

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

e-Tender are invited for Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location

Reputed System Integrators having sufficient experience and credentials for successful completion of “**Similar Nature**” of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have adequate Service Engineer for providing on-site warranty service within the stipulated time.

1	Tender No. & Date	WTL/WBSDC/CE/21-22/027 dated 06-12-2021
2	Tender Version No.	1.0
3	Brief description of Job	Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location
4	Tender Fee	Rs. 10000.00 (Rupees ten thousand only).The amount to be transferred online through e-tender portal.
5	Earnest Money Deposit	Rs.12000000.00 (Rupees One Crore Twenty Lakh only).The EMD / BID SECURITY should be denominated in Indian Rupees and should be in the form of Bank Guarantee valid for 6 months from the date of bid submission.
6	Date of Downloading	06.12.2021
7	Pre-Bid Meeting date & time	14.12.2021 at 11.00 Hrs.(On-Line Meeting) <ul style="list-style-type: none">• Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - N) reaching WTL by 13.12.2021 at 11.00 Hrs. will be taken for decision. Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.• Only queries as per format (Section - N) reaching WTL by 13.12.2021 at 15.00 Hrs. will be taken for decision.• Queries will be sent to Manager (Purchase)(purchase@wtl.co.in)
8	Bid Submission Start date & time	21.12.2021 at 11.00 Hrs.
9	Last date & time of EMD / BID SECURITY & Tender Fee submission	27.12.2021 at 12.00 Hrs.
10	Last date & time of Bid Submission	27.12.2021 at 14.00 Hrs.
11	Date & time of Technical Bid Opening	29.12.2021 at 14.00 Hrs.
12	Venue of Pre-Bid Meeting	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13	Contact person	033-23673403-06

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1. Intending bidder may download the tender documents from the website <https://wbtenders.gov> indirectly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted online through e-tender portal in favour of "Webel Technology Limited" and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD / BID SECURITY) may be remitted online through e-tender portal in favour of "Webel Technology Limited" and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the "Tender Committee" will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.

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SECTION – A

SCOPE OF WORK & RESPONSIBILITY

Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location

West Bengal State Data Centre (WBSDC) is a critical IT infrastructure of the State of West Bengal, which has been performing as **Shared, Secure and Reliable Infrastructure Services-centre for hosting and managing various e-Governance Applications of the State and her constituent departments.**

SDC is a centrally-managed secure data centre facility with 24 x 7 support facilities for hosting web-applications backed with uninterrupted power supply & fail-safe internet connectivity.

SDC facilitates consolidation of services, applications and infrastructure. Among its many services, some of the key functionalities are Central Data Repository, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Remote Management and Service Integration. Since SDC is the one and only repository of data and applications pertaining to the State e-Governance applications, the goal of SDC is to secure the Line Departments data and applications, which is one of the major challenges in these days, and to improve the quality of delivery of services to Business, Government and citizen in particular which can only be delivered through appropriate management of internal operations and back office.

The WBSDC complied with a world class Tier II data centre (having redundant capacity components and distribution path serving business continuity) as per TIA 942 standards with a guaranteed service level of 99.749% has a safe, secure, monitored, highly available power and cooling arrangements that is capable of accommodating several racks for network components and servers under centralized and simplified management.

SDC has achieved ISO/IEC 20000:2018 that applies to IT Service Management System for maintaining desired quality of services and ISO/IEC 27001:2013 that applies to security of infrastructure, data and applications of the state. SDC has been regularly assessed and peer-reviewed by the National Data Centre (NDC), New Delhi.

At present WBSDC is hosting 157 important Government applications, which includes 50+ mission critical applications (e.g. eOffice, IFMS, eDistrict, eBhuchitra, eNathikaran, WBPDS Portal, Digital Ration Card System, Aadhaar seeding, Commercial Tax, Excise Portals, Egiye Bangla, CMO Portals, CMO Grievance, CMO Relief Fund, Jai Bangla, P&RD, Caste Certificate (BCWD), Directorate of Securities, Home & Hill Affairs, Public Service Commission, WB Tourism, School Management Systems, e-Pension, EODB, BMSSY, CCTNS, Duare Sarkar, Student Credit Card, Paschim Banga ReshamSilpiSamabai, State Archives, Parliamentary Affairs, New Town Green City, HIDCO SAP application, NKDA Block Chain, Pollution Control Board, WB Transport, IOSMS (School Education, UDMA, GTA), Nirmal Vidyalaya (Unicef), BanglarSiksha, Directorate of Securities, Directorate of Economic Offence, WBERC, Pollution Control Board, WBPHIDCL, eParimap, UDMA Common Application Form, Karma SathiProkalpa, Fire & Emergency Service, WB HIRA, WB Finance Corporation, SNL/IR, eAnumati, Police Commissioner Portals (Siliguri, Malda, Chandannagar), I&W Directorate Portal, Paschim Banga Sarad Samman, Child Rights & Tracking,

LakshmirBhandar, etc. These applications are hosted at WBSDC using 500+ Virtual Machines (Servers) under Cloud Platform alongside co-located hosting and Common hosting infrastructure (shared infrastructure).

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Following is some of the major upcoming SDC expansion projects.

1. KMC web hosting infrastructure with disaster recovery facility (revamping of KMC existing infrastructure)
2. Creation of hosting infrastructure for revamped EODB (SilpaSathi) application
3. Labour Department BMSSY hosting infrastructure (migration from private cloud to SDC cloud infrastructure)
4. UDMA Single Window System
5. Hosting infrastructure for revamped eDistrict application
6. Migration of CCTNS application from collocated to SDC Cloud infrastructure
7. Hosting infrastructure for eBhuchitra and eNathikaran applications
8. Augmentation of hosting infrastructure for Jai Bangla portal
9. Public Health Engineering Hosting Infrastructure
10. Irrigation & Waterways DC infrastructure creation including BCP
11. MSME&T Hosting Infrastructure creation
12. Calcutta High Court DC infrastructure creation including BCP
13. WCD&SW Department Hosting Infrastructure (LakshmirBhandar)
14. School & Higher Education Web Hosting Infrastructure

The current State Data Centre (SDC) design has facilitated consolidation of services, applications and infrastructure. SDC centralized cloud environment is being used to host multiple e-governance, citizen centric applications with simplified operations and increased application responsiveness. However, in absence of Business Continuity Plan (BCP), the availability of applications is not 100%. Because, currently there is no dedicated Disaster Recovery (DR) centre available for any of the applications hosted inside the SDC located at seismologically safe zone within the State or outside the State.

Once DR Centre is made available, WB-SDC will be able to deliver services to the citizens with greater reliability, availability and serviceability backed by business continuity. Thus, initially, it is proposed to have 100% data mirroring along with few selected critical application replica of the existing SDC cloud infrastructure at Webel IT Park situated in Purulia District Head Quarter, around 300Km away from the existing SDC in Kolkata. Purulia is located in seismological Green Zone. In the 1st phase/year, the DR site will set up with 100% data replication and few BCP replication of critical applications and remaining augmentation has been proposed in the second phase/year to make upto 30% BCP for SDC i.e. covering all critical applications at DR site.

The DR solution will be designed to equip the premises to host / co-locate systems (e.g., Web Servers, Application Servers, Database Servers etc.) via internal applications providing consistent experience across SDC infrastructure. The objective is to provide logically unified and shared infrastructure flexible enough to rapidly respond to Infrastructure requirements and accommodate future technology enhancements in case of unavailability of the SDC.

Some of the benchmarked guiding principles to drive the DR Centre strategy and architecture will be:

- ✓ To be able to deliver IT as a service starting with IaaS and to PaaS and SaaS
- ✓ Deliver responsive IT based services to internal customers/ departments on demand at scale and anywhere.
- ✓ Deliver Consistent User Experience.

The strategy would ultimately encompass 3 broad aspects of the IT environment:

- ✓ The Data Centre (Physical & Virtual)
- ✓ Business Continuity
- ✓ Seamless movement and availability of applications between DC and DR with 100% data replication across all applications

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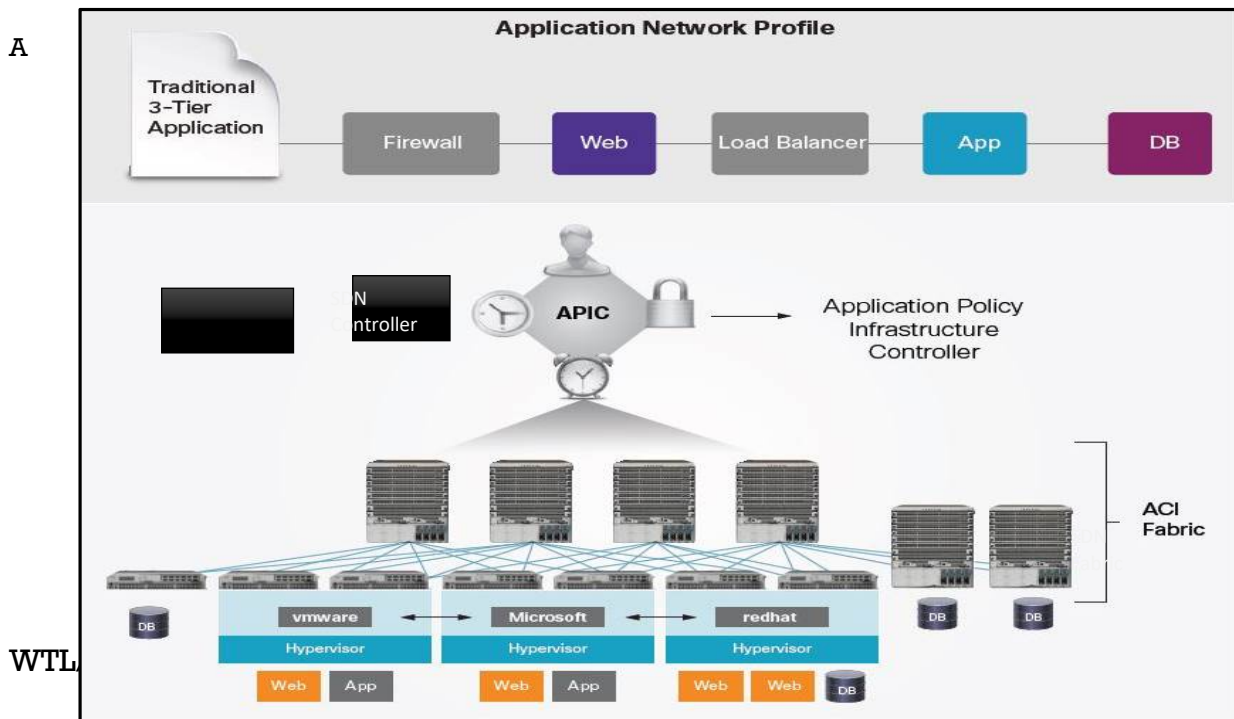
At the foundation of the proposed DR Centre, the cloud platform will form the centre of the technology architecture consisting of the three basic blocks of:

- Services
- Orchestration
- Underlying infrastructure

The proposed design of the architecture is focused on keeping the captive private cloud Infrastructure with Cross-cloud capability. This architecture has been envisioned such that it meets SDC's current requirements of adoption of virtualization and automation technologies means that resources can be dynamically assigned and re-assigned, scaling up or down in response to workload fluctuations. It also means that new applications can be provisioned rapidly, SDC users & administrators do not have to go through evaluation and procurement cycles and incorporates their future requirements to support for cross cloud infrastructure which might occur at later stage. WTL intent to providing a network that is deployed, monitored, and managed in a way that supports rapid application change. Current running network infrastructure does this through the reduction of complexity and a common policy framework that can automate provisioning and managing resources. Even the currently running network infrastructure SDN solution will be expanded all the way up to the proposed DR centre, so that the available constructs and VM or container-based workloads can be monitored and administered from the centralized SDN controller as well in a seamless manner. The infrastructure SDN is a highly recommended solution as it provides a policy driven approach towards the DC/DR workload management, administration and security. It also provides the below capabilities to the DC/DR offerings:

- Centralized automation for all workloads, (i.e., Integrating security into service chains, Service Graphs, security policy implementation, etc. are already fully automated)
- Security policy using a whitelist model
- Micro-segmentation

The proposed architecture will deliver best-in-class infrastructure by combining hardware, software, and application-specific integrated circuit (ASIC) innovations into a blended system. It's optimized to run INDIAFIRST's physical and virtual applications today—and the emerging "application anywhere" models tomorrow.



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state-of-the-art replication solution shall also be proposed which will realize the full potential of virtualization and the converged infrastructure by minimizing risk, decreasing downtime, and easily adapting to business changes. The proposed platform shall provide a differentiating solution that offers more than just backup. Using virtualization, storage, and cloud technologies, the solution shall deliver a high-speed recovery, data-loss avoidance, and verified protection. It will also offer complete visibility on the existing server platform for applications requiring high availability and scalability. The virtualization platforms mentioned above are examples; actual deployment will depend on technical requirement.

Present Scope of Work for DC capacity augmentation and DR Site implementation:

A state-of-the-art DC infrastructure has been already implemented in 2018 at Moni Bhandar, Webel Bhavan Complex, Salt Lake City, Sector – V, Kolkata-700091. The existing cloud + virtual systems have 34 blade servers and 500 TB storage systems for catering to about 200 applications hosted over 500 virtual machines (servers). The existing cloud infrastructure has been implemented using Cisco Blade servers, SAN Switch, NetApp & HP Storage systems, Redhat OpenStack Software suite, VMware cloud software, etc. For expansion of existing cloud capacity, the existing Compute & Storage hardware and RedHat OpenStack / VMware cloud software suite have been considered for cost optimization as well as smooth integration, operation and management. The up-to-date utilisation of WB-SDC resources is given below.

WB-SDC COMPUTE CAPACITY AUGMENTATION - UTILISATION REPORT AS IN JUNE 2021						
		Before Augmentation	1st Augmentation (Operational)		2nd Augmentation (proposed)	After 2nd Augmentation
Zone		Total Count	Total Count (Compute)	Total Count (RAM)	Total Count (Compute)	Grand Total
PROD_MZ_WIN	Server	2	1	3	1	4
	Core (Total no. of Core X number of computes)	(14*2*2)56	(22*2*1)44		(28 *2*1)56	156
	vCPU [Total no. of Core X no. of computes X Hypert hread(2)]	(14*2*2*2)112	(22*2*1*2)88		(28 *2*1*2)112	312
	RAM	(768*2)1536	(768*1)768	2304	1536	3840
Staging	Server	1	0	1	2	3
	Core (Total no. of Core X number of computes)	(14*2*1)28			(28 *2*2)112	140

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	vCPU [Total no. of Core X number of computesXHypert head(2)]	(14*2*1*2)56			(28*2*2*2)224	280
	RAM	512	256	768	3072	3840
DMZ	Server	6	3	9	9	18
	Core(Total no. of Core X number of computes)	(14*2*6)168	(22*2*3)132		(28*2*9)504	804
	vCPU [Total no. of Core X number of computesXHypert head(2)]	(14*2*6*2)336	(22*2*3*2)264		(28*2*9*2)1008	1608
	RAM	(768*5)3840+(896*1)896	(1408*3)4224	8960	(1536*9)13824	22784
MZ	Server	5	2	7	6	13
	Core	(14*2*5)140	(22*2*2)88	228	(28*2*6)336	564
	vCPU	(14*2*5*2)280	(22*2*2*2)176	456	(28*2*6*2)672	1028
	RAM	(768*4)3072+(896*1)896	(1408*2)2816	6784	(1536*6)9216	16000

Demand for New/Additional Web Hosting capacity at WBSDC:

Following are some of the new/additional web hosting capacity requirements from various Government institutions, departments and directorates:

Department / Directorate	vCPU	RAM (GB)	Storage (GB)
Kolkata Municipal Corporation	800	3200	20000
Labour Department	160	640	50000
Irrigation & Waterways	112	448	20000
Education Department	172	1088	22500
WCD&SW Department	256	1024	80000
LR & GIS	256	6144	23632
Registration	232	3500	127659
Excise	112	2048	10534
Common Infra	112	1024	5425
H&FW Department	320	2560	500000
UDMA Dept (AMRUT)	160	640	300000
ICE Silpasathi (WBIDC)	1100	5500	20000
Food& Supply	120	512	3000
WB Police	256	1024	100000
Kolkata & WB Police	256	1024	500000
e-District	192	768	10000
e-Mail	400	1600	10000
DR-Site Creation at Purulia IT Park	112	2048	1000000

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TOTAL =	5228	34792	2802750
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Note: Above CPU and RAM requirement will utilize about 80-90% of the proposed phase1 augmented capacity within next 2 years' time.

DC Capacity Augmentation –Phase1:

Considering existing demand for Government application hosting and data storage of various departments and directorates at WBSDC as well as steady increase in demand for compute and storage space during next 2-3 years along with implementation of DR Site at remote location, DC expansion projection has been arrived at 5 times the current capacity (in 2 phases). Following is the summary of DC expansion requirement in Phase1 with target capacity augmentation of 2.5 times the existing capacity. Following is a summary bill of materials:

Sl.No.	Description	UOM	Qty
1	Storage1 Upgrade from 450 TB to 650 TB	Lot	1
2	Storage2 Upgrade from 170 TB to 430 TB	Lot	1
3	IT Hardware	Lot	1
4	IT Software	Lot	1
5	DDOS 10Gbps with 2 Years subscription	Nos	2
6	SOAR First 2 Years - BOQ (Security Orchestration Automation Response)	Lot	1
7	Deep Security Enterprise - per Server (VM) - 150 Licenses with DDAN-Deep Discovery Analyzer for 3 years	Lot	1
8	VTL AMC & UPGRADE (75TB) with 3 years warranty & integration with Commvault	Lot	1
9	UPS 80 KVA with 30 mins battery backup for redundant backup power supply to active tiles necessary electrical wiring	Nos	1
10	LTO 7 Tapes for Data Backup	Lot	100
11	Rack Containment Zone with 14 no racks & 28 nos. PDUs with passive cabling	Nos	1
12	Installation & Commissioning	Lot	1

Creation of DR Site at Remote Location:

The proposed DR site will be smaller in size physically 600 SqFt server room (1200 SqFt Super Built-up area) but will have similar features in future with at least 30% compute and 100% storage capacity of the existing DC installed capacity (including expansion) as referred above. Under the present scope only storage replication (100% DC storage capacity) will be implemented. In future 30% compute capacity will be added for running critical applications in BCP mode (phase2). Following are techno-commercial details for proposed DR Site under present scope for 100% data storage replication:

Sl.No.	Description
1	Site preparation

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2	Electrical & UPS
3	PAC & CAC
4	IT Hardware
5	IT Software
6	EMS & Security Software
7	SAN Storage: (1.HPE - 650TB NLSAS + 50TB SSD & 2. Netapp - 430TB NLSAS + 100TB SSD)
8	Firewall & AV
9	BMS
10	Passive Cabling & Server racks
11	Manpower (24x7) for 5 years
13	DC-DR LC & ILL with ARC for 1 year
14	Installation & Commissioning

DC Capacity Augmentation –Phase2:

Demand for new/additional web hosting capacity is continuously increasing due to requisition from large number of Government Departments/Directorates/Institutions. It has been estimated that augmented capacity in Phase1 [2.5x] will be completely exhausted within next 2 years. Moreover 40% of the compute and storage infrastructure will become obsolete after 2 years (within FY:2023-24). Therefore, for maintaining 5 times augmented capacity for another 5 years, the existing infrastructure should be augmented by 500% (6 times) with further capacity expansion and technology upgrade within FY:2023-24. Another tender for phase2 augmentation will be floated separately in due course.

Operation & Maintenance of WBSDC for next 5 Years upto FY:2025-26:

WBSDC is a centralized shared critical infrastructure, which is monitored and maintained by dedicated management team of State Implementing Agency [WTL] with the help of technical staff deployed by the System Integrator / Data Centre Operator, selected for 5 years through open tender process upto FY:2022-23. Cost of technical resources, FMS, professional support services, cost of AMC of IT & Non-IT Infrastructure items, Software License Renewals, Support Renewals, ILL Bandwidth charges, Telephone services, conservancy and other support services have been included in the BoQ of this tender for Operation & Maintenance charges of WBSDC for 3 more years i.e. coverage upto FY:2025-26. Rental charges for office space, cost of electricity consumption, diesel consumption for DG Power backup, Third Party Audit services, Transport, Courier, SIA Manpower reimbursement, etc will be reimbursed at actual, hence excluded from the scope of this tender.

WBSDC Operation & Maintenance Cost for 5 Years

FY:2021-22	FY:2022-23	FY:2023-24	FY:2024-25	FY:2025-26
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Cost of technical resources, FMS, professional support services, cost of AMC of IT & Non-IT Infrastructure items, Software License Renewals, Support Renewals, Additional License Consumption, ILL Bandwidth charges, Telephone services, physical security, conservancy and other support services have been included in the BoQ of this tender for coverage upto FY:2025-26.

The bidder will supply and install all the components as per BoQ (as per detailed specifications/descriptions attached with this tender) and do necessary integration with the existing cloud infrastructure so that the existing DC capacity is augmented by 2.5 times. Please refer chart “**WB-SDC COMPUTE CAPACITY AUGMENTATION - UTILISATION REPORT AS IN JUNE 2021**” furnished above

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for details of existing cloud capacity.

After completion of above DC augmentation, the integrated and combined capacity will be allocated to serve all the pending requisitions from various departments / directorates. The bidder will provide warranty, software assurance, operation and maintenance for the augmented DC infrastructure and newly created DR infrastructure as per terms and conditions mentioned in this tender.

After completion of installation and commissioning of DR Site, storage based replication of all DC storage volumes will be implemented by the bidder. Storage replication will be done over 500 Mbps dedicated leased circuit. After initial full replication during off peak hours, incremental data synchronization will be implemented at frequent intervals on 24x7 basis.

The DR site will be operated and maintained by the bidder on 24x7 basis for a total period of 5 years from the date of commissioning and "GO LIVE".

Accuracy and effectiveness of volume replication will be tested by the bidder for all applications / volumes and daily / weekly reports will be submitted for the same.

Bidder to supply and implement Security Orchestration Automation Response system (SOAR) for strengthening existing WBSDC Security Operations Centre (SOC). Upgrade of existing SIEM system and integration with SOAR system will be bidder's responsibility. For 24x7 operation and maintenance of SOC, bidder need to allocate additional technical resources for next 5 years.

Bidder to supply and implement Version Control Software with Functional test automation - 10 Concurrent User, Load runner professional foundation - qty 1 (500 virtual users) and Application Life Cycle Manager - 10 concurrent user license to use with support for 2 years. Necessary training and handholding support to be provided to SDC testing team.

QUALIFICATION OF MANPOWER SUPPORT

SL. No	Description	Remarks
1	Providing physical security for SDC 1 st & 2nd floor.	Physical Security Guards to be provided for period of 5 years
2	FM Cost for DC & DR for 5 Years including system/database/application platform support as per requirement mentioned in RFP	FMS resources to be deployed as per below Tables for period of 5 years

Role Description	Shift Indicator	Number of Manpower	Qualification
Project Manager	1	8x6	B.Tech/ B.E. / MBA & minimum 7 years' experience
Network Expert (L3)	1	8x6	B.Tech/ B.E with CCNP or CISSP or equivalent with 5+ years exp.
Network Expert (L2)	2	16 Hours Per day X 6 days	B.Tech/ B.E with CCNP or CISSP or equivalent with 3+ years exp.

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			B.Tech/ B.E with CCNP or CISSP or equivalent with 3+ years exp.
Server and Cloud Expert (L3)	3	16 Hours Per day X 6 days	B.Tech/ B.E with MCSE/RHCE/MCP/ Web & App server certification with 5+ years exp.
Server and Cloud Expert (L2)	3	16 Hours Per day X 6 days	B.Tech/ B.E with MCSE/RHCE/MCP or server certification with 3+ years exp.
			B.Tech/ B.E with MCSE or Server certification with 3+ years exp.
Database Administrator	3	16 hours per day X 6 days	B.Tech/ B. E with 5+years exp with Posgres/Mysql/MSSQL database certification
Storage Administrator	2	16 hours per day X 6 days	B.Tech/ B. E with 5+years exp with storage certification
			B.Tech/ B. E with 5+years exp with storagee certification
Security Expert (L3)	1	8x6	B.Tech/ B.E with 5+ years with Security Certifications,ISMS,CISA/CISM/CCNP security
Security Expert (L2)	4	16 Hours Per day X 6 days	B.Tech/ B.E with 3+ years with Security Certifications,ISMS,CISA/CISM
			B.Tech/ B.E with 3+ years with Security Certifications,ISMS,CISA/CISM
Technical Specialist –physical infrastructure, BMS & Electrical equipment etc.	5	24 hours per day X 6 days	Data Center Operation with 3+ years
Backup administrator	3	24 hours per day X 6 days	Experience on Backup and Storage with 3+ years
Help Desk Support executive	3	24 hours per day X 7 days	Graduate/ Diploma,2 years, Relevant ,ITIL knowledge
EMS Expert	1	8 hrs	Experience on EMS
Physical Security for 2 floors	6	24 hours	Experience
Housekeeping	2	8x6	Experience

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Position	Responsibilities
Project Manager	Complete Ownership of the project. Customer interfacing, Review meetings interactions, Reporting to customer
Network Expert (L3)	<ul style="list-style-type: none"> • In charge of actual Configuration and maintenance of network equipment in DC • Good working knowledge of latest Leaf and spine architecture and SDN /NFV networking, with the latest breed of Networking equipment available • Responsible for maintaining all configuration templates for respective equipment • Should have adequate experience of configuring Firewall, IPS, APT, Deep Security Appliances, Network and Server Load balancers. • Perform periodic proactive tests on the equipment and systems under their command to ensure compliance to State IT and Security Policy and user satisfaction • Would be monitoring independent of NMS tools to ensure better network uptime and performance • Would be responsible for preparing the change management document for approval • Would be responsible for backing up all network related configurations on a regular basis • Would be upgrading the necessary and recommended IOS on all crucial Network equipment in the DC
Network Expert (L2)	<ul style="list-style-type: none"> • Install and support LANs, Wans, network segments, Internet, and intranet systems • Install and maintain network hardware and software • Analyse and isolate issues • Monitor networks to ensure security and availability to specific users. • Evaluate and modify system's performance • Identify user needs • Determine network and system requirements • Maintain integrity of the network, server deployment, and security • Ensure network connectivity throughout a SDC's LAN/WAN infrastructure is on par with technical considerations. • Design and deploy networks • Perform network address assignment • Assign routing protocols and routing table configuration • Assign configuration of authentication and authorization of directory services.
Server and Cloud Expert (L3)	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 Data centre Edition • RHEL – configuration, administration, monitoring and rollout in Blade Chassis environment. • OS Patch management using WSUS/SCCM/ CA Client Automation • Antivirus and Security compliance, Host IPS, MS Proxy, ISA, DHCP, AD, Windows Cluster, Group Domain Policies • Knowledge of MS Virtualization (Hyper- V) or VMWare and Virtualization management software • Basic Windows scripting • Basic configuration of Firewall, Routers, Core and Edge switches. • Knowledge of mailing systems and SMTP and SMS gateway administration • Knowledge of backup Software e.g. EMC Networker, HP NetBackup etc. • Will be responsible for OEM interaction for service and spare availability as per SLA • Troubleshooting and root cause analysis of server hardware and OS • Monitoring the server logs and critical errors for proactive support • Will be responsible for tuning various parameters of OS and application platform
Server and Cloud	<ul style="list-style-type: none"> • Ensures server performance and maintains applications on servers

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Expert (L2)	Problem solving and documentation of current and new servers in both physical and virtual environments; • Performs and oversees continuous system health checks, user administration, and application of patches and upgrades • Performs data management services, server tuning, and directory services maintenance • Delivers anti-virus software updates and virus protection • Ensures compliance to security standards, policies and guidelines • Provides business continuity through thorough back-up and restore procedures, and periodic testing of outage scenarios; •Administers and maintains a Windows of Linux -based server network, with a combination of physical and virtual servers, OS and application platform software.
Storage Administrator	• Manage the Storage Networks • Configuration of the Storage • Creation of Storage Partition
Database Administrator	• Manage the Database • Configure the Database • Performance Tuning, Troubleshoot of Database whenever required •Implementation, Support and manage
Security Expert (L3)	•Would be responsible for the information security of the network, and server operating systems , upgrades and patch management • Would be conducting periodic audit on the network equipment, and server operating systems for identifying vulnerabilities using VA/PT tools • Would be monitoring the security reports generated by SIEM and Deep security for immediate mitigation as required • Would be checking the OEMs security alerts and cross verify with the current posture of equipment at DC• Would be responsible for conducting the test run of critical security updates and patches meant for the DC components. • Would be accountable for the roll-out of security updates and patches in the DC • Would be providing necessary security guidelines to other team members on their respective area • Would be reporting and follow-up with OEMs for any security related incidents
Security Expert (L2)	<ul style="list-style-type: none"> • Monitor the infrastructure and maintain the security standards • Would be monitoring the security reports generated by SIEM and Deep security • checking the OEMs security alerts • Monitor and alert the owner for security updates and patches meant for the DC components Investigate All Suspicious Activities. ... Maintain Secure Monitoring Tools. ... Liaise With And Delegate To The Rest Of The SOC Team. ... Review And Report On All Cybersecurity Processes. ... Keep All Security Programs And Resources Up To Date. Review, report, take corrective measures for all security incidents
Technical Specialist – physical infrastructure, BMS & Electrical equipment etc.	Responsible for the complete maintenance of the non-IT Physical part of the SDC including the physical security, BMS infrastructure, Power and HVAC systems
Backup administrator	• Backup of Data Center Applications • Backup of day to day transactions(Hot and Cold Back)
Help Desk Support executive	• Receive incident related communication on phone, mail, and web interface • Validate the incident with relevant details and generate trouble ticket • Assign the trouble tickets to relevant engineer or specialist for

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	<ul style="list-style-type: none"> resolution • respond to requests for technical assistance in person, via phone, electronically • diagnose and resolve technical hardware and software issues • research questions using available information resources • advise user on appropriate action • follow standard help desk procedures, log all help desk interactions
EMS Expert	<ul style="list-style-type: none"> • Receive incident related communication on phone, mail, and web interface • Validate the incident with relevant details and generate trouble ticket • Assign the trouble tickets to relevant engineer or specialist for resolution • respond to requests for technical assistance in person, via phone, electronically • diagnose and resolve technical hardware and software issues • research questions using available information resources • advise user on appropriate action • follow standard help desk procedures, log all help desk interactions

3	AMC/Support Cost for IT (software and hardware) equipment
4	AMC/Support Cost for Non-IT Equipment (2nd Floor)
5	AMC/Support Cost for BMS Equipment. (1st Floor)
6	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor)

EQUIPMENTS DETAILS are given separately.

7	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level Engineer	For a period of 4 years from 1 st March 2022
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10	AMC/Support Cost for UPS batteries for 2 years post initial 5 years warranty period (3+2 years extended warranty) for 204 cells of 2v/357ah
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11	Professional Support Services for Database and System Administration for 4 years upto FY:2025-26	Details as per below table
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SL. No.	Type of technical resource	No of resources
1	FMS resource for Database Management (Postgres SQL, MS SQL) - L2 (with 4-5 yrs. experience)	1-2
2	System Administrator with 5-6 years' Experience	1-2
3	FMS resource for Platform support for – Apache, php, tomcat, etc, along with patch management & system configuration - L2 (with 4-5 yrs. experience)	1-2

23	AMC & UPGRADE of Commvault Backup System from 2023
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Details :

24	AMC & UPGRADE of WBSDC new cloud (blade) servers - lot one
25	AMC & UPGRADE of Netapp SAN storage (450 TB) for the period from 2023
26	AMC & UPGRADE of WBSDC new network (SDN) infrastructure
27	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA after initial

Details :

28	Renewal of RSA Software Product Licenses with OEM support for 3 years
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Details for RSA :

Description	Qty	Start Dt	End date
Issues Management Perp EnhMaint /100	1	01-Apr-22	31-Mar-26
On-Demand App Perp EnhMaint /100	5	01-Apr-22	31-Mar-26
CYBINBR PERP <5K ENH /100EMP /MO	1	01-Apr-22	31-Mar-26
NW S5 Hybrid for Pkts EnhMnt1M	1	01-Apr-22	31-Mar-26
NW S5S HeadUnit Archiver EnhMnt 1M	1	01-Apr-22	31-Mar-26
NW S5SHeadUnit EvntStrmAnalysis EnhMnt1M	1	01-Apr-22	31-Mar-26
NW S5 Hybrid for Logs EnhMnt1M	1	01-Apr-22	31-Mar-26
NW S5 AnalyticsSvr 10U EnhMnt1M	1	01-Apr-22	31-Mar-26
Tier1 RNWE EnhMnt p/Host 1-250 1Mo	1	01-Apr-22	31-Mar-26
EMULEX 2 PORT 8GB SAN HBA EnhMnt1Mo	1	01-Apr-22	31-Mar-26
Extended Support	1	01-Apr-22	31-Mar-26
Extended Support	1	01-Apr-22	31-Mar-26
Extended Support	1	01-Apr-22	31-Mar-26
Extended Support	1	01-Apr-22	31-Mar-26
Extended Support	1	01-Apr-22	31-Mar-26

29	SOAR (Security Orchestration Automation Response) Software License Renewal
30	DDOS 10Gbps with additional 2 Years subscription
31	Deep Security Enterprise Software License - additional 150 VMs for 2 years & License renewal for all existing licenses from 3rd year

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32	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)
33	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with support

NOTE: DETAILED TECHNICAL SPECIFICATIONS OF ALL EXISTING AND NEW SYSTEMS ARE ENCLOSED AS SEPARATE ANNEXURE

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SECTION – B

ELIGIBILITY CRITERIA

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.
3. The bidder should have valid GST Registration Certificate& PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder shall have executed “Similar Nature” of five orders of an amount not less than Rs.10 Crore each in total in last five financial years (considering FY - 2016-17, 2017-18, 2018-19, 2019-2020 & 2020-2021) in Government Department /PSU/Autonomous Body /any reputed organization. References order copy for the project to be provided.
5. Bidder should have call center number. Call Center details for Bidder with number & detailed to be submitted.
6. The bidder should have an average annual turnover of not less than Rs. 300 Crore in the last three financial years (FY 2018-19, 2019-2020&2020-2021). Bidder shall have to submit Audited Accounts / Auditor Certificate in support of their claim.
7. The Bidder should have positive net worth in last three financial years (FY – 2018-19, 2019-2020&2020-2021). Auditor Certificate in support of their claim to be submitted.
8. Bidder should submit Earnest Money Deposit (EMD / BID SECURITY) of Rs.1.2 Crore (Rupees One Crore Twenty Lakh only)electronically to Webel Technology Limited as per the details given in Clause – 9, Section - D.
9. Bidder should submit Tender Fee of Rs. 10,000.00 (Rupees Ten Thousand only) electronically to Webel Technology Limited as per the details given in Clause – 9, Section - D.
10. The bidder should submit Manufacturer’s Tender Specific Authorization of OEMs related to the assignment (Network Equipments (Active and Passive components),UPS Battery. Authorization to be submitted on OEM’s letter head and signed by authorized signatory.
11. The Bidder (prime)musthave certification for the following standards:ISO9001:2015, ISO / IEC 27001:2013, ISO / EC 20000-1:2018. Copy of valid Certificate to be submitted.
12. The Bidder must have Support Service Centre with Manpower in Kolkata so that any call reported is attended within the response time. The detailed Support Service with manpower for the bidder should be submitted as per format (Section - M)
13. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
14. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder’s letter head to be submitted.

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15. **Additional eligibility criteria:**

S. No.	Clause	Documents required
1.	The bidder (prime) should furnish, as part of its bid, an Earnest Money Deposit (EMD / BID SECURITY) of Rs. 12000000.00.	The EMD / BID SECURITY should be denominated in Indian Rupees and should be in the form of Bank Guarantee valid for 6 months from the date of bid submission.
2.	<p>The Bid can be submitted by an individual company or a consortium.</p> <p>In case of consortium applicant, consortia shall submit a valid Memorandum of Understanding (MOU)/agreement.</p>	<p>“Consortium” shall mean more than one company which joins with other companies of complementing skills to undertake the scope of work defined in this RFP. In case of consortium the same shall not consist of more than three companies/ corporations, including the prime bidder.</p> <ol style="list-style-type: none"> 1. Memorandum of Understanding (MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. 2. The MoU/agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member.
3.	The bidder (all companies in case of a Consortium) should be a company registered in India under the Companies Act.	Certificate of incorporation

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4.	<p>Bidder (prime) should have experience of IT System Integration/ Information Technology Infrastructure projects including implementation/ operations and should have been in the business for a period exceeding five years .</p> <p>Bidder (prime) who has acquired a company/ division of a company having experience as mentioned above shall also be considered.</p> <p>In case the Bidder is a wholly owned subsidiary, the experience of the parent company would be considered for compliance.</p>	<p>A. Work Orders confirming year and area of activity.</p> <p>B. Memorandum and Articles of Associations.</p> <p>C. Relevant legal documentation confirming the acquisition/merger.</p>
5.	<p>Bidder (prime) must have certification for the following standards:</p> <ul style="list-style-type: none"> • ISO 9001:2015 • ISO / IEC 27001:2013 • ISO / IEC 20000-1:2018 	Valid Copy of Certificates

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6.	<p>The bidder (prime) should have commissioned and installed at least one Data center project that meets all the below mentioned requirements during the last five (5) years.</p> <p>a. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 20 crores.</p> <p>b. Valid BS 7799 / ISO certification</p> <p>Note:</p> <ul style="list-style-type: none">• Bidder's in house data centers shall not be considered.• Bidders who have built their own Internet Data Center (IDC), for commercial use will be considered.• In case the Bidder is a wholly owned subsidiary, the experience of the parent company would be considered for compliance.	<p>a. Copy of work order / client certificates. For IDC bidder, Notarized Certificate from Company Secretary confirming the order value/cost.</p> <p>b. Valid Certification</p> <p>(IDC bidder shall also submit customer work orders)</p>
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7.	<p>The bidder (prime) should have experience in providing Facility Management Services (FMS) to at least one data center, during the last five years. The FMS shall include IT infrastructure related (e.g. Servers, storage, networks etc.) and non IT related services (Power, cooling, physical security etc.)</p> <p>Note:</p> <ul style="list-style-type: none"> • Bidder's in house data centers shall not be considered. • Bidders who have built their own Internet Data Center (IDC), for commercial use will be considered. • In case the Bidder is a wholly owned subsidiary, then the experience of the parent company would be considered for compliance. 	Copy of work order / client certificates.
8.	<p>The bidder (Prime/ Consortium Partner) should have a CMMi level 3 Certificate.</p> <p>In case the Bidder is a wholly owned subsidiary, then the CMMi certification of the parent company would be considered for compliance.</p>	Valid CMMi Level -3 or above certificate.
9.	<p>The bidder (prime) should be a profit-making company having positive net worth and having an annual turnover of more than Rs. 100 Crores in FY 2020-21.</p>	Copy of the audited financial statements of the company along with a CA certificate.

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10.	<p>The bidder (prime) must have on its roll at least 30 technically qualified professionals in, networking, systems integration, and prior experience in providing the Data Center Infrastructure maintenance services.</p>	<p>Certificate from bidders HR Department for number of Technically qualified professionals employed by the company.</p>
11.	<p>The Bidder and/or all/any consortium partners shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies, as on Bid Submission date.</p>	<p>Declaration in this regard by the authorized signatory of the prime bidder</p>
12.	<p>The bidder (prime) should submit valid letter from the OEMs confirming following:</p> <ul style="list-style-type: none"> • Authorization for bidder • Confirm that the products quoted are not reaching EOL within two years &EOS within 5 years Otherwise the same will be changed with the superior product at no extra cost. • Undertake that the support including spares, patches, and upgrades for the quoted products shall be available for the period of the project upto 7 years 	<p>OEMs include but not limited to:</p> <ul style="list-style-type: none"> • Compute Infrastructure • Networking Infrastructure • Storage Infrastructure • UPS • HVAC • Fire Detection &Suppression • Surveillance • Security Components

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13.	<p>Each Server and Software OEM is required to submit an undertaking on the horizontal support of its product across various platforms/processors, as follows:</p> <p>Server</p> <p>Each Server OEM is required to submit an undertaking, certifying its product to be supported on Operating Systems (OS), and Databases, with names and version details of the supported OS and Databases, for a period of 6 years, applicable from the date of completion of FAT. In case the said support is terminated for any reason within the required support period for DC, the OEM shall provide a better server with no additional cost.</p> <p>Software</p> <p>Each Software OEM is required to submit an undertaking, certifying its product to be supported on the Server and Databases/ OS, with names and version details of the supported Server and Databases/OS, for a period of 6 years from the date of completion of FAT. In case the said support is terminated for any reason within the required support period for DC, the OEM shall provide a new version of software as applicable, with no additional cost.</p> <p>OEM of each equipment/system is required to submit an undertaking on support of its product for a period of 6 years, applicable from the date of completion of FAT. In case the said support is terminated for any reason within the required support period for DC, the OEM shall provide a better equipment/system with no additional cost.</p>	Declaration letter, along with relevant supporting documents
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14.	The bidder (prime) or it's parent company should have an office in the State of West Bengal. The local office should be equipped with the adequate resource to provide support as and when would be required.	Relevant Documents or Undertaking signed by the Authorized Signatory
15.	The bidder should submit an acceptance of Terms and Conditions contained in the RFP document.	Declaration in this regard by the authorized signatory of the prime bidder should be attached.
16.	The bidder should submit valid GST registration certificate and Permanent Account Number (PAN) issued by income Tax Department.	Copy of each registration should be provided.
17.	The bidder should submit a copy of the entire RFP document with every page signed by an authorized signatory of the Bidder	Signed RFP copies and must have court fee stamps of value Rs. 10/- affixed on the tender issue page..
18.	The bidder should submit power of attorney certifying the authorized signatory.	Power of Attorney executed by the Bidder in favor of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.

16. **Note:** In the event of a consortium, one of the partners shall be designated as a "Prime Bidder". The bidder (prime) of the consortium shall be an Information Technology Company/ IT System Integrator. Every member of the consortium shall be equally responsible and jointly liable for the successful completion of the entire project.

17. In Consortium all the members shall be equally responsible to complete the project; however prime bidder shall give an undertaking for successful completion of the project. In case of any issues, prime bidder would be responsible for all the penalties.

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18. A bidding company/ corporation cannot be a part of more than one Consortium. Any Member of consortium cannot bid separately as a sole bidder. The bidder (all consortium partners) must have Company registration certificate, Registration under labor laws & contract act, valid VAT/ Sales Tax Registration Certificate, valid
19. In case the Bidder is a wholly owned subsidiary, then the documentary evidence of the parent company would be considered for tender compliance.

Criteria for Evaluation of Bids

- A three-stage procedure will be adopted for evaluation of proposals, with the pre-qualification being completed before the technical evaluation and thereafter financial proposals being opened and compared. Pursuant to the pre-qualification criterion Bidders will be short-listed for technical bid. Technical bids will be opened only for the Bidders who succeed the pre-qualification criterion. The technical bids for the disqualified Bidders will be returned unopened at the address mentioned on the envelopes containing the technical bid.
- SIA will review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
- SIA will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion as mentioned in section 6.18.2. The commercial bids for the technically qualified Bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.
- The evaluation will be made on the basis of least cost.
- Conditional bids are liable to be rejected.

Criteria for Evaluation and Comparison of Pre-qualification Bids

- The Bidder shall be liable for adherence to all provisions of this Agreement.
The Pre-Qualification proposal will be evaluated using the checklist given in Section 2

Criteria for Evaluation and Comparison of Technical Bids

- Technical proposal of only those bidders will be opened and evaluated who meet all the pre-qualification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.
- Qualifying marks for opening Financial bid is 28 under the category “Organizational strength” out of 40 (70%) and 42 under the category “Technical Solution offered” out of 60 (70%). Firms, scoring less than 70% marks in any one of the category between “Organizational Strength” and “Technical Solution Offered”, will not be eligible for opening financial bid.
- Technical bids will be reviewed for determining the technical capability of the Bidder for the Project and to ascertain Compliance of the Technical bids with the RFP terms and conditions, technical requirements and scope of work as defined in this RFP.
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Scoring Criteria and evaluation parameters:

Table 4: Evaluation Parameters

Sr	Technical Score	Marks
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A	Organizational Strength	40
B	Technical Solution Offered	60
	Total (A + B)	100

Sr	Evaluation Parameter	Breakup of Marks	Total Marks
A) Organizational strength (40 marks)			
A.1	Bidder's experience in implementation of Data Center projects or Large Scale implementation of IT project in India with a value of Rs. 10 Crore or above;		10
	Slab 1	1 Projects executed	2
	Slab 2	2 Projects executed	6
	Slab 3	3 Projects or more executed	10
A.2	Bidder's experience in providing system integration quantified in terms of number of years will be evaluated; project considered for evaluation should have project cost more than Rs. 5 Crore.		10
	Slab 1	Projects experience of more than 2 years	4
	Slab 2	Projects experience of more than 4 years	8
	Slab 3	Projects experience of more than 6 years	10
A.3	Bidder's experience in providing facility management quantified in terms of number of projects will be evaluated; project considered for evaluation should have project cost more than Rs. 4 Crore.		10
	Slab 1	1 Project under maintenance	2.5
	Slab 2	2 Projects executed under maintenance	5
	Slab 3	3 Projects under maintenance	7.5
	Slab 4	4 Projects or more under maintenance	10
A.4	Annual Turnover of the bidder from Indian Operations in FY 2020-21 (In Crores):		5
	Slab 1	Annual turnover > Rs 400 Cr	5
	Slab 2	Annual turnover > Rs 350 Cr ≤ Rs 400 Cr	4
	Slab 3	Annual turnover > Rs 300 Cr ≤ 350 Rs Cr	3
	Slab 4	Annual turnover > Rs 250 Cr ≤ Rs 300 Cr	2
	Slab 5	Annual turnover > Rs 200 Cr ≤ 250 Cr	1
	Bidder's Manpower strength on own payroll		5

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A.5	Slab 1	Manpower strength of >100 but <= 150	1	
	Slab 2	Manpower strength of >150 but <= 200	2	
	Slab 3	Manpower strength of >200 but <= 300	3	
	Slab 4	Manpower strength of >300 but <= 400	4	
	Slab 5	Manpower strength of >400	5	

Note: In case the Bidder is a wholly owned subsidiary, then the documentary evidence for the experience & expertise of the parent company would also be considered for tender compliance and scoring.

B) Technical solution offered (60 marks)					
B.1	Design & Architecture:				15
	Slab 1	Description of the design and technical solution and various components including design diagrams and elaboration of components	5		
	Slab 2	Extent of compliance to technical requirements as per given specifications of RFP Vol-II & for quoting all the products. For mismatch of product specification 1 marks will be deducted for each product. Mismatch of specifications for more than 5 products will be treated as disqualification of the bid. Selected bidder needs to comply with product specification as per RFP and products needs to be replaced by the bidder where technical specification mismatch identified.	5		
	Slab 3	Commissioning of complete data center and adherence to best practices like ISO, ITIL, BS15000, IPv6 etc.	5		
B.2	Solution document with detailed understanding of the project including:				20
	Slab 1	Approach & Methodology for Installation, Configuration (3 marks maximum on pro-rata basis) & Migration of IT Components with minimal downtime (2 marks maximum on	5		
	Slab 2	Approach & Methodology for Installation, Configuration (3 marks maximum on pro-rata basis) & Migration of non-IT Components with minimal downtime (2 marks maximum on	5		
	Slab 3	Approach & Methodology – presentation	10		
B.3	Project Plan with timeline and milestones				5
B.4	Resource planning and allocation				20
B.4.1	SI Project Manager – 1 no. (6 marks)				

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B.4.1.1	Slab 1	Education: (B.E. / B.Tech) or MBA or its equivalent with PMP/Prince2 certification (2 Marks)	2	
	Slab 2	Education: B.E. / B.Tech or MBA or its equivalent without PMP/Prince2 certification (1 mark)		
B.4.1.2	Slab 1	Overall Experience: 10+ years of experience (2 marks)	2	
	Slab 2	Overall Experience: 8 + years of experience (1 mark)		
B.4.1.3	Slab 1	Data Center implementation & operations experience: With 5+ years (2 marks)	2	
	Slab 2	Data Center implementation & operations experience: With 3+ years (1 mark)		
B.4. 2	DC Design and IT Expert -1 no. (4 Marks)			
B.4. 2.1	Slab 1	Education: B.E. / B.Tech / MCA with ISO 27001:2013 lead implementer / auditor certification(2 marks)	2	
	Slab 2	Education: B.E./ B.Tech / MCA without ISO 27001:2013 lead implementer/auditor certification (1 mark)		
B.4. 2.2	Slab 1	Overall Experience: More than 7 years' experience with 5+ year Data Center implementation with execution of two similar projects (2 marks)	2	
	Slab 2	Overall Experience: More than 7 years' experience with 3+ years, Data Center implementation with execution of two similar projects (1 mark)		
B.4. 3	Non IT Solution Expert – 2 nos. (4 Marks, 2 for each expert)			
B.4. 3.1	Slab 1	Education: B.E. / B.Tech or above with specialization in Civil Engineering with CDCP certification (1mark) Overall Experience: More than 7 years' experience with 3+ year Data Center Non IT Infrastructure implementation with execution of two similar projects (1 Mark)	2	

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	Slab 2	Education: B.E. / B.Tech or above with specialization in Electrical/Mechanical Engineering with CDCP certification (1mark) Overall Experience: More than 7 years' experience with 3+ year Data Center Non IT Infrastructure implementation	2	
B.4. 4	Infrastructure Implementation team – 2 no's (6 marks)			
B.4. 4.1	Slab 1	5 + Experience in DC implementation but not limited to Storage, Network, Security (2 marks)	2	
	Slab 2	3 + Experience in DC implementation but not limited to Storage, Network, Security (1 mark)		
	Slab 3	Certification – ITIL and CCNA with any security certification (2 Marks)	2	
	Slab 4	Certification – ITIL and CCNA without any security certification (1 Mark)		
B.4. 4.2	Slab 1	5 + Experience in DC implementation but not limited to Server, Storage, Network etc. with ITIL and RHCE/MCSE certifications (2 marks)	1	
	Slab 2	5 + Experience in DC implementation but not limited to Server, Storage, Network etc. without ITIL and RHCE/MCSE certifications (1 mark)	1	

Note: In case the Bidder is a wholly owned subsidiary, then the documentary evidence for the experience & expertise of the parent company would also be considered for tender compliance and scoring.

Financial Bid Evaluation

- The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If

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there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

- If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- The lowest quoted price of the financial bid amongst the technically qualified bidders will be declared L1 bid.
- In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project.

Appointment of System Integrator:

Award Criteria

WTL will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

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SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	6.12.2021
2	Documents download/sale start date (Online)	6.12.2021
3	Last Date and time of sending the queries (Offline)	13.12.2021 at 11.00 hrs.
4	Pre Bid Meeting (On Line)	14.12.2021 at 11.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	21.12.2021 at 11.00 Hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	27.12.2021 at 12.00 Hrs
8	Last Date & time of submission of Tender Fee & submission of remittance details	27.12.2021 at 12.00 Hrs.
9	Bid Submission closing date & time (On line)	27.12.2021 at 14.00 Hrs.
10	Bid opening date & time for Technical Proposals (Online)	29.12.2021 at 14.00 Hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of issuance of the Letter of Award.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder.

“Contract” is used synonymously with Agreement.

“Contract Price” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“Contractor” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“Default Notice” mean the written notice of Default of the Agreement issued by one Party to the other.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the Directorate of Commercial Taxes and eventually Gov. of W. Bengal of the benefits of free and open competition.

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal.

“Personnel” means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

“Similar Nature of Work” means AMC support of Hardware items and Networking Components.

“Project” AMC support of Hardware items and Networking Components installed in the Writers’ Buildings and different District Head Quarters (DHQs), Sub Divisional Head Quarters (SDHQs) & Block Head Quarters (BHQs) across West Bengal.

“AMC” means Annual Maintenance Contract.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“Interest rate” means “364 days Government of India (GoI) Treasury Bills” rate.

“Law” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the

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Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“**LOI**” means issuing of Letter of Intent shall constitute the intention of the WTL to place the Purchase Order with the successful bidder.

“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work”.

“**Termination Notice**” means the written notice of termination of the Agreement issued by WTL.

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT” “**%Uptime**” means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”.

“**Service Down Time**” (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled “WARRANTY SUPPORT”” are not available to Gov. of W. Bengal and its user departments and organizations.

“**WTL**” means Webel Technology Limited a Govt. of W. Bengal undertaking.

2. PRE BID MEETING

Pre Bid Meeting will be held on 14.12.2021 at 11.30 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - N) to Manager (Purchase) (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

3. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid and WTL will in no case be responsible for those costs regardless of the conduct or outcome of the bidding process.

4. BID DOCUMENT

Bidder is expected to examine all instructions, forms, terms and requirements in the bid document. The invitation to bid together with all its attachments thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the serially by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, WTL reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. MODIFICATION AND WITHDRAWAL OF BIDS

As per the bidding process available in the tender.

7. LANGUAGE OF BID & CORRESPONDENCE

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The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the broad minimum specification provided in the tender documents, conforming to the model, make and Part number (wherever provided). While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required quote for each item retaining all major components/sub system detailed and specified. As the contractor will be responsible for smooth functioning of the system, availability of spares during the tenure of the warranty period have to be take care by the contractor to maintain the guaranteed uptime.

9. EARNEST MONEY DEPOSIT (EMD / BID SECURITY) / TENDER FEE

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

10. REFUND OF EMD / BID SECURITY

EMD / BID SECURITY will be refunded to the unsuccessful bidders without interest by following guidelines of circular

3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

11. FORFEITURE OF EMD / BID SECURITY

EMD / BID SECURITY made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD / BID SECURITY shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD / BID SECURITY shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD / BID SECURITY even the Bidder will be deferred from participating in any job for a period of one year.

12. FORMS AND FORMATS

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

13. LACK OF INFORMATION TO BIDDER

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under

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the bid. If bidder has any queries relating to bid document, then he can send the queries before the Pre Bid Meeting.

14. CONTRACT EXECUTION

On receipt of the Letter of Award/Purchase Order the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 3% of the total contract value within three weeks from the date of receipt of Letter of Award/Purchase Order. The PBG should be valid for six months more than the AMC period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

15. TIME SCHEDULE FOR DELIVERY BACK-TO-BACK AMC SUPPORT

Back-to-Back AMC document from OEM will be provided.

16. LIQUIDATED DAMAGE / PENALTY

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (excluding all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

17. LIABILITY

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

18. PATENTS & COPYRIGHT

If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim
- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor

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will then give WTL a credit equal to for a machine. WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (which ever is lesser) and for materials the amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

19. SUSPENSION OF WORK

WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

20. TERMS OF PAYMENT

Sl. No.	Payment Schedule	Fee Payable	Remarks
1.	Mobilization Advance	10% of the total CAPEX	Payable against submission of Performance Bank Guarantee for an amount equal to 3% of the Contract value on or before 10 days of signing of Contract.
2.	On Delivery of all the IT & Non-IT equipment	50% of the CAPEX value of the delivered IT/non-IT equipment	Payable on successful check of all/part of the delivered equipment by WTL appointed Nodal Officer.
3.	PAT / Installation & Commissioning of IT & Non-IT components	20% of The CAPEX value of the installed IT/non-IT equipment	Payable on successful PAT / Installation & Commissioning of all the installed equipment WTL appointed Nodal Officer, post PAT / Installation & Commissioning Certification by Consultant

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4.	On successful Final acceptance test	20% of the CAPEX & One Time Installation & Commissioning Charges	Payable on Successful implementation of FAT, in accordance with WTL.
5.	Hardware AMC for existing equipments /Software ATS or License cost subsequent to initial supply periods	Payable yearly advance against invoice raising	All OEM equipment AMC should be back- lined with OEMs
6.	Operations and Management for 5 years payable quarterly (as QGR)against invoice raised.	5%(per quarter)of the OPEX	Payment release subject to Performance / FMS Resource attendance

21. GOVERNING LAWS

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

22. CORRUPT OR FRAUDULENT

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

23. BIDDING CLAUSE

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,

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- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

24. WORKMEN'S COMPENSATION

In every case in which by virtue of the provision of the workmen's compensation Act 1923 or any other relevant acts and rules, compensation to a workman employed by the contractor, is payable, then this should be done by the Contractor. If WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

25. CONTRACTOR'S EMPLOYEES

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

26. SAFETY MEASURES

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

27. EQUIPMENT

All tools & tackles necessary for the work shall have to be procured by the contractor unless otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of this equipment during the course of the execution of the work.

28. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable.

29. TERMINATION FOR DEFAULT

WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

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30. BANKRUPTCY

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WTL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WTL.

31. FORCE MAJEURE

It is hereby defined as any cause, which is beyond the control of the Contractor or WTL as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfill its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim fro damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

32. SERVICE LEVEL AGREEMENT (SLA)

Licenses/Subscriptions

The system software licenses/subscriptions mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of Webel Technology Limited

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All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of WTL. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by WTL. The warranty should cover all materials (if applicable), licenses, services, and support for both hardware (if applicable) and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to WTL at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to WTL.

SI shall review the licenses requirements/subscription support with the Department.

Network Connectivity

The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project. The SI would be responsible to design the network solution with adequate capacity and redundancy and all the connectivity provided under this project should be secure and reliable. The Network shall be designed to meet the minimum SLA prescribed in this tender. SI shall be responsible for coordinating the respective stakeholders for the network connectivity.

Capacity Building / Training

Overview

The SI would be required to provide training on various aspects to enable effective use of the new system to achieve the envisaged outcomes. The scope of work of the SI related to Capacity Building & Change Management is described in this section. Capacity building will include the following:

Preparation of Training material

a) Training Materials: The following minimum training materials will be required to be prepared by the SI to facilitate the training of users:

FAT & Go-Live

SI will assist in successful completion of Final Acceptance Testing (FAT) and audit of the system on the completion of the roll-out of each phase and will submit a Go-Live Report for each phase. The Final Acceptance Testing (FAT) for rolled-out application shall be tested for both remotely & onsite basis.

The application tested for acceptance testing & Final Acceptance Testing is observed over one month for Stabilization, Reliability & Consistency of the solution. On being consistent, reliable and efficient over a period of time the solution is said to be declared Go-Live. The application & resources should be well equipped such that SI is able to comprehensively meet the SLA / performance requirements.

Go-Live

Go-Live is declared by WTL when the proposed solution becomes operational after successful conclusion of all acceptance tests to the satisfaction of the Department

Sign-off Deliverables

FAT Report signed off from the concerned department Go-Live report

Scope of Services - Operation and Maintenance Phase This phase starts from the successful completion of "Go-Live".

The SI is responsible for the Comprehensive maintenance of all components of the project for the Contract period of 3 years from the date of Go-Live.

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Success of the Project would rely on how professionally and methodically the entire Project is managed once the implementation is completed. From the Systems Integrator perspective, this is a critical phase since the quarterly payments are linked to the SLA's in the post implementation phases. System Integrator, thus, is required to depute a dedicated team of professionals to manage the Project and ensure adherence to the required SLAs.

Overview of Post Implementation Services

An indicative list of activities and nature of support to be provided is mentioned below:

System Administration and Trouble Shooting

- A. Overall monitoring and management of all IT infrastructure deployed by the SI
- B. Repair or replace infrastructure deployed for this Project.
- C. Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration and shall be approved by the Department
- D. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- E. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

Database Administration and Trouble Shooting

- A. Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing database schema, disk space, user roles, and storage.

Overall

- A. Undertake preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the State Departments, unless inevitable and approved by WBIDC / respective Departments.
- B. Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams
- C. Escalate and co-ordinate with its OEMs for problem resolution wherever required
- D. The SI shall be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc. of the State.
- E. Provide a centralized Helpdesk and Incident Management Support till the end of contractual period

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- F. Recurring refresher trainings for the users, training to new users and Change Management activities

Warranty Support – IT compute Infrastructure (for additional system software)

As part of the warranty services SI shall provide:

SI shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live for all equipments & project components.

SI shall provide the performance warranty in respect of performance of the installed software developed by the SI to meet the performance requirements and service levels in the RFP.

SI is responsible for sizing and procuring the necessary IT compute Infrastructure and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels.

During the warranty period SI shall maintain the systems and repair / replace at the installed site, at no charge

The SI shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA)

Monitoring and Management Services

The system integrator shall provide the following monitoring and management services for the DC/DR and for the help desk.

- ✓ Server Monitoring, Administration & Management Services
- ✓ Database Administration & Management Services
- ✓ Storage Administration & Management Services
- ✓ Backup & Restore Services
- ✓ Security Administration Services.

Server Monitoring, Administration & Management Services

The activities shall include but not limited to:

- ✓ Configuration of server parameters, operating systems administration and tuning.
- ✓ Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- ✓ Re-installation in the event of system crash/failures.
- ✓ Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- ✓ Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.
- ✓ Ensuring that the logs are backed up and truncated at regular intervals.
- ✓ Periodic health check of the systems, troubleshooting problems, analysing and implementing rectification measures.

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- ✓ Identification, diagnosis and resolution of problem areas and maintenance of assured SLA levels.
- ✓ Implementation and maintenance of standard operating procedures for maintenance of the infrastructure.
- ✓ Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- ✓ System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary., OS and application software platform installation, performance monitoring, fine tuning as per application requirement, coordination with software development team, etc.
- ✓

Database Administration & Management Services

The activities shall include but not limited to:

- ✓ End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- ✓ Management of changes to database schema, disk space, storage and user roles.
- ✓ Conduct code and configuration reviews to provide tuning inputs to relevant stakeholders for improving the application performance or resolve bottlenecks, if any.
- ✓ Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- ✓ Management of database upgrade or patch upgrade as and when required with minimal downtime.
- ✓ Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions
- ✓ DBA activities shall include tasks but not limited to database installation, configuration, replication, data protection services, performance monitoring, fine tuning, backup and restoration, etc
- ✓

Backup and Restore Services

The activities shall include but not limited to:

- ✓ Backup of operating system, database and application as per stipulated policies.
- ✓ Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- ✓ Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by department or in case of upgrades and configuration changes to the system.
- ✓ Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- ✓ Media management including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets.
- ✓ Ongoing support for file and volume restoration requests.
- ✓ A backup of all transactions shall be done so that in case of any disaster / emergency at the Data Centre, the DR will have all the data.
- ✓ SI shall be responsible for supply, install, test & commission of the backup storage of the archival of data.

Security Administration Services

The activities to be carried out under security administration shall include, but not limited to:

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- ✓ Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- ✓ Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor),
- ✓ Password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies, etc.
- ✓ Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, etc.
- ✓ Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- ✓ Respond to security breaches or other security incidents and coordinate with respective OEMs in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- ✓ Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- ✓ Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- ✓ Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001, ISO 20000 and BS 15000 guidelines.
- ✓ Investigate All Suspicious Activities. ...
- ✓ Maintain Secure Monitoring Tools. ...
- ✓ Liaise With And Delegate To The Rest Of The SOC Team. ...
- ✓ Review And Report On All Cybersecurity Processes. ...
- ✓ Keep All Security Programs And Resources Up To Date.
- ✓ Review, report, take corrective measures for all security incidents
- ✓

Liaison with stakeholders

The SI shall coordinate and liaise with the key stakeholders of the project such as Silpasathi Single Window authority, respective departments, Third party vendors engaged by the line departments for developing services covered under the Ease of doing business framework. Such coordination and liaison is highly critical to the success of the project.

Warranty and Support

The SI shall warrant that the IT Computing Infrastructure supplied for this Project shall have no defects arising from design or workmanship or any act or omission of the SI. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract.

The SI shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the SI shall apply latest upgrades for all the hardware components after appropriate testing. WTL will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the SI shall include the same.

The SI shall be held solely responsible for performance and service levels of any infrastructure deployed by the SI as part of this Contract.

Knowledge Transfer

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At the end of the Contract period, the SI will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the Contract with the SI. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Applications, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

Knowledge Transfer is an integral part of the scope of work of the SI. This will have to be done even in case the Contract with the Bidder ends or is terminated before the planned timelines.

Please note that the above requirements are only indicative but not exhaustive. If any other work involved in the assignment for the purpose of meeting the project objectives would be the responsibility of the SI.

33. PERFORMANCE BANK GUARANTEE (PBG)

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – P).

34. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES

Refer Section –A (Scope of Work & Responsibility)

35. NO WAIVER OF RIGHTS

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

36. GRAFTS, COMMISSIONS, GIFTS, ETC.

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WTL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

37. ENFORCEMENT OF TERMS

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

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38. PERIOD OF VALIDITY OF OFFER

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

39. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade License, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

40. DISCREPANCIES IN BID

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

41. BID DUE DATE

The online tender has to be submitted not later than the due date and time specified in the Important Dates Sheet. WTL may at its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WTL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

42. LATE BID

Any proposal received by WTL after the deadline for submission of proposals may not be accepted.

43. OPENING OF BID BY WTL

Bids shall be opened and downloaded electronically through operation of the process in the e-Tender portal in presence of Tender Committee. Bidders interested to remain present during electronic bid opening may attend the bid opening session at WTL premises at scheduled date & time.

44. CONTACTING WTL

Bidder shall not approach WTL officers beyond office hours and/or outside WTL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WTL office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WTL, it should be in writing following the procedure mentioned hereinabove.

45. WTL'S RIGHT TO REJECT ANY OR ALL BIDS

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WTL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

46. BID CURRENCIES

Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, cess etc.

47. PRICE

- Price should be quoted in the BOQ format only. No deviation is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WTL reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation & commissioning charges.

48. CANVASSING

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

49. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

50. FORMATS AND SIGNING OF BID

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory(ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words/figures completely.

51. WITHDRAWAL OF BID

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible bidders for any additional item(s) of work not mentioned herein, if so required.

52. INTERPRETATION OF DOCUMENTS

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

53. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.

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- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.
- g) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

54. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

WTL reserve the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.

55. FINAL INSPECTION

Final inspection will be carried by the authorized representative from WTL./ Department.

56. SITE INSPECTION

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from WTL in writing.

57. ERASURES OR ALTERNATIONS

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

58. COMPLIANCE WITH LAW

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

59. CLARIFICATION OF BIDS

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (fax/email) and no change in the substance of the bid shall seek offered or permitted.

60. DEEMED ACCEPTANCE

Deliverables will be deemed to be fully and finally accepted by the Department in the event Department has not submitted such Deliverable/Service Review Statement to Bidder/Implementation Partner before the expiration of the review period, or when Department uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").

61. QUALITY CONTROL

- The contractor is obliged to work closely with WTL and/or Department, act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WTL and the concerned Department from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold WTL and Department responsible.

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- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WTL/Department.
- WTL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WTL shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WTL does not relieve the contractor of the responsibility for quality control in all phases.
- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

62. GENERAL TERMS

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) Supporting technical brochures/catalogues indicating each feature in respect of offered model and make must be submitted along with the offer, in absence of which the offer is liable to be ignored.
- i) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- j) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- k) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- l) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- m) The customer/WTL at its discretion may extend the deadline for the submission of Bids.
- n) The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

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SECTION – E

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head in original)

To
Webel Technology Limited
Plot – 5, Block – BP, Sector - V,
Salt Lake City,
Kolkata – 700091.

Sub:Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/WBSDC/CE/21-22/ dated 00.00.2021, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have enclosed EMD / BID SECURITY remittance details for a sum of Rs.12000000.00
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Thanking you, we remain,

WEBEL TECHNOLOGY LIMITED

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, thisday of2021

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SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- After qualifying in Eligibility Criteria, the qualified bidders will only be considered for Financial Bid evaluation.

2. FINAL EVALUATION

Financial Proposal of the bidders qualifying in the evaluation of Eligibility Criteria will be evaluated. The bidder who has qualified in the Eligibility Criteria evaluation and returns with lowest quote (L1) in financial bid would normally be awarded the contract subject to Post Qualification.

3. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

4. POST QUALIFICATION

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures.

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SECTION – G

GUIDANCE FOR E-TENDERING

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

- **Registration of Bidder:**
Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- **Digital Signature Certificate (DSC):**
Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token.
- The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- **Participation in more than one work:**
A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.
- **Submission of Tenders:**
Tenders are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats)

The proposal should contain scanned copies of the following in two covers (folders).

Techno Commercial Cover:

Technical Document1 (scanned & join in pdf format then upload)

1. Copy of Remittance details of Earnest Money Deposit (EMD / BID SECURITY)
2. Copy of Remittance details of Tender Fee

Technical Document2 (scanned & join in pdf format then upload)

1. N I T Declaration duly stamped & signed in letter head, Section - Q
2. Bid Form as per format (Section – E)

Technical Compliance (scanned & joins in pdf format then upload)

1. Manufacturer Authorization Form

Financial Cover:

BOQ will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

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NON-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:

(In each folder, scanned copy will be uploaded with single file having multiple pages)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Certificate • PAN • Trade License • Document as per Section – B
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document as per Section – B • Document as per Section – B
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • Document as per Section – B
C	CREDENTIAL	CREDENTIAL 1	Order copy & performance certificate as per Section – B
		CREDENTIAL 2	<ul style="list-style-type: none"> • Other documents, if any • Support Service & Manpower as per Section - B
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> • List of Clients as per format (Section – O) • Support Service Centre & Manpower (Section – M)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – K)
		DECLARATION 3	Bidder's Details as per format (Section – L)
		DECLARATION 4	Details of Order Executed as per format (Section – J)
		DECLARATION 5	Document as per Section – B Financial document as per Section – B
F	FINANCIAL INFO	P/L & BALANCE SHEET 2016-2017	P/L & BALANCE SHEET 2017-2018
		P/L & BALANCE SHEET 2017-2018	P/L & BALANCE SHEET 2018-2019
		P/L & BALANCE SHEET 2018-2019	P/L & BALANCE SHEET 2019-2020
		P/L BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2020-2021

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SECTION – H

IT EQUIPMENT &NON-IT EQUIPMENT DETAILS

IT EQUIPMENT DETAILS:

Description	Qty	End date
CISCO Rack Server- UCS C480 M5	4	10-01-2024
CISCO Rack Server- UCS C240 M5	12	21-10-2023
CISCO Rack Server- UCS C240 M5	4	06-01-2026
CISCO Blade Server- UCS B200 M5	36	10-01-2024
CISCO Blade Server- UCS B200 M5	6	06-01-2026
CISCO Blade Chassis UCS 5108	6	10-01-2024
CISCO Blade Chassis UCS 5108	3	13-12-2023
CISCO Blade Chassis UCS 5108	1	06-01-2026
CISCO Fabric Interconnect	2	11-01-2024
CISCO Fabric Interconnect	2	06-01-2026
CISCO Fabric Interconnect	2	11-01-2024
REDHAT Ansible Tower by Red Hat, Premium	5	01-11-2023
REDHAT Red Hat Cloud Infrastructure, Premium (2-sockets)	24	01-11-2023
REDHAT Red Hat Cloud Infrastructure, Premium (2-sockets)	5	25-04-2025
REDHAT Red Hat Cloud Infrastructure (without guest OS), Premium (2-sockets)	6	01-11-2023
REDHAT Red Hat Cloud Infrastructure (without guest OS), Premium (2-sockets)	5	25-04-2025
REDHAT High Availability for Unlimited Guests	24	01-11-2023
REDHAT High Availability for Unlimited Guests	5	25-04-2025
REDHAT Red Hat Enterprise Linux Server with Smart Management, Premium (Physical or Virtual Nodes)	20	01-11-2023
REDHAT Red Hat OpenStack Platform (without guest OS), Standard (2-sockets)	2	18-06-2021
REDHAT Red Hat Insights	20	01-11-2023
REDHAT Red Hat Satellite Infrastructure Subscription	50	01-11-2023
REDHAT High Availability for Unlimited Guests	3	31-10-2026
REDHAT Red Hat OpenStack Platform with Smart Management, Premium (2-sockets)	3	31-10-2026
Trend MicroDDAN-Deep Discovery Analyzer	1	31-10-2023
Trend MicroDeep Security - Enterprise	150	31-10-2023
Trend Micro Apex One	150	31-10-2023
Trend MicroServerProtect Linux	150	01-11-2023
CA Client Automation - IT Client Manager	1	12-28-2023
CA Network Flow Analysis (NetQos / NFA)	1	12-28-2023
CA Privileged Access Manager (PAM)	1	12-28-2023

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CA Privileged Access Manager - Server Control (PAMSC)	1	12-28-2023
CA Service Management - Asset Portfolio Management	1	12-28-2023
CA Service Management - Service Desk Manager	1	12-28-2023
CA Spectrum	1	12-28-2023
DX Unified Infrastructure Management (Nimsoft / UIM)	1	12-28-2023
Description	Qty	End date
ASR1001-X	1	3-Oct-22
ASR1001-X	1	3-Oct-22
N9K-C9504	1	21-OCT-2023
N9K-C9504	1	21-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180LC-EX	1	27-OCT-2023
N9K-C93180LC-EX	1	27-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C9348GC-FXP	1	27-OCT-2023
N9K-C9348GC-FXP	1	27-OCT-2023
N9K-C9348GC-FXP	1	27-OCT-2023
N9K-C9348GC-FXP	1	27-OCT-2023
N9K-C9348GC-FXP	1	27-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023

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N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93180YC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
N9K-C93108TC-EX	1	13-OCT-2023
HPE 1950 12XGT	1	26-Dec-44
HPE 1950 12XGT	1	1-Dec-44
HPE RPS 800	1	28-Dec-20
HPE RPS 800	1	28-Dec-20
APIC Appliance	1	6-Jan-24
APIC Appliance	1	6-Jan-24
APIC Appliance	1	6-Jan-24
FMC1000-K9	1	23-Oct-23
FPR4110-NGFW-K9	1	27-OCT-2023
FPR4110-NGFW-K9	1	27-OCT-2023
AVX-10650	1	26-Sep-23
VAPV	1	26-Sep-23
VAPV	1	26-Sep-23
VAPV	1	26-Sep-23
AVX-10650	1	26-Sep-23
VAPV	1	26-Sep-23
VAPV	1	26-Sep-23
VAPV	1	26-Sep-23
Check Point 23500	1	12-Jun-24
Check Point 23500	1	12-Jun-24
Smart-1 410	1	13-Jun-24
Check Point TE1000X	1	13-Jun-24
Check Point TE1000X	1	13-Jun-24
DDoS Protector 3006	1	10-Sep-24
DDoS Protector 3006	1	10-Sep-24
Commvault Backup Software 11.20.64	40 TB	28-11-2023
OverlandNEO XL-Series	1	28-11-2023
Cisco MDS 9148S (SAN)	4	19-Oct-23
Cisco MDS 9148S (SAN)	2	06-Jan-2026
NetApp AFF-A700	220 TB	30-Nov-23
Hitachi SAN Storage	121.08	31-Mar-21

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	TB	
Cisco MDS 9134(SAN)	2	17-May-2018
Cisco MDS 9148(SAN)	4	17-May-2018

Old SDC Cloud Server – 4 nos :

Description	Qty
HP DL560 Gen9 CTO Mod-X	1
HP DL560 Gen9 CTO Mod-X	1
HP DL560 Gen9 CTO Mod-X	1
HP DL560 Gen9 CTO Mod-X	1

NON-IT EQUIPMENT DETAILS:

S/N	Equipment Description	Make	Model	Quantity	Date of Installation	Warranty upto
1	Main LT Panel	Schneider Electric	Master Pact NT/NW	1	20-05-2019	19-05-2024
2	PAC DB (RAW Power DB)	Schneider Electric	Compact NSX	1	21-05-2019	20-05-2024
3	UPS DB-P (200 KVA)- New	Schneider Electric	Compact NSX	1	22-05-2019	21-05-2024
4	UPS DB-S (160 KVA) - Existing	Schneider Electric	Compact NSX	1	23-05-2019	22-05-2024
5	UPS DB (20 KVA)	Schneider Electric	Compact NSX	1	24-05-2019	23-05-2024
6	DG SYNC PANEL	Schneider Electric	Master Pact NT/NW	1	20-05-2019	19-05-2024
7	Incomer-1 GF	Schneider Electric	Master Pact NT/NW	1	20-05-2019	19-05-2024
8	Incomer-2 GF	Schneider Electric	Master Pact NT/NW	1	20-05-2019	19-05-2024
9	Server DB Primary	Schneider Electric	Master Pact NT/NW	4	20-05-2019	19-05-2024
10	Server DB Secondary	Schneider Electric	Master Pact NT/NW	4	20-05-2019	19-05-2024
11	Metal Detector	Samarth	106F	1	20-05-2019	19-05-2024
12	Luggage Scanner	VEHANT	Kritiscan 6040	1	20-05-2019	19-05-2024
13	LED MONITOR for CCTV Display	Samsung	LS24F350FWXXL	3	20-05-2019	19-05-2024
14	Video Display for NOC	LG India Pvt Ltd	47LV35A	6	20-05-2019	19-05-2024
15	Video Display Wall controller	Aten	VM1600A	1	20-05-2019	19-05-2024
16	Network Switch	CISCO	SG300-52P-K9	1	20-05-2019	19-05-2024
17	Laserjet Printer	HP	M126NW	2	20-05-2019	19-05-2024
18	LCD Projector	EPSON	EB-X41	1	20-05-2019	19-05-2024
19	Media Safe	Godrej	Apollo-M	2	20-05-2019	19-05-2024
20	Addressable Fire Alarm	Siemens	FC2025	1	20-05-2019	19-05-2024

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	Control Panel					
21	Multicriteria Detector	Siemens	FDOT421	82	20-05-2019	19-05-2024
22	Monitor Module	Siemens	HTRI-S	10	20-05-2019	19-05-2024
23	Manual Call Point	Siemens	HMS-S	8	20-05-2019	19-05-2024
24	Sounder Cum Strobe	Siemens	ZH-MCR	7	20-05-2019	19-05-2024
25	Control Module	Siemens	HTRI-R	30	20-05-2019	19-05-2024
26	Fault Isolator Module	Siemens	HLIM	3	20-05-2019	19-05-2024
27	WLD Panel	Synopsis	T103	3	20-05-2019	19-05-2024
28	WLD Hooter			3	20-05-2019	19-05-2024
29	VESDA	Siemens	FDA221	3	20-05-2019	19-05-2024
30	VESDA Power Supply	Sanster		3	20-05-2019	19-05-2024
31	Rodent Panel	Synopsis	24 BL	3	20-05-2019	19-05-2024
32	Transducer	Synopsis	R-Scat	58	20-05-2019	19-05-2024
33	FSS Panel	Ravel	RE-120GR	3	20-05-2019	19-05-2024
34	Access Controller	Siemens	ADD5100	1	20-05-2019	19-05-2024
35	Fire Suppression Cylinder			15	20-05-2019	19-05-2024
36	Fire Suppression Cylinder Nozzle			15	20-05-2019	19-05-2024
37	Abort Switch			3	20-05-2019	19-05-2024
38	Release Switch			3	20-05-2019	19-05-2024
39	FSS Hooter			3	20-05-2019	19-05-2024
40	Card Reader With PIN Pad	HID	iClass RK40	1	20-05-2019	19-05-2024
41	Push Button	EBELCO	EBP-S01A	1	20-05-2019	19-05-2024
42	Card Reader	HID	iClass SE	18	20-05-2019	19-05-2024
43	Emergency Break Glass	Agni		10	20-05-2019	19-05-2024
44	EM Lock	Algatech	ALAUL275CDP	10	20-05-2019	19-05-2024
45	NVR	HIKVISION	DS-7616NI-K2/16P	3	20-05-2019	19-05-2024
46	CCTV CAMERA	HIKVISION	DS-2CD1123G0-I	44	20-05-2019	19-05-2024
47	CD-DVD Player	SONY	DVP-SR660P	1	20-05-2019	19-05-2024
48	Plena Massage Manager	BOSCH	LBB1965/00	1	20-05-2019	19-05-2024
49	Plena System Pre Amplifier	BOSCH	LBB1925/10	1	20-05-2019	19-05-2024
50	Plena Amplifier	BOSCH	LBB1930/20	1	20-05-2019	19-05-2024
51	12 W Volume Controller	BOSCH	LBC1400/10	1	20-05-2019	19-05-2024
52	6 Zone Selection Controller with Microphone	BOSCH	LBD0606/10	1	20-05-2019	19-05-2024
53	PA SPEAKER	BOSCH	LBD 0606/10	17	20-05-2019	19-05-2024
54	PA System RACK	NETRACK	WM-9-550500	1	20-05-2019	19-05-2024
55	CCTV Rack	NETRACK	WM-6-550500	1	20-05-2019	19-05-2024
56	Temperature Sensor	Siemens	QAA2012	8	20-05-2019	19-05-2024
57	Dual Door Interface	Siemens		12	20-05-2019	19-05-2024

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58	25 Tr PAC Indoor Unit	Schneider Electric	TDAV2842AN40-1	6	20-05-2019	19-05-2024
59	25 Tr PAC Outdoor Unit	Schneider Electric	CAP5002PN410-1	6	20-05-2019	19-05-2024
60	2 Tr CAC Indoor Unit	Panasonic	CS-LC24UKYD	20	20-05-2019	19-05-2024
61	2 Tr CAC Outdoor Unit	Panasonic	CU-LC24UKY	20	20-05-2019	19-05-2024
62	200 KVA UPS	Eaton	93PR-200	2	20-05-2019	19-05-2024
63	20 KVA UPS	Eaton	93E-20-D-MBS	2	20-05-2019	19-05-2024
64	Isolation Transformer	Magnetic & Control	IT 300	2	20-05-2019	19-05-2024
65	SMF Battery for 200 KVA UPS	Amaran	Quanta 12AL200N	2	20-05-2019	19-05-2024
66	SMF Battery for 20 KVA UPS	Amaran	Quanta 12AL042	2	20-05-2019	19-05-2024
67	ATS for PAC 1	L&T	CX2- CO2-125	6	20-05-2019	19-05-2024
68	ATS for Rack	Eaton	EATS16N	8	20-05-2019	19-05-2024
69	DCE SERVER	Dell/SE	OEMR XL R230	1	20-05-2019	19-05-2024
70	ADP MACHINE -SERVER (DCO)	Dell	PowerEdge R530	1	20-05-2019	19-05-2024
71	Computer server (ITO)	Dell	PowerEdge R230	1	20-05-2019	19-05-2024
72	AI ENGINE R330 (Cooling Server)	Vigilent/Dell	OEMR XL R330	1	20-05-2019	19-05-2024
73	Fire Extinguisher	Flame Cool	ABC Type	6	20-05-2019	19-05-2024
74	380 kVA Diesel Generator (DG)	Cummins	380 kVA	3	01-07-2021	30-06-2022
75	160 kVA Uninterrupted Power Supply (UPS)	Emerson/Vertiv	Hipulse	3	01-07-2021	30-06-2022
76	20 kVA Uninterrupted Power Supply (UPS)	Emerson/Vertiv	7400M	2	01-07-2021	30-06-2022
77	160 kVA Battery Bank	Amaron	2 V 375 AH	612		
78	20 kVA Battery Bank	Amaron		68		
79	22 Tr Precision AC	Emerson/Vertiv	PEX380EC	4	01-07-2021	30-06-2022
80	Water Leake Detection System (WLD) Panel	Honeywell		2	26-09-2020	25-09-2024
81	Water Leake Detection System (WLD) Hooter	Honeywell		2	26-09-2020	25-09-2024
82	Very Early Smoke Detection (VESDA) Apparatus	Extralis		1	26-09-2020	25-09-2024
83	Very Early Smoke Detection (VESDA) Apparatus Hooter	Extralis		1	26-09-2020	25-09-2024
84	Closed Circuit Television Cameras (CCTV)	Hikvision		22	26-09-2020	25-09-2024
85	Fire SuppretationSystem	Honeywell		2	26-09-2020	25-09-2024
86	Fire Detectors	Siemens	FDOT421	77	26-09-2020	25-09-2024
87	Card Reader	HID		8	26-09-2020	25-09-2024
88	Pin Pad Reader	HID		3	26-09-2020	25-09-2024
89	Biometric Reader	Morpho		2	26-09-2020	25-09-2024

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90	RoddentRepelant System	Honeywell		5	26-09-2020	25-09-2024
91	Building Management System (BMS) RACK	Honeywell		3	26-09-2020	25-09-2024
92	Manual Call Point	Siemens		10	26-09-2020	25-09-2024
93	NVR	Hikvision		2	26-09-2020	25-09-2024
94	Building Management System (BMS) Server	Siemens		1	26-09-2020	25-09-2024
95	Public Address (PA) System	BOSCH		1	26-09-2020	25-09-2024
96	Speaker	BOSCH/AHUJA		31	26-09-2020	25-09-2024
97	Fire Proof Enclosuer for Media Storage	Godrej		1		
98	2 Tr Comfort Air Conditioning System (CAC)	Voltas		13		
99	Low Tension (LT) Panel	Shree Electricals		1	01-07-2021	30-06-2022
100	UPS Output Panel	Shree Electricals		1	01-07-2021	30-06-2022
101	PAC Panel	Shree Electricals		2	01-07-2021	30-06-2022
102	Server Distribution Box	Shree Electricals		4	01-07-2021	30-06-2022
103	Comfort Air Conditioning System (CAC) Distribution Board (DB)	Shree Electricals		2	01-07-2021	30-06-2022
104	Emergency Lighting Distribution Box	Shree Electricals		1	01-07-2021	30-06-2022
105	Raw Power Distribution Box	Shree Electricals		1	01-07-2021	30-06-2022
106	UPS Distribution Box	Shree Electricals		1	01-07-2021	30-06-2022
107	Cold Aisle Containment	Schneider		3	20-05-2019	19-05-2024
108	ACTIVE FLOOR MODULE	Schneider		8	20-05-2019	19-05-2024
109	RoddentRepelant System	Jayfire		5	26-09-2020	25-09-2024
110	Building Management System (BMS) Panel	Siemens		1	26-09-2020	25-09-2024
111	LCD Screen	SAMSUNG		1	26-09-2020	25-09-2024
112	Public Address (PA) System	Bosch		1	26-09-2020	25-09-2024
113	DVD System	Philips		1	26-09-2020	25-09-2024
114	Fire Panel	Siemens		1	26-09-2020	25-09-2024
115	Acces Control Panel	Siemens		1	26-09-2020	25-09-2024
116	Hand Held Fire Extinguisher	Honeywell		14(10 in DC, 4 in DG Fuel House)		

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SECTION – I

BILL OF MATERIAL

SL. Nos.	Item Description		Qty
1	HPE Storage DC (Primera 650) - 450TB upgrade to 650TB (+100TB SSD + 100TB SAS)	Lot	1
2	Netapp Storage DC (AFF-A700) - 170TB upgrade to 430TB (+260TB SSD)	Lot	1
3	Blade server with 2 x Intel 6238R 2.2GHz/165W 28C/38.5MB, 1536GB DDR4 2933MHz mem, 2x960GB 12G SAS 10K RPM SFF HDD, 12G SAS RAID controller with Drive bays	Nos	18
4	Blade Chasis with converged network connectivity for 4x32GB FC, 4x10G FCOE and 2x40G connectivity, Redundant 2500W Platinum AC Hot Plug Power Supply	Nos	3
5	Rack Server with 2 x Intel latest generation Xeon® Gold Ice Lake Processors with minimum 2.0 Ghz& 32Core per socket and 48 MB Cache., 768GB DDR4 2933MHz mem, 4x1.2TB 12G SAS 10K RPM SFF HDD	Nos	5
6	Red Hat Cloud Infrastructure, Premium (2-sockets) with support for 3 years	Nos	10
7	High Availability for Unlimited Guests with support for 3 years	Nos	10
8	DCO, Capacity & ITO Software License for DCIM - 20 Each	Lot	1
9	EDB Postgres Enterprise Unicore per year license - Production DB Support Plan for 3 years	Nos	16
10	EDB Postgres Enterprise Unicore per year license - Replica DB Support Plan for 3 years	Nos	16
11	EMS Software per device for 3 years (as per technical spec.)	Nos	200
12	Red hat Enterprise Linux Standard for virtual Datacenters with 1 Yr Standard Subscription for 3 years	Nos	10
13	Red hat Openshift Container Platform (Bare Metal Node) with run time, Premium, 1-2 Nodes upto 64 Cores for 3 years	Nos	4
14	Version Control Software with Functional test automation - 10 Concurrent User, Load runner professional foundation - qty 1 (500 virtual users) and Application Life Cycle Manager - 10 concurrent user license with support for 2 years	Lot	1
15	MS SQL Standard Latest version	Nos	2
16	My SQL enterprise version (3 years)	Nos	2
17	Lotus Domino Email softaere with 500 user mail box	Set	1
18	DDOS First 2 Years - BOQ - DDoS Protector appliance with SME Dual Power Supply DC	Nos	2
19	10Gbps Pluggable Optics (XFP) Multimode SR for DDOS	Nos	2
20	Deployment of DDoS Protector in basic configuration at the customer site, including configuration, testing and tuning	Nos	2

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21	DDoS Management VA2 Virtual Appliance for management of 2 DDoS Protector physical devices for 2Y	Nos	2
22	SOAR (Security Orchestration Automation Response) - Simplify Platform Base Package Premium. Includes: 2 years License for Platform, 3 analyst seats, 5 Advanced Reporting Users, 24x7 Premium support for 2 Years including implementation & training	1	1
23	Deep Security Software - Deep Security - Enterprise - per Server (VM)	Nos	150
24	DDAN-Deep Discovery Analyzer	Nos	1
25	VTL SYSTEM,DD4200,CTL,NFS,CIFS - CAPACITY UPGRADE to 75TB	Nos	1
26	Integration of VTL with Commvault Tape Library	Lot	1
27	UPS 80 KVA with 30 mins battery backup for uninterrupted power supply to active tiles with necessary electrical cabling	Nos	1
28	LTO 7 Tapes for Data Backup	Nos	100
29	Rack Containment Zone Net Work and Server Racks - Supply, Installation, Testing & Commissioning of 42U Server Cabinet with Extruded Aluminium Profile based frame with top panel; having Static load bearing capacity of 1300 Kg as per Tender specifications. . Dimensions: 2100mm x 750mm x 1200mm all complete as required and as per detailed specifications. Racks, PDUs, containment should be from same OEM.	Nos	14
30	Active tiles for 2nd,3rd & 4th containment	Nos	16
31	Perforated tiles for 3rd & 4th containment	Nos	20
32	Supply, Installation, Integration with existing infra, Testing & Commissioning of 42U Server Cabinet Extruded Aluminium Profile frame with top panel; having static load bearing capacity of 1300 Kg as per Tender specifications. . Dimensions: 2200mm x 800mm x 1200mm all complete as required and as per detailed specifications. Racks, PDUs, containment should be from same OEM	Nos	1
33	Supply, Installation, testing and intregation with existing infra, Commissioning &Intregation of Single Phase 32 A , 7 kW Zero U Vertical Rack IPDU with combination of C 13 and C 19 sockets of total 36 Nos. VDE Certified & ROHS Compliant as per technical specifications	Nos	28
34	Supply, Installation, Testing and intregation with existing infra, Commissioning of Universal Cold Aisle Containment including wall beams, end-of-row frames, dual sliding doors with provision for CCTV Cameras , FAS detectors (Width - 1200mm), necessary passive cabling, all complete as required and as per detailed specifications.(for existing and new containment)	Set	1
35	Supply, Installation, Testing and intregation with existing infra, Commissioning of CCTV camera near BMS corridor, 4kl UG Fuel tank, First floor entry, Landing room	Nos	5
36	Dismantling of existing false celing and existing electrical wiring, DBs, Fire fighting system and Modification of AC duct and opening of Exit Door at DR Site	LS	1

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37	<p>Mineral Fiber Ceiling False Ceiling of Mineral fiber board at appropriate height should be installed concealing any cabling tray and electrical lighting wiring in all areas except server/network room. The False Ceiling tile should be Dust free type and of Noncombustible material. 1200 mm cross tee at every 600 mm c/c and 600mm cross tee at every 1200mm c/c max and wall angle all around the wall to form a grid of 600 mm x 600 mm and suspending the grid using 2mm GI rod and 6 mm raw plug at every 1200 mm intervals at the main tee and laying the Ceiling tiles of size 595 mm x 595 mm x 15 mm over the formed grid having fire rating of 60 minutes as per BS 476/23 of 1987, Noise reduction Coefficient (NRC) of 0.50-0.60, to resist temperature and humidity conditions up to 40degree (104deg. F) and humidity of 99% RH should be installed. All overhead cable trays will be secured to a rigid frame that carries the load either to the roof structure or to the floor slab.</p>	Sqft	600
38	<p>Metal Ceiling for Server Room False Ceiling of Metal board at appropriate height should be installed concealing any cabling tray and electrical lighting wiring in all areas except server/network room. The False Ceiling tile should be Dust free type and of Noncombustible material. 1200 mm cross tee at every 600 mm c/c and 600mm cross tee at every 1200mm c/c max and wall angle all around the wall to form a grid of 600 mm x 600 mm and suspending the grid using 2mm GI rod and 6 mm raw plug at every 1200 mm intervals at the main tee and laying the Ceiling tiles of size 595 mm x 595 mm x 15 mm over the formed grid having fire rating of 60 minutes as per BS 476/23 of 1987, Noise reduction Coefficient (NRC) of 0.50-0.60, to resist temperature and humidity conditions up to 40degree (104deg. F) and humidity of 99% RH should be installed. All overhead cable trays will be secured to a rigid frame that carries the load either to the roof structure or to the floor slab.</p>	Sqft	600
39	<p>Raised Floor- Supply & Installation of stepped raised floor .The floor panels shall be of size 600mm x 600mm fabricated entirely from non-combustible component which shall be 100% interchangeable and shall consist of flat steel top sheet, resistance welded to steel bottom section finished with anti corrosive and conductive paint. Pedestal assembling: Consisting of 100x100x2 mm thick galvanized MS base plate die-pressed fully welded to 1.6mm thick galvanized MS pipe to engage the Pedestal head assembly. The Pedestal head shall be 90x90mm, 4mm thk assembly consisting of an embossed steel plate having 4 holes with 6mm thk tapping for fastening of stringer and locating of Tile. Care to be taken to achieve the zero levelling.</p>	Sqft	600
40	Double Cup Tile Puller	Nos	2
41	<p>Ramp: Its sub floor elements must be sufficient to support fully loaded heavy equipment weighing at least 1600 kilograms. Ramp will be having lines with non-skid type mats on lining. The angle of inclination for ramp should not be more than 10 degrees.</p>	Job	1

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42	<p>Steps: Providing steps at the location shown in layout to match raised floor level to true floor level. The steps will be having lines with non-skid type mats on lining. The height of single step should not be more than 250 mm and width should not be less than 250 mm.</p>	Job	1
43	Thermal insulation with 19 mm Nitrel rubber	Sqft	1400
44	<p>Providing and Applying approved Emulsion Low VOC paint in three or more coats of approved brand and shade to internal surfaces (walls / partitions/ ceiling or any other location as directed), to give an even shade to the approval of the engineer, including Putty & thoroughly brushing the surface free from foreign matter, sand papering smooth, filling in all holes and cracks, applying lambi / palti and rubbing down the surface, lambi/paltis and with two coats of approved primer, rate to include all tools, labour, scaffolding, primer as required completed as directed by the engineer.</p>	Sqft	6400
45	Fire Rated Paint with putty work for Server Room and Electrical Room	Sqft	2500
46	<p>Fire Rated Partition : Providing and fixing in position full height partition wall of 100 mm thick fire line gyp-board partition using 12.5 mm thick double fire line gypboard on both sides with GI steel metal vertical stud frame of size 50 mm fixed in the floor and ceiling channels of 50 mm wide to provide a strong partition. Glass wool insulation inside shall be provided as required. Fixing is by self-tapping screw with vertical studs being at 610 mm intervals. The same should be inclusive of making cut-outs for switch board, sockets, grill etc. It shall also include preparing the surface smoothly and all as per manufacture's specification etc. finally finishing with one coat of approved brand of fire resistant coating. (Server Room and Electrical Room)</p>	Sqft	2040
47	<p>Non Fire Rated Partition : Providing and fixing in position full height partition wall of 100 mm thick gyp-board partition using 12.5 mm thick double fire line gypboard on both sides with GI steel metal vertical stud frame of size 50 mm fixed in the floor and ceiling channels of 50 mm wide to provide a strong partition. Glass wool insulation inside shall be provided as required. Fixing is by self-tapping screw with vertical studs being at 610 mm intervals. The same should be inclusive of making cut-outs for switch board, sockets, grill etc. It shall also include preparing the surface smoothly and all as per manufacture's specification etc. finally finishing with one coat of approved brand of fire resistant coating.</p>	Sqft	1050
48	Fire rated door 2400 x 1500 double leaf in equal door	nos	2
49	Panic bar for fire exit door	nos	1
50	Fire rated door 2400 x 1000 single leaf	nos	2
51	Main Flash Door at Data Centre Entrance double leaf 1500 x 2400	No	1
52	BMS and Manager Room Flash Door single leaf 1000 x 2400 mm	Nos	1
53	Liner work station	nos	4
54	Hydrolic lo back chair	nos	10
55	Cleanning & house keeping till hand over the project including debris cleaning and out from site.	job	1

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56	Sinages as required considering all rooms, Danger plat, Push, Pull, Fire exit, Emergency exit,	job	1
57	Drawing & Design cost	Job	1
58	Strutural Steel with Stair case	LS	1
59	Main Power Distribution Panel : Supply Installation testing commissioning for Main Data Centre Panel. making of CRCA powder coated sheet, Having Incommer 200 A 4 pole MCCB with 36 KA. Out Going : 100 A 4 pole MCCB 3 nos, 63 A 4 pole MCCB 4 Nos, 32 A 4 pole MCB 6 nos, with multifunction meter with communication port (RS 485) & R,Y, B, ON, OFF, Trip Indication LED lamps & 500 A rated Aluminium bus bar.	nos	1
60	UPS Output Panel : Incomer 2 Nos 100A 4 Pole MCCB with Metering (MFM with RS 485 Port , Indication lamp and control MCBs) Outgoing 32A DP 18 Nos	nos	1
61	Lighting DBs, BMS DBs and Raw Power DBs	Nos	3
62	4 Run X 25 sq.mm. copper flexible cable for 40 KVA UPS Input and Output cable	Mtr	100
63	4 Core 240 sq.mm. AL. Armured cable Incomer Supply	Mtr	100
64	4 Run X 10 sq.mm. copper flexible cable for Lighting DB, Power DB , BMS DBs and PAC	Mtr	600
65	50 sq.mm. copper flexible cable for earthing.	Mtr	300
66	3 Core X 4 sq.mm. copper flexible cable for server rack	Mtr	150
67	Supply laying and commissioning of power points by 25 mm PVC conduit and 2.5 sqmm copper wire for power points and 1.5 sq.mm copper wire for lights points including modular switch sockets & all accessories.	points	25
68	Supply fixing and commissioning of power points for server racks including 32 A 3 pin industrial socket	nos	10
69	Supply Installation testing commissionong of chemical earthing with 17.5 sq.mm. copper bonded pipe for electrod, chemical compund as per ISI, Chamber High duty Polycarbonet cover etc.	nos	6
70	Supply and fixing of 25 x 6 mm G.I Strip for	Mtrs	300
71	Earh Bus bar box with copper strip	Nos	2
72	10 sqmm single core cable for DGs earthing, UPS earting and server Rack earthing	Mtrs	150
73	Light Point wiring with 3 x 1.5 sqmm copper flexible wire and PVC conduit with modular switch & accessories	Points	30
74	Light fixture 36W 2ft x 2 Ft LED tupe	Nos	24
75	Occupency Sensor	Nos	6
76	Cable tray and raceway :		
77	300 x 50 mm Ladder G.I cable tray with support arrangement	Mtrs	150
78	200 x 50 mm G.I perforated cable tray with support arrangement (Power)	Mtrs	100
79	200 x 50 mm G.I perforated cable tray with support arrangement (Data)	Mtrs	40
80	MS structural Steel for cable tray support and Panel Base Frame	KG	300

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81	Supply & Laying of Anti static rubber mate 1.1 kv tested for electrical room as per ISI	nos	2
82	Shock Treatment chart	nos	2
83	First Aid Box	nos	1
84	Cost for developping of all GFC & As built drawings as per recomendated size encludingdesign .	Job	1
85	UPS 3x20 KVA Moduler UPS with 30 mins battery backup and all accessories (expandable upto 4x20 kva)	Set	1
86	Precision AC for Server Room - Supply of Variable speed DC brushless Inverter compressor based Precision Air Conditioning Units; with totally Double skin side panels with min 15mm 32 Kg/ cum PU sheet internal insulation , Bottom discharge type complete with dynamically balanced fan driven by Electronically Commutated (EC) motor, hydrophilic coated slant/flat cooling coil. The unit shall be equipped with high efficiency filters(G4) of minimum 100mm thick, micro processor based programmable logic controller, Liquid receiver, Oil Separator, LLSV, NRV, SS drain tray with nitrile rubber insulation , AL strip Heater & modulating Electrode steam Humidifier etc. Factory performance Testing (FAT) shall be carried in presence of Customer's Representative. PAC should have provision for connecting separate input power of UPS power for fans and controller; Raw power for other components. 10.5TR NET Sensible Capacity@ 7000 CFM at 25 Pa ESP ; based on Return air conditions: 35 +/-1 Deg. C, RH 25% and ambient temperature	Nos.	2
87	G I hard drawn drain piping	RMT	20
88	Supply, installation, testing & commissioning of GI class 'B' cut to required lengths and installed with all screwed joints, and providing and fixing in position with the necessary elbows, tees and reducers as per specifications. It shall be insulated with 9 mm thk nitrile rubber insulation. Humidifier Piping (assumption of 40 RMT/unit) 25mm dia all complete as required.	RMT	20
89	Supply, Lifting, shifting, & Installation of MS Stands for indoor PAC units with rubber pads. The frame shall be painted with one coat of metal primer two coats rust proof Epoxy Paint. The stand shall be Height adjustable type \pm 25mm for Server Room stands all complete as required.	Nos	2
90	REFRIGERANT PIPING: Hard copper piping (7/8" Liquid + 1 1/8" Gas) along with closed cell elastomeric nitrile rubber insulation. Refrigerant pipe cost shall incude required neccessary supporting arrangement of hanging , wall fixed type. cost of wall chasing/ breaking and finish, etc all complete as required.	RMT	30
91	Refrigerant gas R410A all complete.	Lot	2
92	Refrigerant Oil all complete as required.	Lot	2
93	Supply, Laying, installation, Testing & Commissioning of Interconnection cable(3C X2.5 SQ MM, Armoured Cable) between Indoor & Outdoor units all complete.	RMT	50
94	Seq CAT6 cable for multiple Indoor units all complete.	RMT	20
95	Supply & Installation of MS Stands for outdoor PAC condenser units with rubber pads. The frame shall be painted with one coat of metal primer and two coats rust proof Epoxy Paint all complete.	Nos	2

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96	Providing and Fixing of Fire Sealant to close the cut-outs of Cables, refrigerant pipes and tray all complete as required.	Lot	1
97	Copper piping with electrical wirings for the above	Nos	8
98	IT Hardware Requirement at DR Site: Blade Server AC2 Chassis with fans (As per details specification shared seperately	Nos	2
99	Blade With 02 CPU, 1TB Memory, 2*960GB SSD	Nos	6
100	SAN Switch : 16G FC switch, w/ 48 active ports + 16G SW SFPs	Nos	2
101	Certificate Server/Rack Server	Nos	4
102	Desktop Computer set	Nos	4
103	L3 Switch 48 port	Nos	2
104	L2 Switch	Nos	3
105	Router	Nos	2
106	IT Software Requirement at DR Site: Red Hat Cloud Infrastructure, Premium (2-sockets with guest OS) open Stack with Smart Management	Nos	3
107	High Availability for Unlimited Guests	Nos	3
108	VMware vCloud Suite Subscription- per CPU per year Commitment Plan - 60 month Prepaid + Vcentre 1 Nos	Nos	4
109	EMS Software per device/VM for 5 years	Nos	50
110	Deep Security - Enterprise - per Server (VM) for 5 years	Nos	20
111	Redhat Enterprise Linux Standard for virtual Datacentres with 1 Yr Standard Subscription for 5 years	Nos	2
112	SAN Storage Capacity Requirement at DR Site: HPE SAN Storage(Primera 650) with 650 TB (NL SAS)+ 50 TB SSD	Lot	1
113	NetApp SAN Storage (AFF-A700) with 430 TB (NL SAS) + 100 TB SSD features mentioned below	Lot	1
114	Enterprise Firewall as per specification mentioned/Equivalent	Nos	1
115	24 Port (all) PoE+(190W) switch with 2 SFP uplink ports for CCTV	Each	1
116	10M HDMI CABLE.	Mtr.	5
117	Performance Lite 2 MP IP Eyeball Camera Fixed lens.	Each	10
118	CAT 6 Cable	RMT	1000
119	Performance Lite 2 MP IP Bullet Camera Fixed lens.	Each	2
120	H265 4K 32CH NVR NO POE.	Each	1
121	Conduit 25 mmm PVC	RMT	600
122	49" Colour Monitor Industrial duty	No	1
123	9 U Network Rack	nos	1
124	2 door access Controller	nos	3
125	Supply of SMPS for Door Controller.	Nos.	4
126	Supply & Installation of Door controller Enclosour.	Nos.	3
127	Biometric Reader	Nos.	2
128	Card Reader	Nos.	4
129	Supply of "L" and "U" Bracket.	Nos.	4
130	Double Door EM Lock 600 lbs with LED	Nos.	2
131	Z bracket for 600lbs EM Lock.	Nos.	8

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132	600lbs electromagnetic lock unmonitored type 12V LED Lamp Only for Singleleaf door.	Pcs.	4
133	MAGNETIC CONTACT 2 WIRE.	No.	8
134	Supply of ACS Workstation Intel® Quad Core, 2.8GHz or higher, 8 GB RAM, 100 GB free disk space, Dual Ethernet 10/100MBs, Software Requirements: * Microsoft Windows 10 (Enterprise) 64-bits * Microsoft .NET Framework v4.0	Set	1
135	Exit Button 3 inches X 1 inch.	Mtr.	6
136	Smart Access Card	Nos	25
137	Access Control software	nos	1
138	Supply Installation Testing & Commissioning of addressable Optical Smoke Detector, Smoke Detection by : Photo-electric light scattering.	Nos	34
139	Supply Installation Testing & Commissioning of addressable Heat Detector, Detection Technology : Thermistor / ROR	Nos	2
140	Supply Installation Testing & Commissioning of Addressable Manual call point with built in isolator and DIL switch for Address Setting	Nos	6
141	Supply Installation Testing & Commissioning of The Loop Powered 100 dB Sounder Base with Beacon	Nos	5
142	Supply Installation Testing & Commissioning of Addressable Control Module	Nos	6
143	Supply Installation Testing & Commissioning of Addressable Monitor Module	Nos	3
144	Supply Installation Testing & Commissioning of Addressable Isolator module	Nos	2
145	Supply Installation Testing & Commissioning of 2 Loop Fire Alarm Panel with 126 Addresses per Loop, Battery and accessories as per requirement. Battery Back-up	Nos	1
146	2 core x 1 sqmm Copper Flexible FRLS Cable	Mtrs	500
147	20 mm PVC Conduit	Mtrs	200
148	ABC Type Fire Extingusher 5 Kg	Nos	6

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149	SITC of short wavelength laser based ultra high sensitive aspiration smoke detector with resolution of 0.00006% obs/ft (0.0002% obs/m,), 4 pipe inlets, shall support minimum 100 meters pipe length per pipe inlet with cumulative pipe length up to 550 meters for one single detector, 4 alarm levels, optional auto cleaning mechanism for detection chamber, on-board dual stage filter with memory, built-in event memory of 20000 events, pipe wise 4 stage flow monitoring, LED indications for alarm and fault conditons. Detector shall support as an inbuilt colour touch screen 3.5" display for status monitoring including smoke level bar graph, analytics to determine nature of sampled airborne particles (dust, diesel & PVC wire burning), connectivity using RS485 & TCP/IP, Wi-Fi support for monitoring using smart phones, connection of additional displays for remote monitoring.	LOT	1
150	SITC of Power Supply units - Power supply unit with 110/230VAC input and 18 to 29VDC output. The power supply unit has the following indications: OK - Green LED and Fault - Yellow LED Power supply unit should have capacity to operate on battery backup in case of AC mains failure & should have built in charging circuit for batterys.	No	1
151	SITC of Trunk Adaptor, Capillary Tube Connector, Capillary Tube, Capillary Sampling Point, Sampling point label red (complete set) for air sampling in room voids for area having false ceilings.	Nos.	9
152	SITC of Sampling Pipe having Smooth bore PVC Pipe 25mm Outer Dia& 19 to 21mm Inner Dia with all required accessories.	mtr	40
153	Supply, Installation, Testing and Commissioning of 2 ZONE Water Leak Detection Panel (for server Room and Electrical Room)	Nos.	2
154	Water Leak detection Cable Sensor – 25 mtrs	Nos.	4
155	Electronic Hooter	Nos.	2
156	SITC of 2 x 1.0 sq mm screened copper flexible cable	Mtrs	20
157	SITC of Main Rodent Controller suitable to connect 24 Satelites @ 300sft at room area and 150 at ceiling and floor area. Server Room	Nos.	1
158	SITC of Satellite Stations / Transducers covering	Nos.	12
159	Cable and Conduits		
160	2 core 1 sq.mm Cu. Flexible Shielded cable @ 275 meter each coil	Mtrs.	2
161	20 mm PVC Conduit	Mtrs.	20
162	Console		
163	Stand Brackets	Nos.	2
164	120 ltrs Tank and valve assembly with solenoid actuator, straps Empty (fill 60 - 100 Kgs.)	Nos	2
165	Fire Suppression Fluid Novec1230, OEM Factory Fill per KG	kg	198

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166	Cylinder Accessories		
167	Cylinder strap		
168	Pneumatic Actuator Shipping assembly		
169	Local Manual actuator	Lot	1
170	Flexible discharge Hose -49 mm / SWIVEL ADAPTOR		
171	Flexible Actuation Hose / Pilot hose		
172	Nozzles, Brass drilled -360/180 deg throw selection		
173	LED type display sign board flashing with inbuilt Sounder "EVACUATE GAS RELEASED" & "DO NOT ENTER"		
174	49 mm MANIFOLD CHECK VALVE	Nos	1
175	PRESSURE SWITCH - DPST	Nos	1
176	MANUAL RELELASE SWITCH	Nos	1
177	ABORT SWITCH	Nos	1
178	M.S. Seamless pipes as per ASTM A 106 Gr. B, schedule 40 with necessary Fittings & Hangers.	lot	1
179	2 WAY MANIFOLD	lot	1
180	MS Channel support	lot	1
181	Gass Release Panel	Nos	1
182	Cross Zoning Detector	Nos	6
183	Hooter with strobe 100 DB	nos	2
184	BUILDING MANAGEMENT SYSTEM APPLICATION	Lot	1
185	6KVA online UPS with 20 minutes backup	Nos	1
186	Structured cabling & Server racks: 10 M Cat 6 Cable	Nos	50
187	15 M Cat 6 Cable	Nos	75
188	25 M Cat 6 Cable	Nos	15
189	Cat-6 UTP Cable Roll of 305 Mtrs	Box	4
190	12MTP/F-12MTP/F Trunk Cable, OM4, LSZH, 15m, polarity Reversed, Low-Loss	Nos	10
191	12MTP/F-12MTP/F Trunk Cable, OM4, LSZH, 25m, polarity Reversed, Low-Loss	Nos	20
192	LC-LC Fiber Duplex Patch Cord OM4 Multimode-3 Meter	Nos	100
193	LC-LC Fiber Duplex Patch Cord OM4 Multimode-5 Meter	Nos	15
194	24 Core Fiber Cassette (MPO) AB/BA Pair Flipped 24 Core fiber MPO LC Cassette, Pair Flipped AB/BA, Multi-Mode	Nos	18
195	Trunk Cable (MPO-MPO) 25Meter MPO-MPO Trunk Male cable, 12 Fiber straight, 50.125 OM4 LSZH Multimode	Nos	10
196	Trunk Cable (MPO-MPO) 15Meter MPO-MPO Trunk Male cable, 12 Fiber straight, 50.125 OM4 LSZH Multimode	Nos	10
197	DR Site Installation, Commissioning & System Integration Charges	LS	1
198	Server Rack - Supply, Installation, Testing & Commissioning of 42U Server Cabinet Extruded Aluminium Profile frame with top panel; having static load bearing capacity of 1300 Kg as per Tender specifications. . Dimensions: 2200mm x 800mm x 1200mm all complete as required and as per detailed specifications. Racks, PDUs, containment should be from same OEM	Nos	6

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199	Network Rack with PDU	Nos	1
200	Manpower Requirement for 24x7 Support: BMS Person -3 persons for 5 years	Nos	3
201	IT - L1/L2- 2 persons for 5 years	Nos	2
202	Dedicated DC-DR Link & ILL - 500 Mbps DC-DR LC with 1 Year ARC	Nos	1
203	100 Mbps ILL for with 1 Year ARC	Nos	1
204	Providing of 2 Nos physical security for SDC.FY-23-24	Year	1
205	Providing of 2 Nos physical security for SDC.FY-24-25	Year	1
206	Providing of 2 Nos physical security for SDC.FY-25-26	Year	1
207	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditions FY-23-24	Year	1
208	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditions FY-24-25	Year	1
209	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditions FY-25-26	Year	1
210	AMC/Support Cost for IT (software and hardware) equipment FY-23-24	Year	1
211	AMC/Support Cost for IT (software and hardware) equipment FY-24-25	Year	1
212	AMC/Support Cost for IT (software and hardware) equipment FY-25-26	Year	1
213	AMC/Support Cost for Non-IT Equipment (2nd Floor) FY-23-24	Year	1
214	AMC/Support Cost for Non-IT Equipment (2nd Floor) FY-24-25	Year	1
215	AMC/Support Cost for Non-IT Equipment (2nd Floor) FY-25-26	Year	1
216	AMC/Support Cost for Non-IT Equipment (1st Floor) FY-23-24	Year	1
217	AMC/Support Cost for Non-IT Equipment (1st Floor) FY-24-25	Year	1
218	AMC/Support Cost for Non-IT Equipment (1st Floor) FY-25-26	Year	1
219	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor) FY-23-24	Year	1
220	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor) FY-24-25	Year	1
221	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor) FY-25-26	Year	1
222	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level Engineer FY-22-23	Year	1
223	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level Engineer FY-23-24	Year	1
224	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level Engineer FY-24-25	Year	1
225	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level Engineer FY-25-26	Year	1
226	AMC/Support Cost for UPS batteries for 2 years (4th & 5th years), post initial 3 years warranty period for 204 cells of 2v/357ah FY-23-24	Year	1
227	AMC/Support Cost for UPS batteries for 2 years (4th & 5th years), post initial 3 years warranty period for 204 cells of 2v/357ah FY-24-25	Year	1
228	AMC/Support Cost for UPS batteries for 2 years (4th & 5th years), post initial 3 years warranty period for 204 cells of 2v/357ah FY-25-26	Year	1
229	Professional Support Services for one Database and one System Administrators with effect from 1.4.2022 FY-22-23	Year	1
230	Professional Support Services for two Database and two System Administrators with effect from 1.4.2022 FY-23-24	Year	1

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231	Professional Support Services for three Database and three System Administrators with effect from 1.4.2022 FY-24-25	Year	1
232	Professional Support Services for three Database and three System Administrators with effect from 1.4.2022 FY-25-26	Year	1
233	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2022 FY-21-22	Year	1
234	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2023 FY-22-23	Year	1
235	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2024 FY-23-24	Year	1
236	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2025 FY-24-25	Year	1
237	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2026 FY-25-26	Year	1
238	AMC & UPGRADE of old SDC cloud servers (4) FY-22-23	Year	1
239	AMC & UPGRADE of old SDC cloud servers (4) FY-23-24	Year	1
240	AMC & UPGRADE (30 to 75TB) of Dell VTL of old SDC cloud system period from 1/4/2022 to 31/3/2023 FY-22-23	Year	1
241	AMC of upgraded Dell VTL of old SDC cloud system period from 1/4/2023 to 31/3/2024 FY-23-24	Year	1
242	AMC & UPGRADE (75 to 100TB) of Dell VTL of old SDC cloud system period from 1/4/2024 to 31/3/2025 FY-24-25	Year	1
243	AMC of upgraded Dell VTL of old SDC cloud system period from 1/4/2025 to 31/3/2026 FY-25-26	Year	1
244	AMC / ATS & UPGRADE (from 40 to 60TB) of Commvault Backup System from 2023 FY-23-24	Year	1
245	AMC / ATS (60TB) of Commvault Backup System from 2023 FY-24-25	Year	1
246	AMC / ATS (60TB) of Commvault Backup System from 2023 FY-25-26	Year	1
247	AMC of WBSDC new cloud (blade) servers - lot one FY-23-24	Year	1
248	AMC of WBSDC new cloud (blade) servers - lot one FY-24-25	Year	1
249	AMC of WBSDC new cloud (blade) servers - lot one FY-25-26	Year	1
250	AMC of Netapp SAN storage (430 TB) for the period from 2023 FY-23-24	Year	1
251	AMC of Netapp SAN storage (430 TB) for the period from 2023 FY-24-25	Year	1
252	AMC of Netapp SAN storage (430 TB) for the period from 2023 FY-25-26	Year	1
253	AMC of WBSDC new network (SDN) infrastructure FY-23-24	Year	1
254	AMC of WBSDC new network (SDN) infrastructure FY-24-25	Year	1
255	AMC of WBSDC new network (SDN) infrastructure FY-25-26	Year	1
256	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-23-24	Year	1
257	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-24-25	Year	1
258	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-25-26	Year	1
259	Renewal of RSA Software Product Licenses with OEM support for 1 year FY-22-23	Year	1

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260	Renewal of RSA Software Product Licenses with OEM support for 1 year FY-23-24	Year	1
261	Renewal of RSA Software Product Licenses with OEM support for 1 year FY-24-25	Year	1
262	Renewal of RSA Software Product Licenses with OEM support for 1 year FY-25-26	Year	1
263	SOAR (Security Orchestration Automation Response) Software License Renewal FY-24-25	Year	1
264	SOAR (Security Orchestration Automation Response) Software License Renewal FY-25-26	Year	1
265	DDOS 10Gbps additional 1 Years subscription FY-24-25	Year	1
266	DDOS 10Gbps additional 1 Years subscription FY-25-26	Year	1
267	DC Augmentation - Installation, Commissioning & System Integration Charges	LS	1
268	Deep Security Enterprise Software License - additional 150 VMs for 2 years during FY-21-22	Year	1
269	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses during FY-22-23	Year	1
270	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for year FY-23-24	Year	1
271	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for year FY-24-25	Year	1
272	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for year FY-25-26	Year	1
273	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers) FY-21-22	Year	1
274	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers) FY-22-23	Year	1
275	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers) FY-23-24	Year	1
276	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers) FY-24-25	Year	1
277	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers) FY-25-26	Year	1
278	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with support FY-22-23	Year	1
279	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with support FY-23-24	Year	1
280	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with support FY-24-25	Year	1
281	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with support FY-25-26	Year	1
282	DC-DR LC & ILL ARC for DR Site FY-22-23	Year	1
283	DC-DR LC & ILL ARC for DR Site FY-23-24	Year	1
284	DC-DR LC & ILL ARC for DR Site FY-24-25	Year	1

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285	DC-DR LC & ILL ARC for DR Site FY-25-26	Year	1
286	Capacitor Bank change of old UPS FY-21-22	Year	1
287	Capacitor Bank change of old UPS FY-24-25	Year	1
288	Electrical Earth Pit Repair / Reconstruction FY-22-23	Year	1
289	DG Repair / Replacement due to aging / obsolescence FY-22-23	Year	1
290	DG Repair / Replacement due to aging / obsolescence FY-24-25	Year	1

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SECTION – J

DETAILS OF ORDERS EXECUTED BY BIDDER

(Tender No. WTL/WBSDC/CE/21-22/00)

Sl. No.	Order No.	Order Date	Order Value	Brief description of items and job details	Completed (Yes/NO)	Name of the Customer	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of services (Delivery & Installation of Network Security Device).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

WEBEL TECHNOLOGY LIMITED

SECTION - K

FINANCIAL CAPABILITY OF BIDDER

WTL/WBSDC/CE/21-22/00)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2017-18	2018-19	2019-20
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

Submit the audited financial statement/ audited annual report of the last three financial years.

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SECTION – L

BIDDERS'S DETAILS (WTL/WBSDC/CE/21-22/00)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	<p>Is the firm</p> <ul style="list-style-type: none"> ▪ a Government/ Public Sector Undertaking ▪ a propriety firms ▪ a partnership firm (if yes, give partnership deed) ▪ a limited company or limited corporation ▪ a member of a group of companies, (if yes, give name and address and description of other companies) ▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project. 	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	
13	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply, Integration, O&M) ▪ IT Company 	

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14	Number of Offices in district headquarters in West Bengal	
15	Is your organization having ISO 9001:2015 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	
17	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
18	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION - N

FORMAT FOR PRE-BID MEETING QUERY

(WTL/WBSDC/CE/21-22/00)

Name of the Bidder:

Queries

Sl. No.	Section No.	Clause No.	Page No.	Queries

Note: The filled form to be submitted in XLS & PDF Format. There is a cutoff date for receiving of queries before Pre Bid Meeting. Queries received after the cutoff period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION - P

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Webel Bhavan, Block EP&GP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order _____ dated _____)". We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

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(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

Form of Bid Security (Bank Guarantee)

Bank Guarantee No.....

Date.....

WHEREAS,.....(name & address) (hereinafter called "the Applicant") has submitted his Bid dated _____ [date] or will submit his Bid for execution of _____ [name of Contract] (hereinafter called "the Bid") under Request for Bids No..... [insert number] (hereinafter called "the RFB")

KNOW ALL PEOPLE by these presents that We _____ [name of bank] of _____ [name of country] having our registered office at _____ (hereinafter called "the Bank") are bound unto _____ [name of Employer] (hereinafter called "the Employer") in the sum of _____ for which payment will and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 20 _____.

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Applicant (a) withdraws his bid during the period of Bid validity specified in the Letter of Bid, ("the Bid Validity Period"); or (b) does not accept the correction of the Bid Price

or

(2) If the Applicant having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

(a) fails or refuses to execute the Contract Agreement in accordance with the Instructions to Bidders, if required; or

(b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders.

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed

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by him is due to him owing to the occurrence of one or any of the four conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____ 30 days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

[signature, name, and address]

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INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non- Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WTL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

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SECTION - Q

NIT DECLARATION

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder's Letter Head)

To
Webel Technology Limited
Plot-5, Block-BP, Sector-
V, Salt Lake City,
Kolkata-700091.

Sub: Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in detail the specifications and other documents of the subject Tender no. WTL/WB-SDC/CE/21-22/00) dated 00.00.21 for Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC) and setting up its DR Site at Remote Location published by Webel Technology Limited in e-Tender website.

We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.

Thanking you, we remain

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, this.....day of.....2021

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SECTION -R

COMPLIANCE STATEMENT

A. WBSDC CAPACITY AUGMENTATION - YEAR1

STORAGE AUGMENTATION BOQ FOR DC - YEAR1:

Sl. No.	Description	Make / Model Applicable – by the bidder)	Compliance (Yes / No)
1	Existing HPE Primera 650 Storage upgrade at DC - 450TB upgrade to 650TB . Out of 200TB additional capacity to be procured, 100TB should be SSD & 100 TB should be on SAS Discs. Warranty co-terminus with existing storage warranty		
2	Existing NetappStorageAFF- A700 at DC upgrade - 170TB upgrade to 430TB. All 260 TB additional capacity should be with SSD Disc only. Warranty co-terminus with existing storage warranty		

IT Hardware

Sl. No.	Description	Make / Model Applicable – by the bidder)	Compliance (Yes / No)
3	Blade server with 2 x Intel 6238R 2.2GHz/165W 28C/38.5MB, 1536GB DDR4 2933MHz mem, 2x960GB 12G SAS 10K RPM SFF HDD, 12G SAS RAID controller with Drive bays		
4	Blade Chassis with converged network connectivity for 4x32GB FC, 4x10G FCOE and 2x40G connectivity, Redundant 2500W Platinum AC Hot Plug Power Supply		
5	Rack Server with 2 x Intel latest generation Xeon® Gold Ice Lake Processors with minimum 2.0 Ghz& 32Core per socket and 48 MB Cache., 768GB DDR4 2933MHz mem, 4x1.2TB 12G SAS 10K RPM SFF HDD		

Detail Spec for Sr no 3: Blade Server

Sr.No	Item	Specification	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
1	CPU	Each blade shall have two numbers of latest Intel Xeon Scalable Processors (Intel® Xeon® processor family or higher) with Min. 32 cores per processor each having Min. 2.0 GHz processor speed with 48 MB Cache		
2	Motherboard	Intel chipset compatible with the offered processors.		
3	Memory	Min. 32 DIMM slots, should be provided with 24 GB RAM per core using DDR4 DIMM's operating at 2933 MT/s (depending on processor model) . Server		

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		should be configured with 1536 GB RAM from day one.		
4	Memory Protection	Advanced ECC protection, online mirror memory		
5	Hard disk drive with carrier	2 X 960 GB 12G SSD Drives		
6	Storage Controller	SAS Raid Controller with RAID 0/1 with 4GB cache		
7	Networking features	The server should provide a minimum of 100 Gbps of bandwidth with Converged network adapter ports across two or more cards.		
		Each Blade should have redundant network Connectivity to all the Chassis Interconnect modules.		
		Server must be populated with all internal mLOM, PCI-e slots with Connectivity cards to offer maximum throughput to the overall Network on Day 1.		
8	Redundancy	The blade server to be provided with card level redundancy		
9	Interfaces	Minimum of 1* internal USB 3.0 port ,1* internal SD card slot		
10	Operating System and Virtualization Support	Microsoft Windows Server,		
		Red Hat Enterprise Linux (RHEL),		
		VMware,		
		SUSE Linux Enterprise Server (SLES)		

Detail Spec for Sr no 4 : Blade Chassis

Sr.No	Item	Specification	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
1	Enclosure	Blade chassis shall be 19" rack mountable		
		The enclosure Should support minimum 8 nos. of latest generation INTEL Dual socket servers occupying a max of 10RU rack height		
	Power	The enclosure should be populated fully with power supplies of the highest capacity & should be energy efficient.		
		The power subsystem should support N + N / N+1 power redundancy (where N is greater than 1) for a fully populated chassis		
Cooling	Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers			
2	Chassis connectivity	The chassis should be provided with redundant modules for connectivity		
	Converged Module	Chassis should have sufficient number of redundant converged modules to provide a minimum FCoE uplink bandwidth of 50Gbps per blade server and 25Gbps sustained per blade server (with 1 module failure) for a fully populated chassis for converged		

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		Traffic.		
		Chassis should support aggregation of multiple enclosures. the interconnects (internal or external) should be provided in redundancy along with all modules/switches for chassis interconnectivity should be in redundancy. internal interconnect switches all the switches in the chassis should be fully populated for maximum throughput & redundancy from day 1.		
		All Network and management modules/solution should be populated from day 1 to ensure redundancy		
3	Chassis Management software	Blade chassis management solution may be provided internal / external to the chassis and must provide single console for managing all associated components like Blade Servers, raid settings, NIC/HBA cards, IO Modules, Power supplies, Fans. Licenses to support the features to be supplied for fully populated chassis.		
		The management software should be used to create resource pools and have the blade resources assigned to the respective resource pools & re-assign resources to effectively utilize infrastructure		
		Should be able to provide Single Pane of Glass view management for both Rack Servers and Blade Servers together in a given location with customizable dashboard to show overall faults / health / inventory for all managed infrastructure. With option to create unique dashboards for individual users. The user should have flexibility to select names for dashboards and widgets (ex:- health, utilization etc.). These licenses should be included on day 1.		
		The proposed solution should use AI/ML technology for infrastructure firmware updates & upgrades for the proposed system		
		The management solution should be open & programmable should provide Rest API's, SDK for programming languages ex:- Python, power shell scripting etc.		
		The management tool should be able to provide global resource pooling and policy management to enable policy-based automation		
		Zero-touch auto configuration to auto deploy a baseline server configuration profile Automated hardware configuration and Operating System deployment to multiple servers		
4	Configuration & Management	System should support multiple management interface like Web UI, CLI and XML API. Management solution should be able to manage different form factor hardware and provide single console.		

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		<ul style="list-style-type: none"> * Real-time out-of-band hardware performance monitoring & alerting. * Remote Power On, Off and reset from Web UI, XML API and KVM. * The management tool should be able to provide global resource pooling and policy management to enable policy based automation and capacity planning * Zero-touch repository manager and self-updating firmware system, Automated hardware configuration and Operating System deployment to multiple servers 		
5	Application Resource Management	<p>The solution should provide a workload automation solution that dynamically defines and controls the environment based on real time analytics to assure application performance at maximum efficiency by ensuring underlying infrastructure is at optimal state.</p> <p>The solution should be an agentless architecture which should provide full stack visibility & control being Application, network, storage, cloud aware.</p> <p>* The solution should provide dynamic resource allocation to ensure demand of applications is matched with available resources in real time.</p> <p>The solution should provide vertical and horizontal scaling of workloads and automate provisioning of infrastructure resources.</p> <p>*The proposed solution should be application aware (Oracle WebLogic, IBM WebSphere, apache, tomcat etc.), the solution should manages the resources used by application servers, including heap, threads, transactions, and response time in the server process, and VMem and VCPU in the VM that hosts the application server.</p> <p>The solution should collect information from network switches and load balancers to ensure minimal application latency, it should ensure chatty VMs are often placed together to maximize resource utilization and minimize noisy neighbor effect.</p>		

Detail Spec for Sr no 5: Rack Server

S N	Parameters	Specification for Rack Server	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
1	Processors	Rack Server shall have a minimum of two (2) Intel latest generation Xeon® Gold Ice Lake Processors with minimum 2.0 Ghz& 32Core per socket and 48 MB Cache.		
2	Chipset	Intel chipset compatible with the offered processors.		
3	Internal Storage	<p>The server should Support upto 8 hot-swappable SAS, NL-SAS and SSD drives.</p> <p>Server should be configured with 4 Nos 1.2TB 12G SAS 10K RPM</p>		

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		The Server RAID controller should support the following configurations RAID 0, 1, 5, 6, 10, 50, and 60		
		Server should be configured minimum with 4GB of cache module.		
4	Memory	Should have at least 32 DIMM slots per server and support minimum up to 2 TB of DDR4 2933 MHz memory.		
		The Server should be configured with minimum 768 GB of DDR4 Memory from day one		
		Support for advanced memory redundant technologies like Advanced error-correcting code (ECC) and memory mirroring.		
5	Network	Should have 2 * 10 GbE (embedded) LAN ports & 2*10G SFP+ GbE network cards for LAN connectivity		
6	SAN Connectivity	Should support Dual port 16Gbps FC HBA.		
7	PCIe Slots	Up to 6 PCIe Generation 3.0 slots		
8	Configuration & Management	Should support out of band upgrades, Agentless out-of-band management, integrated diagnostics and Power monitoring and reporting.		
		The server should support industry standard management protocols like IPMI v2 and SNMP v3		
		One 1-Gbps RJ-45 management port		
		The server should support multiple management interfaces including web user interface and command line interface.		
		Should be provided with anti-counterfeit to lockdown the system in case the hardware is not genuine		
		System should support multiple management interface like Web UI, CLI and XML API. Management solution should be able to manage different form factor hardware and provide single console. * Real-time out-of-band hardware performance monitoring & alerting. * Remote Power On, Off and reset from Web UI, XML API and KVM. * The management tool should be able to provide global resource pooling and policy management to enable policy based automation and capacity planning * Zero-touch repository manager and self-updating firmware system, Automated hardware configuration and Operating System deployment to multiple servers		
		The system should have hardware root of trust		
		The system should provide bios recovery & firmware update should be cryptographically signed		

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9	Application Resource Management	<p>The solution should provide a workload automation solution that dynamically defines and controls the environment based on real time analytics to assure application performance at maximum efficiency by ensuring underlying infrastructure is at optimal state. The solution should be an agentless architecture which should provide full stack visibility & control being Application, network, storage, cloud aware.</p> <p>* The solution should provide dynamic resource allocation to ensure demand of applications is matched with available resources in real time. The solution should provide vertical and horizontal scaling of workloads and automate provisioning of infrastructure resources.</p> <p>*The proposed solution should be application aware (Oracle WebLogic, IBM WebSphere, apache, tomcat etc.), the solution should manages the resources used by application servers, including heap, threads, transactions, and response time in the server process, and VMem and VCPU in the VM that hosts the application server.</p> <p>The solution should collect information from network switches and load balancers to ensure minimal application latency, it should ensure chatty VMs are often placed together to maximize resource utilization and minimize noisy neighbor effect.</p>		
10	Server Security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber attacks</p> <p>Should protect against firmware which executes before the OS boots</p> <ul style="list-style-type: none"> - Hardware based Root of Trust - Signed firmware updates - Secure default passwords - Secure alerting - Automatic BIOS recovery - Rapid OS recovery - Chassis Intrusion Detection - System Lockdown - System Drift Detection - Configuration upgrades should be only with cryptographically signed firmware and software" 		
11	Ports	<p>Should have the following ports for server connectivity</p> <ul style="list-style-type: none"> ● 1 serial port ● 4 USB 3.0/2.0 ports ● 1 VGA video port 		
12	Others	<p>Supports hot swappable redundant fans</p> <p>Supports hot swappable redundant power supplies</p> <p>Rail Kit and cable mangement arm to be provided along with the server</p>		
13	Form Factor	Maximum 2 RU		

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Software Licenses

Sr. No.	Description	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
6	Red Hat Cloud Infrastructure, Premium (2-sockets) with support for 3 years		
7	High Availability for Unlimited Guests with support for 3 years		
8	DCO, Capacity & ITO Software License for DCIM :		
	Platform	Item Description	Uo m
	Qty		
	Schneider/APC	DCIM DCO License	Nos
	Schneider/APC	DCIM Capacity License	Nos
	Schneider/APC	DCIM IT Optimize License	Nos
	Schneider/APC	License	Nos
9	EDB Postgres Enterprise Unicore per year license - Production DB Support Plan for 3 years		
10	EDB Postgres Enterprise Unicore per year license - Replica DB Support Plan for 3 years		
11	EMS Software per device for 3 years (as per technical spec.)		

Detail Spec for Sr no 12 :EMS

Centralized Monitoring Software (EMS) Solutions			
1	General Requirement	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
1	The proposed EMS solution should be an integrated, modular, and scalable solution from single OEM family (i.e., all Network Monitoring, server Monitoring including application, database monitoring and Service Management tools should be from single OEM) to provide comprehensive fault management, performance management, Traffic Analysis, IT service desk\ help desk \trouble ticketing system & SLA monitoring functionality.		
2	The system should be accessible via a Web based GUI console/portal from intranet as well as from internet.		
3	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management.		
4	The proposed EMS solution deployment must support latest version of both Windows and Linux Operating Systems and should be 64-bit application to fully utilize the server resources on which it is installed.		
5	Proposed EMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ devices (including IT assets - Network devices, etc.; Non-IT Assets - UPS, KVM, PDU, etc.; Surveillance system - Cameras, Sensors, etc. in each of such deployments.		

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	Customer names, solution details and OEM undertaking needs to be provided at the time of bidding.		
6	Any additional components (hardware, software, database, licenses, accessories, etc.) if required for implementation and execution of project, for providing the total solution as mentioned in the rfp document should be provided by the bidder.		
7	The proposed solution should have the capability to support the deployment on either on-premises data centre platform or the public/private cloud platform like AWS, Azure etc.		
8	The proposed EMS solution should be built on modern container technologies and have an option to deploy on classic mode (non-containerized) as well as containerized (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.		
9	The proposed EMS solution should be an integrated, modular, and scalable solution, accessible from a single pane of glass for KPI insights across the entire IT environment. This dashboard will provide service status, performance view, response-time data etc based on role-based access. Since the operations manager solution provides a single framework for streaming metrics across Systems, applications, networks, topology & event data, the operations manager must be FIPS 140-2 compliant, which ensures that cryptographic-based security Systems are to be used to provide protection for sensitive or valuable data.		
10	To ensure the mature security standard of proposed EMS solution, SI must ensure that the proposed EMS solution OEM is ISO 27034 certified from one of the following certification agencies like; Schellman/ KPMG/ PwC/ Ernst & Young/ Deloitte. Documentary proof must be provided at the time of submission.		
2	Server, Database & Application Fault, Performance Monitoring Management		
1	The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases and Should be able to manage distributed, heterogeneous Systems – Windows, UNIX & LINUX from a single management station.		
2	There should be a single agent on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations		
3	The system must support multiple built in discovery mechanisms for e.g., Active Directory, Windows Browser, DNS with capability to discover and services discovery		
4	Each operator should be provided with user roles that should include operational service views enabling operators to quickly determine impact and root cause associated with events.		
5	The system should integrate with Helpdesk / Service desk tool for automated incident logging and notify alerts or events		

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	via e-mail or SMS.		
6	Solution should provide alarm correlation and facilitate reduction of total number of alarms displayed by means of intelligent alarm correlation, suppression and root cause analysis techniques built into the system. The system must ensure reduction in MTTR by means of advanced event correlation, filtering, and root cause analysis.		
7	The proposed Alarm Correlation and Root Cause Analysis system shall integrate network, server and database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire network & system infrastructure shall be visible in an integrated console.		
8	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.		
9	The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.		
10	Alarms should be mapped to the live topology views and real time updates to topology based on alarm occurrences.		
Network Management System (NMS)			
1)	Network Fault Monitoring & Performance Management with Reporting		
1	The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.		
2	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.		
3	NMS should provide integrated fault, performance Monitoring, Configuration & compliance Management together in one tool.		
4	NMS should support Industry-leading support for physical, virtual, and SDN-enabled devices like Cisco ACI, VMWare NSX, Viptela, Big Switch Networks, etc.		
5	NMS should provide network Trap Analytics out of the box.		
6	NMS should support out of the box monitoring of at least 5000+ devices from at least 150+ vendors.		
7	Diagnostic Analytics providing change-Correlated Performance Views and should show the difference either in either a side-by-side, or line-by-line presentation		
8	NMS should have built-in audit and compliance policies for industry best practices/ Gov. regulations like PCI, HIPAA, NERC others...		
9	NMS should support 3-Dimensional Compliance Model - Configuration, Software, Running State		
10	The tool should automatically discover different type of heterogeneous devices (all SNMP supported devices i.e., Router, Switches, LAN Extender, Servers, Terminal Servers, Thin-Client and UPS etc.) and map the connectivity between		

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	them with granular visibility up to individual ports level. The tool shall be able to assign different icons/ symbols to different type of discovered elements. It should show live interface connections between discovered network devices		
11	It should support various discovery protocols to perform automatic discovery of all L2, L3 Network devices across SWAN and any further Network connectivity's planned in future.		
12	The tool shall be able to discover IPv4 only, IPv6 only as well as devices in dual stack. In case of dual stack devices, the system shall be able to discover and show both IPv4 and IPv6 IP addresses.		
13	The tool shall be able to work on SNMP V-1, V-2c & V-3 based on the SNMP version supported by the device. It shall provide an option to discover and manage the devices/elements based on SNMP as well as ICMP.		
14	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms		
15	The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning		
2)	Network Configuration Automation		
1	The system should be able to clearly identify configuration changes / policy violations / inventory changes across multi-vendor network tool.		
2	The system should support secure device configuration capture and upload and thereby detect inconsistent "running" and "start-up" configurations and alert the administrators.		
3	The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements: a) Capture running configuration; b) Capture start-up configuration; c) Upload configuration; d) Write start-up configuration; e) Upload firmware		
4	The proposed fault management solution must be able to perform "load & merge" configuration changes to multiple network devices.		
5	The proposed fault management solution must be able to perform real-time or scheduled capture of device configurations.		
3)	Network Traffic Flow Analysis System		
1	It shall be able to capture, track & analyse traffic flowing over the network via different industry standard traffic capturing methodologies viz. NetFlow, jflow, sFlow, IPFIX etc.		
2	It shall provide key performance monitoring capabilities by giving detailed insight into the application traffic flowing over the network.		

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3	It shall be able to monitor network traffic utilization, packet size distribution, protocol distribution, application distribution, top talkers etc. for network traffic.		
4	It shall collect the real-time network flow data from devices across the network and provide reports on traffic based on standard TCP/IP packet metrics such as Flow Rate, Utilization, Byte Count, Flow Count, TOS fields etc.		
4)	Reporting		
1	Reporting solution should be able to report on Service Level status of configured business service.		
2	It should be able to collect and collate information regarding relationship between IT elements and business service, clearly showing how infrastructure impacts business service levels.		
3	The solution must be built on big data platform and should be user configurable for building additional reports.		
4	Solution should be able to collect Key performance measurements and statistics from all network domains and store it. This data is to be used for evaluation of performance of the end-to-end network infrastructure/services.		
5	The performance management system shall be able to collect and report data like: a. Packet delay and packet loss; b. User bandwidth usage rate; d. Network availability rate; e. CPU usage rate; f. Input/output traffic through physical ports; g. Input/output traffic through logical ports		
6	The Performance Management shall have user defined set of reports like: a. Summary Reports for specific groups: Reports displaying per group of resources the group aggregations for a set of metrics (for example, per City, the maximum traffic or the total traffic). b. Summary Reports for specific Resources: Reports displaying for a set of resources the period aggregations for the same set of metrics (for example, per interface, the maximum traffic over the day). c. Detailed chart Reports: Reports displaying for one resource and the same set of metrics the values over the period (for example, the raw collected values for the day).		
Helpdesk and IT Service Management			
1)	General Requirement of IT Service/ Helpdesk		
1	Should be able to support and handle large volume of incident, service requests, changes, etc. and be able to integrate with third party IVR or CTI.		
2	The solution should have IT Service Management documentation/ guidelines in-built based on ITIL best practices and must be ITIL 2011 certified on at least 7 processes by Pink Elephant. The certification copies to be submitted.		
3	The solution should have a single CMDB across ITSM and Asset Management system.		
4	IT Service Management OEM must be an industry standard, enterprise grade solution and shall be in the present in Leaders Quadrant of Forrester / Gartner / IDC report for ITSM for the last two years.		

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5	The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit, cost centre, and user role for Incident, Problem, Change, Release, Knowledge Management, Asset Management and CMDB.		
6	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.		
7	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.		
8	The solution should provide to browse through CMDB which should offer powerful search capabilities for configuration items and services, enabling to quickly find CIs as well as their relationships to other CIs.		
9	Provide option for approval engine so that any customized applications developed could incorporate the hierarchy, role based, level-based ad-hoc approval structure. Include notification and escalation capability if approval is not performed.		
10	The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.		
11	A virtual bot should be available, which can respond to user requests, immediate via portal, email or mobile interfaces.		
12	Beyond mobile iOS and Android apps, Self Service App should be available on any device with an HTML5 browser.		
13	Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location, or customer.		
14	Should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data.		
15	Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action. Multiple instances shall be allowed to be configured in different ways in different modules for different outcomes - for example one should be able to identify trends in one set of data and subsequently develop linkages with other data, or Analytics can run on top of reporting results to provide further insights from unstructured data.		
16	The tool should allow the user to take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).		
17	The tool should have the knowledge management OOB – knowledge databases to support investigations, diagnoses, root cause analysis techniques, and creating / updating workarounds, temporary fixes and resolutions.		
18	Self Service App should provide a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from systems		

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	you use in your daily work.		
19	Integrates with any underlying service management including Service Desk, Change Management, Service Level Management and CMDB for request fulfilment.		
20	The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app on iPhone or Android phone.		
2)	Service Level Management		
1	SI's must proposed a full fledges Service Level Management Solution that allows for tracking of various service level performances of IT Infrastructure and vendor performance.		
2	Solution should support comprehensive SLA management platform and must allow creating and applying various operational level parameters to Incidents, Requests, Changes, and Release management modules.		
3	The tool should provide an audit trail, tracking & monitoring for record information and updates from opening through fulfilment to closure for example: IDs of individuals or groups opening, updating & closing records; dates / times of status & activities updates, etc.		
4	The solution should support SLA violations alerts during the tracking period and should support managing and maintaining a full history of an SLA.		
5	The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, Service Level Metrics, Penalties, and other performance indicators measured across infrastructure and vendors.		
3)	Auto-Discovery and Inventory		
1	Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model.		
2	Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent.		
3	Discovery system should have the ability to capture configuration files for the purposes of comparison and change tracking.		
4	Discovery system should be capable of supporting role-based access to various aspects of CMDB administration.		
5	Discovery should be object-oriented, allowing specific CIs and relationships to be discovered using a library of discovery patterns.		
6	Discovery engine should gather detailed asset and configuration item (CI) information for specific servers and the applications running on them.		
7	Solution should dynamically discover and continuously map IT hardware inventory and service dependencies.		
8	Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts.		

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SAN Storage Capacity Requirement at DR Site:

Sl. No.	Product Description	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
112	HPE SAN Storage PRIEMRA with 650 TB (NL SAS)+ 50 TB SSD and features as mentioned below		
113	NetApp SAN Storage AFF- A700 with 370 TB NL SAS + 100 TB SSD features mentioned below		

B.8 Enterprise Firewall with AV for DR Site:

S.No	Features	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
General Requirements OEM Credential			
1	Proposed NGFW vendor must be Leader in Gartner Magic Quadrant for Enterprise Network NGFW's in last 3 years and must have achieved at least 95% of security effectiveness in NSS Labs Breach Prevention Systems report 2019.		
2	The proposed solution shouldn't use any proprietary ASIC hardware for any kind of performance Improvement. The solution should be completely based on multi-core CPU for effecgve use of compute.		
3	The solution must have Firewall, Application visibility and control, IPS, Anti-virus, Anti-malware, Anti-bot and URL filtering capabilities from day one . The operating system of the solution proposed must not have any backdoor vulnerability identified in last 3 years.		
Hardware and Interface Requirements			
4	The proposed appliance must be supplied with minimum 8 X 1G RJ 45 ports and 4 X 10G SFP+ and should have the capacity of adding another 4 X 10G SFP+ / 2 X 40G QSFP interfaces in future. The proposed solution should be highly scalable and should be able to scale up if needed without replacing the existing appliances.		
5	The appliance must be supplied wth minimum 400 GB internal SSD based storage		
6	Proposed appliances must be supplied with minimum 64 GB RAM from day one.		
Performance Requirements			
7	NGFW (IPS (Bi-Directional Scan) + Application Control+ Firewall features enabled) Throughput must be minimum 15 Gbps tested under a enterprise traffic condition with protocol mix of multiple packet sizes and not just one particular packet size. The bidder shall submit the performance test report from Global Product Engineering department / Global Testing Department/ Global POC team of OEM to certify the mentioned performance		

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8	The proposed solution should be provide at least 7 Gbps of throughput after enabling anti-virus, URL filtering and Malware Inspection under a enterprise traffic condition with protocol mix of multiple packet sizes and not just one particular packet size. The proposed solution must support the framework with capability of linearly increasing the throughput to at least 3 times in future in case additional compute is procured in future to enhance the performance. In case of scalability with multiple appliances, the solution framework should be configurable with N + 1 Redundancy.		
9	The proposed appliance must provide at least 9 Gbps of VPN throughput.		
10	The proposed appliance must support at least 8 Million concurrent connection from day one and should be scalable to double. The solution must support at least 200,000 new connections per second.		
Architecture Features			
11	Proposed appliance must support configuration minimum 2 nos. virtual firewall/contexts from day one and should be scalable to support at least 20 virtual instances in future.		
12	NGFW system should not have any vulnerability in its operating system in last one year as per global vulnerability information publicly available. Vendor must provide proof for the same.		
13	It should support the system authentication with RADIUS and local authentication. Both should work simultaneously.		
Solution Filtering Requirements			
14	It should support the filtering of TCP/IP based applications with standard TCP/UDP ports or deployed with custom ports		
15	the solution must have an Internal CA and External third-party CA must be supported		
16	The IPS should scan all parts of the session in both directions and should be able to scan the complete file during the transit.		
17	IPS should have the functionality of Geo Protection to Block the traffic country wise in incoming direction, outgoing direction or both. IPS also should alert through Mail if any IPS traffic/event detected from Specific Country.		
18	NGFW Should support Identity Access for Granular user, group and machine-based visibility and policy enforcement		
19	IPS should be able to detect and prevent imbedded threats within SSL traffic.		
20	The solutions should support automated machine learning based detection engines		
21	IPS must have a software-based fail-open mechanism, configurable based on thresholds of security gateways CPU and memory usage		
22	Anti-Bot and Anti-Virus application must have a centralized event correlation and reporting mechanism		
23	Solution must protect from DNS Cache Poisoning, and prevents users from accessing blocked domain addresses		
24	The solution must categorize applications and URLs. In addition, the solution should also support applications by Risk Factor		

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25	The application control and URLF security policy must be able to be defined by user identities		
26	<p>DNS based attacks:</p> <p>The solution should have detection and prevention capabilities for C&C DNS hide outs:</p> <ul style="list-style-type: none"> -Look for C&C traffic patterns, not just at their DNS destination -Reverse engineer malware in order to uncover their DGA (Domain Name Generation) -DNS trap feature as part of our threat prevention, assisting in discovering infected hosts generating C&C communication 		
27	The solution should have detection and prevention capabilities for DNS tunnelling attacks		
28	Anti-Bot and Anti-Virus policy must be administered from a central console		
29	Anti-Bot and Anti-Virus application must have a centralized event correlation and reporting mechanism		
30	Anti-virus application must be able to prevent access to malicious websites		
31	Anti-virus application must be able to inspect SSL encrypted traffic		
32	Anti-Bot and Anti-Virus must be have real time updates from a cloud based reputation services		
33	Solution must support the VPN configuration with a GUI using drag and drop object to VPN communities		
34	The solution should integrate with on-premise or cloud based sandbox for prevention of APT attacks		
35	The solution should detect the attack at the exploitation stage		
36	The solution must provide the ability to Protect against zero-day & unknown malware attacks before static signature protections have been created		
37	The solution must provide Real-Time Prevention-unknown malware in web and mail traffic		
38	Solution must include a Zero-hour protection mechanism for new viruses spread without relying solely in heuristic or content inspection		
39	The solution should have a real-time capability to eliminate unknown threats and remove exploitable content, including active content and embedded objects and deliver safe content to the users.		
Management, logging and reporting			
40	The management solution should be appliance / software based centralized management dashboard along with correlated logging and reporting. The Management appliance / Software should be proposed in both DC and DR.		
41	Solution must be able to segment the rule base in a sub-policy structure in which only relevant traffic is being forwarded to relevant segment		
42	Solution must be able to segment the rule base in favor of delegation of duties in which changes in one segment will not affect other segments		

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43	Solution must be able to segment the rule base in a layered structure		
44	Security management application must support role-based administrator accounts. For instance roles for firewall policy management only or role for log viewing only. The log Viewer should support text-based log search for easier operation.		
45	Solution must combine policy configuration and log analysis in a single pane, in order to avoid mistakes and achieve confidence of the change.		
46	Solution must include a tool to correlate events from all the gateway features		
47	The event correlation application must support a graphical view events based on time		
48	Solution must show the distribution of events per country on a map		
49	Solution must allow the administrator to group events based on any of its characteristics, including many nesting levels and export to PDF		
50	Solution must include the option to search inside the list of events, drill down into details for research and forensics.		

Non-IT at DR :

Sl. No.	Description	Make / Model Applicable – by the bidder)	Compliance (Yes/No)
115	24 Port (all) PoE+(190W) switch with 2 SFP uplink ports.		
116	10M HDMI CABLE.		
117	Performance Lite 2 MP IP Eyeball Camera Fixed lens.		
118	CAT 6 Cable		
119	Performance Lite 2 MP IP Bullet Camera Fixed lens.		
120	H265 4K 32CH NVR NO POE.		
121	Conduit 25 mmm PVC		
122	49" Colour Monitor Industrial duty		
123	9 U Network Rack		
124	2 door access Controller		
125	Supply of SMPS for Door Controller.		
126	Supply & Installation of Door controller Enclosour.		
127	Biometric Reader		
128	Card Reader		
129	Supply of "L" and "U" Bracket.		
130	Double Door EM Lock 600 lbs with LED		
131	Z bracket for 600lbs EM Lock.		
132	600lbs electromagnetic lock unmonitored type 12V LED Lamp Only for Singleleaf door.		

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133	MAGNETIC CONTACT 2 WIRE.		
134	Supply of ACS Workstation Intel® Quad Core, 2.8GHz or higher, 8 GB RAM, 100 GB free disk space, Dual Ethernet 10/100MBs, Software Requirements: * Microsoft Windows 10 (Enterprise) 64-bits * Microsoft .NET Framework v4.0		
135	Exit Button 3 inches X 1 inch.		
136	Smart Access Card		
137	Access Control software		
138	Supply Installation Testing & Commissioning of addressable Optical Smoke Detector, Smoke Detection by : Photo-electric light scattering.		
139	Supply Installation Testing & Commissioning of addressable Heat Detector, Detection Technology : Thermistor / ROR		
140	Supply Installation Testing & Commissioning of Addressable Manual call point with built in isolator and DIL switch for Address Setting		
141	Supply Installation Testing & Commissioning of The Loop Powered 100 dB Sounder Base with Beacon		
142	Supply Installation Testing & Commissioning of Addressable Control Module		
143	Supply Installation Testing & Commissioning of Addressable Monitor Module		
144	Supply Installation Testing & Commissioning of Addressable Isolator module		
145	Supply Installation Testing & Commissioning of 2 Loop Fire Alarm Panel with 126 Addresses per Loop, Battery and accessories as per requirement. Battery Back-up		
146	2 core x 1 sqmm Copper Flexible FRLS Cable		
147	20 mm PVC Conduit		
148	ABC Type Fire Extingusher 5 Kg		
149	SITC of short wavelength laser based ultra high sensitive aspiration smoke detector with resolution of 0.00006% obs/ft (0.0002% obs/m.), 4 pipe inlets, shall support minimum 100 meters pipe length per pipe inlet with cumulative pipe length up to 550 meters for one single detector, 4 alarm levels, optional auto cleaning mechanism for detection chamber, on-board dual stage filter with memory, built-in event memory of 20000 events, pipe wise 4 stage flow monitoring, LED indications for alarm and fault conditons. Detector shall support as an inbuilt colour touch screen 3.5" display for status monitoring including smoke level bar graph, analytics to determine nature of sampled airborne particles (dust, diesel & PVC wire burning), connectivity using RS485 & TCP/IP, Wi-Fi support for monitoring using smart phones, connection of additional displays for		

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	remote monitoring.		
150	SITC of Power Supply units - Power supply unit with 110/230VAC input and 18 to 29VDC output. The power supply unit has the following indications: OK - Green LED and Fault - Yellow LED Power supply unit should have capacity to operate on battery backup in case of AC mains failure & should have built in charging circuit for batterys.		
151	SITC of Trunk Adaptor, Capillary Tube Connector, Capillary Tube, Capillary Sampling Point, Sampling point label red (complete set) for air sampling in room voids for area having false ceilings.		
152	SITC of Sampling Pipe having Smooth bore PVC Pipe 25mm Outer Dia& 19 to 21mm Inner Dia with all required accessories.		
153	Supply, Installation, Testing and Commissioning of 2 ZONE Water Leak Detection Panel (for server Room and Electrical Room)		
154	Water Leak detection Cable Sensor – 25 mtrs		
155	Electronic Hooter		
156	SITC of 2 x 1.0 sq mm screened copper flexible cable		
157	SITC of Main Rodent Controller suitable to connect 24 Satelites @ 300sft at room area and 150 at ceiling and floor area. Server Room		
158	SITC of Satellite Stations / Transducers covering		
159	Cable and Conduits		
160	2 core 1 sq.mm Cu. Flexible Shielded cable @ 275 meter each coil		
161	20 mm PVC Conduit		
162	Console		
163	Stand Brackets		
164	120 ltrs Tank and valve assembly with solenoid actuator, straps Empty (fill 60 - 100 Kgs.)		
165	Fire Suppression Fluid Novec1230, OEM Factory Fill per KG		
166	Cylinder Accessories		
167	Cylinder strap		
168	Pneumatic Actuator Shipping assembly		
169	Local Manual actuator		
170	Flexible discharge Hose -49 mm / SWIVEL ADAPTOR		
171	Flexible Actuation Hose / Pilot hose		
172	Nozzles, Brass drilled -360/180 deg throw selection		
173	LED type display sign board flashing with inbuilt Sounder “EVACUATE GAS RELEASED” & “DO NOT ENTER”		
174	49 mm MANIFOLD CHECK VALVE		

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175	PRESSURE SWITCH - DPST		
176	MANUAL RELELEASE SWITCH		
177	ABORT SWITCH		
178	M.S. Seamless pipes as per ASTM A 106 Gr. B, schedule 40 with necessary Fittings & Hangers.		
179	2 WAY MANIFOLD		
180	MS Channel support		
181	Gass Release Panel		
182	Cross Zoning Detector		
183	Hooter with strobe 100 DB		
184	BUILDING MANAGEMENT SYSTEM APPLICATION		
185	6KVA online UPS with 20 minutes backup		
186	Structured cabling & Server racks: 10 M Cat 6 Cable		
187	15 M Cat 6 Cable		
188	25 M Cat 6 Cable		
189	Cat-6 UTP Cable Roll of 305 Mtrs		
190	12MTP/F-12MTP/F Trunk Cable, OM4, LSZH, 15m, polarity Reversed, Low-Loss		
191	12MTP/F-12MTP/F Trunk Cable, OM4, LSZH, 25m, polarity Reversed, Low-Loss		
192	LC-LC Fiber Duplex Patch Cord OM4 Multimode-3 Meter		
193	LC-LC Fiber Duplex Patch Cord OM4 Multimode-5 Meter		
194	24 Core Fiber Cassette (MPO) AB/BA Pair Flipped 24 Core fiber MPO LC Cassette, Pair Flipped AB/BA, Multi-Mode		
195	Trunk Cable (MPO-MPO) 25Meter MPO-MPO Trunk Male cable, 12 Fiber straight, 50.125 OM4 LSZH Multimode		
196	Trunk Cable (MPO-MPO) 15Meter MPO-MPO Trunk Male cable, 12 Fiber straight, 50.125 OM4 LSZH Multimode		
197	Installation Charge		
198	Server Rack - Supply, Installation, Testing & Commissioning of 42U Server Cabinet Extruded Aluminium Profile frame with top panel; having static load bearing capacity of 1300 Kg as per Tender specifications. . Dimensions: 2200mm x 800mm x 1200mm all complete as required and as per detailed specifications. Racks, PDUs, containment should be from same OEM		
199	Network Rack with PDU		

Manpower Requirement for 24x7 Support:

Sr. No.	Description		
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200	BMS Person - 2 persons for 5 years		
201	IT - L1/L2- 2 persons for 5 years		

Dedicated DC-DR Link & ILL

Sr. No.	Description		
202	Dedicated DC-DR Link & ILL - 500 Mbps DC-DR LC with 1 Year ARC		
203	100 Mbps ILL for with 1 Year ARC		

Physical Security :

Sr. No.	Description		
204	Providing of 2 Nos physical security for SDC.FY-23-24		
205	Providing of 2 Nos physical security for SDC.FY-24-25		
206	Providing of 2 Nos physical security for SDC.FY-25-26		

FMS/AMC :

207	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditionsFY-23-24		
208	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditionsFY-24-25		
209	FM Cost for 5 Years as per requirement mentioned in existing DCO terms & conditionsFY-25-26		
210	AMC/Support Cost for IT (software and hardware) equipmentFY-23-24		
211	AMC/Support Cost for IT (software and hardware) equipmentFY-24-25		
212	AMC/Support Cost for IT (software and hardware) equipmentFY-25-26		
213	AMC/Support Cost for Non-IT Equipment (2nd Floor)FY-23-24		
214	AMC/Support Cost for Non-IT Equipment (2nd Floor)FY-24-25		
215	AMC/Support Cost for Non-IT Equipment (2nd Floor)FY-25-26		
216	AMC/Support Cost for Non-IT Equipment (1st Floor)FY-23-24		
217	AMC/Support Cost for Non-IT Equipment (1st Floor)FY-24-25		
218	AMC/Support Cost for Non-IT Equipment (1st Floor)FY-25-26		
219	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor))FY-23-24		
220	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor))FY-24-25		

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221	AMC/Support Cost for PAC, UPS, Panel & DG. (1st Floor))FY-25-26		
222	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level EngineerFY-22-23		
223	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level EngineerFY-23-24		
224	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level EngineerFY-24-25		
225	Cost of dedicated Operation and AMC Support for RSA SIEM for WBSDC through L2 Level EngineerFY-25-26		
226	AMC/Support Cost for UPS batteries for 1 years, post initial 5 years warranty period for 204 cells of 2v/357ahFY-23-24		
227	AMC/Support Cost for UPS batteries for 1 years, post initial 5 years warranty period for 204 cells of 2v/357ahFY-24-25		
228	AMC/Support Cost for UPS batteries for 1 years, post initial 5 years warranty period for 204 cells of 2v/357ahFY-25-26		
229	Professional Support Services for one Database and one System Administrators with effect from 1.4.2022FY-22-23		
230	Professional Support Services for two Database and two System Administrators with effect from 1.4.2022FY-23-24		
231	Professional Support Services for three Database and three System Administrators with effect from 1.4.2022FY-24-25		
232	Professional Support Services for three Database and three System Administrators with effect from 1.4.2022FY-25-26		
233	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2022FY-21-22		
234	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2023FY-22-23		
235	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2024FY-23-24		
236	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2025FY-24-25		
237	Vodafone/other ISP 1000 Mbps ILL for WBSDC for 1 year upto 31.03.2026FY-25-26		
238	AMC & UPGRADE of old SDC cloud servers (4)FY-22-23		
239	AMC & UPGRADE of old SDC cloud servers (4)FY-23-24		
240	AMC & UPGRADE (30 to 75TB) of Dell VTL of old SDC cloud system period from 1/4/2022 to 31/3/2023FY-22-23		
241	AMC of upgraded Dell VTL of old SDC cloud system period from 1/4/2023 to 31/3/2024FY-23-24		
242	AMC & UPGRADE (75 to 100TB) of Dell VTL of old SDC cloud system period from 1/4/2024 to 31/3/2025FY-24-25		

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243	AMC of upgraded Dell VTL of old SDC cloud system period from 1/4/2025 to 31/3/2026FY-25-26		
244	AMC / ATS & UPGRADE (from 40 to 60TB) of Commvault Backup System from 2023FY-23-24		
245	AMC / ATS (60TB) of Commvault Backup System from 2023FY-24-25		
246	AMC / ATS (60TB) of Commvault Backup System from 2023FY-25-26		
247	AMC of WBSDC new cloud (blade) servers - lot oneFY-23-24		
248	AMC of WBSDC new cloud (blade) servers - lot oneFY-24-25		
249	AMC of WBSDC new cloud (blade) servers - lot oneFY-25-26		
250	AMC of Netapp SAN storage (430 TB) for the period from 2023FY-23-24		
251	AMC of Netapp SAN storage (430 TB) for the period from 2023FY-24-25		
252	AMC of Netapp SAN storage (430 TB) for the period from 2023FY-25-26		
253	AMC of WBSDC new network (SDN) infrastructureFY-23-24		
254	AMC of WBSDC new network (SDN) infrastructureFY-24-25		
255	AMC of WBSDC new network (SDN) infrastructureFY-25-26		
256	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-23-24		
257	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-24-25		
258	AMC & UPGRADE of RedhatOpenstack Cloud Software License SA for FY-25-26		
259	Renewal of RSA Software Product Licenses with OEM support for 1 yearFY-22-23		
260	Renewal of RSA Software Product Licenses with OEM support for 1 yearFY-23-24		
261	Renewal of RSA Software Product Licenses with OEM support for 1 yearFY-24-25		
262	Renewal of RSA Software Product Licenses with OEM support for 1 yearFY-25-26		
263	SOAR (Security Orchestration Automation Response) Software License RenewalFY-24-25		
264	SOAR (Security Orchestration Automation Response) Software License RenewalFY-25-26		
265	DDOS 10Gbps additional 1 Years subscription FY-24-25		
266	DDOS 10Gbps additional 1 Years subscription FY-25-26		
267	DC Augmentation - Installation, Commissioning & System Integration Charges		

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268	Deep Security Enterprise Software License - additional 150 VMs for 2 years during FY-21-22		
269	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses during FY-22-23		
270	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for yearFY-23-24		
271	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for yearFY-24-25		
272	Deep Security Enterprise Software License - additional 50 VMs for 1 years & License renewals for all existing licenses for yearFY-25-26		
273	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)FY-21-22		
274	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)FY-22-23		
275	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)FY-23-24		
276	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)FY-24-25		
277	EDB Postgres Enterprise License CPU Core support renewal / upgrade - Production Support (including Replica DB servers)FY-25-26		
278	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with supportFY-22-23		
279	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with supportFY-23-24		
280	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with supportFY-24-25		
281	VMware vCloud Suite Subscription per CPU 20 CPUs Commitment Plan - 12 month Prepaid with supportFY-25-26		
282	DC-DR LC & ILL ARC for DR SiteFY-22-23		
283	DC-DR LC & ILL ARC for DR SiteFY-23-24		
284	DC-DR LC & ILL ARC for DR SiteFY-24-25		
285	DC-DR LC & ILL ARC for DR SiteFY-25-26		
286	Capacitor Bank change of old UPSFY-21-22		
287	Capacitor Bank change of old UPSFY-24-25		

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288	Electrical Earth Pit Repair / ReconstructionFY-22-23		
289	DG Repair / Replacement due to aging / obsolescenceFY-22-23		
290	DG Repair / Replacement due to aging / obsolescenceFY-24-25		