request management portal. No offline, verbal, email-based, or informal requests shall be treated as valid.

2. **Request Initiation**

   Requests may be initiated only by:

   - Concerned Departments/Offices of the University, or
   - University Computer Centre (UCC): Each request shall be raised through the designated online portal and shall be automatically logged and assigned a unique ticket number.

3. **Moderation, Validation & Classification**

   Every request shall be reviewed by the Project Manager or an officer nominated by the Competent Authority. The reviewer shall:

   - Validate the scope of the request
   - Classify the request as **New or Existing**
   - Categorize the request as **Minor, Medium, or Major**
   - Approve the request or return it to the initiator for clarification or additional details, as required
   - Every Medium or Major request will require approval of a designated sub-committee.

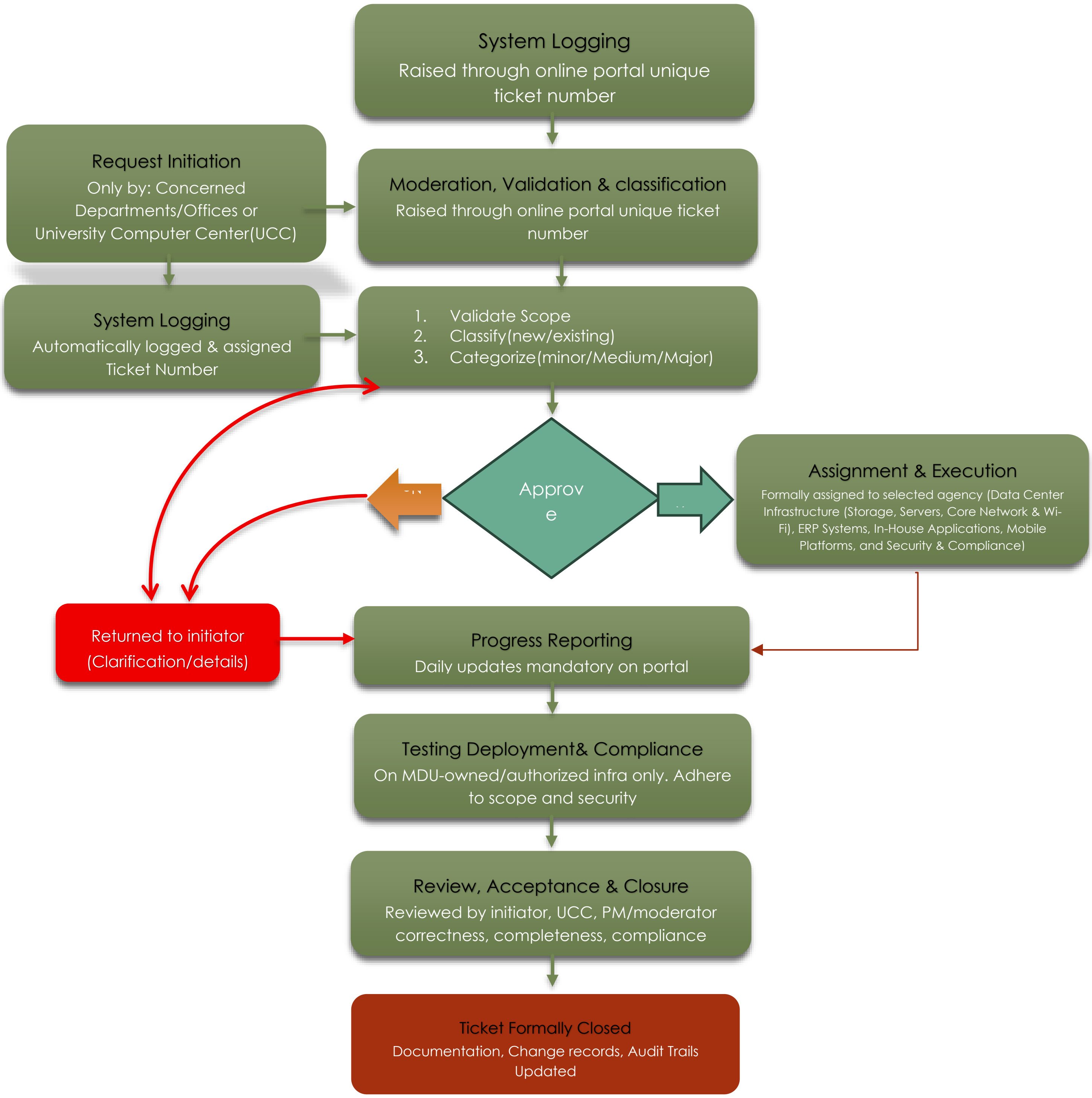
4. **Assignment & Execution:** Upon approval, the request shall be formally assigned to the selected agency for execution. The agency shall estimate the effort and communicate it to the Project Manager or the designated officer. If required, the request will be re-classified. The agency shall carry out the assigned task, which may include development, configuration, maintenance, security hardening, network support, or infrastructure-related work, as applicable. Daily progress updates on the ticketing portal shall be mandatory.

5. **Testing, Deployment & Compliance:** On completion of the assigned task, testing and deployment shall be carried out strictly on **MDU-owned or authorized infrastructure only**, in accordance with approved scope and security guidelines.
6. **Review, Acceptance & Closure:** The completed request shall be reviewed by the initiator, UCC, and/or Project Manager / Moderator for correctness, completeness, and compliance. After acceptance, the ticket shall be formally closed, and all related documentation, change records, and audit trails shall be updated in the system.

Online Ticket & Request Management System: Unified Proccess Flow

Single Online Platform

All Professional, Technical, development, maintenance requests shall be executed stictlky through a centralized online managemnet portal. No offline , verbal, email based or informal requests shall be not treated as valid



5. Execution, Documentation & Ownership

- All professional activities—whether related to software, infrastructure, network, security, or mobile platforms—shall be:
  - Properly documented
  - Version controlled / change-tracked
  - Executed in alignment with approved tickets
- No assets or services shall be hosted, deployed, or controlled outside MDU-owned or MDU-authorized infrastructure.
- Complete ownership of all deliverables shall vest solely with Maharshi Dayanand University (MDU)., including but not limited to:
  - Source code
  - Configurations
  - Network and security policies
  - Scripts and automation
  - Documentation and diagrams

6. Contract Duration

The contract shall be initially for two years.

7 Financial Evaluation & Ticket Distribution Framework

(For Professional Support Services – Multi-Domain IT Support)

7.1. Background & Assumptions

To enable structured cost evaluation and transparent L1 determination, the professional support contract will be evaluated based on an estimated total volume of 500 support tickets during the contract period.

The distribution is based on historical operational workload, criticality of systems, and anticipated enhancement and maintenance requirements of the University.

7.2. Domain-wise Ticket Distribution (Out of 500 Tickets)

Sl. No.	Domain Category	Estimated Tickets	% Share
1	Software Applications (ERP, Portals, Websites, APIs)	350	70%
2	Mobile Applications (Android / iOS)	50	10%
3	Data Center & Server Infrastructure	50	10%
4	Security, Compliance & Network Support	50	10%
Total		500	100%

Note: Categories 3 and 4 may include hybrid activities involving data center, network, security hardening, audits, and compliance-related support.

7.3. Nature of Request Distribution (New vs Existing)

Nature of Request	Estimated Tickets
New Requests	150
Existing / Enhancement Requests	350
Total	500

This reflects the University's operational reality where:

- The majority of work involves maintenance, upgrades, optimizations, and compliance, and
- Limited new systems/modules are introduced each year.

7.4. Effort-Based Ticket Classification

For financial evaluation, the tickets are further categorized by effort size, applicable across all domains.

Ticket Effort Category	**Estimated Tickets**
Minor (Small Effort)	250
Medium (Moderate Effort)	175
Major / Large (High Effort)	75
Total	500

7.5. Financial Evaluation Model (For L1 Determination)

7.5.1 Rate Card to be Quoted by Bidder

Sr. No.	**Ticket Category**	**Qty**	**Unit Rate (₹)**	**Qty x Unit Rate**
1	Minor Ticket	250	To be quoted	To be Calculated
2	Medium Ticket	175	To be quoted	To be Calculated
3	Major / Large Ticket	75	To be quoted	To be Calculated
Grand Total		500		

Rates shall be inclusive of manpower, deployment, documentation, coordination, and post-deployment support.

7.5.2 Evaluated Cost Formula

For financial comparison purposes, the evaluated price of each bidder shall be computed as:

Evaluated Cost = (Minor Rate × 250) +(Medium Rate × 175) + (Major Rate × 75)

The bidder whose evaluated cost is the lowest (L1) shall be considered for award, subject to technical qualification and compliance with tender conditions.

7.6. Financial Safeguards & Audit Justification

- This model prevents unbalanced bidding (e.g., artificially low minor rate and inflated major rate).
- It ensures a like-for-like comparison across bidders.
- It aligns with GFR principles, managed services contracting norms, and IT AMC best practices.
- The framework remains domain-neutral, applicable to software, infrastructure, network, and security operations alike.

7.7. Provision for Variance

The above distribution is indicative for evaluation purposes only.
Actual ticket allocation during contract execution may vary based on operational requirements, subject to:

- Approved classification
- SLA adherence
- Contractual caps and governance controls

TECHNICAL ENVELOPE

Sr. No.	Description	Supplier's Response (Yes/No)	Page No.	Remarks / Document Reference
1.	Forwarding / Covering Letter duly signed by the authorized signatory, as per tender format.			
2.	Basic Details of the Firm: Name and full address of the firm, contact number, email ID, official communication address, name/designation/contact details of authorized signatory.			
3.	Legal Status / Registration of Firm: Firm Registration Certificate / Incorporation Certificate / LLP Registration / Partnership Deed / Proprietorship Declaration, as applicable.			
4.	PAN and GST Registration: Self-attested copy of PAN Card and GST Registration Certificate.			
5.	MSME / Udyam Registration, if applicable: Valid MSME/Udyam Registration Certificate. In case of EMD exemption, required affidavit/undertaking as per applicable Government of Haryana instructions must be submitted.			
6.	Tender Fee, EMD and e-Service Fee: Proof of successful online payment of Tender Document Fee, Earnest Money Deposit and e-Service/Processing Fee through Haryana e-Procurement Portal.			
7.	Authorized Signatory Declaration: Authorization letter / Board Resolution / Power of Attorney / Partner authorization / self-declaration, as applicable, confirming that the person signing the bid is duly authorized.			
8.	Financial Documents: Copies of Income Tax Returns for the last three financial years.			
9.	Turnover Certificate: CA-certified certificate showing average annual turnover of not less than ₹75,00,000 during the last three financial years.			
10.	Audited Financial Statements: Audited Balance Sheets and Profit & Loss Statements for the last three financial years.			
11.	Minimum Operational Experience: Documentary proof showing that the bidder has been in operation for at least three years as on the date of bid submission.			
12.	Relevant Experience Documents: Copies of Work Orders / Purchase Orders / Agreements / Completion Certificates / Installation Reports for similar IT support services, managed IT services, infrastructure support, data center, servers, storage, network, Wi-Fi, applications, mobile platforms, or cybersecurity support in Govt. Departments / Universities / Boards / PSUs / Autonomous Bodies / reputed organizations during the last three years.			
13.	Satisfactory Performance Certificate: At least one satisfactory performance certificate from an organization where similar IT support services, infrastructure support services, or application support services were successfully executed.			
14.	Affidavit of Non-Blacklisting / Non-Debarment: Affidavit on Non-Judicial Stamp Paper, duly attested by Notary Public / 1st Class Magistrate, declaring that the firm has not been blacklisted, debarred, or banned by any Central/State Government Department, PSU, University, Autonomous Body, Government Organization, or Private Institution, as per Annexure-II.			

15.	Statutory Declaration: Declaration that all facts stated in the technical bid are true and correct and nothing has been concealed or misrepresented.			
16.	ISO and CMMI Certifications: Valid copies of ISO 27001, ISO 20000, ISO 9001 certifications and CMMI Level 3 certificate.			
m	Certified OEM Engineers: The bidder must have certified engineers on its payroll for the following OEM technologies/infrastructure. Necessary proof/certifications along with employee list must be attached: NetApp Storage Systems; Cisco Network, Compute/UCS, SAN Switches, Video Conferencing, IP Telephony, Cisco Nexus Series Switches, UCS Blade Servers/M-Series Servers, Cisco 2960 Switches; Fortinet Firewall, WAF, Wi-Fi and Forti Analyzer.			
18.	Technical Compliance Statement: Clause-by-clause compliance against technical requirements, Scope of Work, Request Categories Matrix, SLA, ticketing system, documentation requirements, ownership conditions, and security/compliance requirements.			
19.	Acceptance of SLA: Undertaking confirming acceptance of response time, resolution time, progress reporting, ticket closure process, monthly review, SLA compliance requirement and penalty provisions.			
20.	Acceptance of Online Ticketing / Request Management System: Undertaking that all support, development, configuration, infrastructure, network, security, mobile and application-related work shall be executed only through the centralized online ticketing/request management system.			
21.	Acceptance of Ownership and Confidentiality Conditions: Undertaking that all deliverables including source code, configurations, scripts, network policies, security rules, diagrams, documentation and other outputs shall remain the exclusive property of Maharshi Dayanand University.			
22.	Acceptance of MDU-Owned / Authorized Infrastructure Condition: Undertaking that no University digital asset, service, code, configuration, data, or system shall be hosted, deployed, controlled, or managed outside MDU-owned or MDU-authorized infrastructure without written approval of the competent authority.			
23.	Acceptance of Terms and Conditions: Signed and stamped copy of the complete tender document, including all terms and conditions, eligibility conditions, SLA, Scope of Work, financial evaluation framework, corrigendum/addendum, if any.			
24.	Undertaking for Unconditional Bid: Declaration that the bid is unconditional and valid for the period prescribed in the tender document.			
25.	Document Index: Proper index of all documents uploaded in the Technical Envelope with corresponding page numbers.			
26.	Digitally Page-Numbered Bid Document: All technical documents must be uploaded with digitally printed page numbers at the bottom of each page. Non-submission, incomplete submission, poor document arrangement, or non-readable documents may lead to disqualification.			

Note: All documents forming part of the Technical Envelope must be uploaded on the e-tender portal only. The bidder shall ensure that all documents are clear, readable, properly indexed, self-attested wherever applicable, digitally page-numbered, and arranged in the same sequence as this checklist. Failure to submit required documents, incomplete documents, misleading information, or poor management of uploaded documents may result in bid rejection or disqualification

Sr. No.	Name of Item / Description	Unit	Qty	HSN Code	Unit Rate without GST (₹)	Unit Rate with GST (₹)	Total Rate (Qty × Unit Rate with GST) (₹)
A	Minor Ticket – Professional Support Activity (Bug Fix, Configuration Change, Minor Enhancement, Small Infrastructure Configuration)	Ticket	250				
B	Medium Ticket – Professional Support Activity (Feature Enhancement, Integration, Workflow Change, Infrastructure Optimization, Network Tuning)	Ticket	175				
C	Major Ticket – Professional Support Activity (New Module Development, Major System Redesign, Architecture Change, Large Implementation)	Ticket	75				
	Grand Total		**500**				

All financial documents should be uploaded to the e-tender portal. The non-submission/poor management of documents may lead to disqualification.