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), Monibhandar, Kolkata.

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 technical support skills for providing on-site warranty service within the stipulated time.

1	Tender No. & Date	WTL/WBSDC/DC/22-23/017 dated 25.08.2022
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), Monibhandar, Kolkata
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. 10000000.00 (Rupees One crore 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	
7	Pre-Bid Meeting date & time	05.09.2022 at 12.00 Hrs. (On-Line Meeting) • Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - O) reaching WTL by 00.00.2022 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 – O) reaching WTL by 02.09.2022 at 14.00 Hrs. will be taken for decision. • Queries will be sent to Manager (Purchase) (purchase@wtl.co.in).
8	Bid Submission Start date & time	13.09.2022 at 14.00 Hrs.
9	Last date & time of EMD / BID SECURITY & Tender Fee submission	Before uploading of tender
10	Last date & time of Bid Submission	19.09.2022 at 13.00 Hrs.
11	Date & time of Technical Bid Opening	21.09.2022 at 13.00 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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CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

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SECTION – A

SCOPE OF WORK & RESPONSIBILITY

Capacity Enhancement of West Bengal State Data Centre (WB-SDC)

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 different Departments/Directorate 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.

At present WBSDC is hosting 200+ important Government applications, which includes 50+ mission critical applications. These applications are hosted at WBSDC using 600+ Virtual Machines (Servers) under Cloud Platform alongside co-located hosting and Common hosting infrastructure (shared infrastructure).

Existing Computing capacity at WBSDC						
Environment	Bare Metal	vCPU (Total)	Core (Total)	RAM (Total) GB	VM Count (Nos.)	Total Storage (TB)
Windows (Internal Infra)	12	384		5376	42	33
RHOSP (RHEL+ Windows)	20	1312		18816	695	133
RHV (eOffice + Cloud Infra)	12	1056		6144	117	54
VMWare + Physical Server	6		512	2000	22	106
Total	**50**	**3180**	**512**	**32336**	**876**	**326**

The current State Data Centre (SDC), Monibhanada, Kolkata design has facilitated consolidation of services, applications and infrastructure. Proposed 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.

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Once proposed DR Centre is made available, proposed WB-SDC after augmentation 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 proposed DC cum DR setup at Webel IT Park situated in Purulia District Head Quarter (Refer to WTL Tender No. WTL/WBSDC/DR/22-23/012 dated 05.07.2022 Version 2.0), around 300Km away from the proposed SDC infrastructure after augmentation 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.

Hence Government of West Bengal is planning to enhance of capacity augmentation and technology refresh of existing IT & Non IT infrastructure and service already installed / deployed at WBDC.

The scope of work definition and responsibilities stated in this document is indicative. However bidder should include any additional products or services required to achieve the functional objective of the project. The purchaser reserves the right to make changes to stated implementation activity or accept bidder's recommendations for the same during implementation keeping within domain of the stated project objectives.

Brief Scope of Work

The brief scope of work including Delivery, Installation, migration & integration is outlined below in the following broad categories.

This specification covers DC infrastructure, standalone system design, engineering, manufacture, assembly, testing at manufacturer's works, supply, delivery at site, unloading, handling, proper storage at site, erection, testing and commissioning at site of complete infrastructure to be installed at WBSDC, Moni Bhandar, 2nd Floor as detailed in the specification, complete with all accessories required for efficient and trouble-free operations.

Modular and scalable design, the critical components used to design the system should be redundant and in the Events of failure the components can be maintained easily. All the components of the infrastructure should be such that it can be easily dismantled and relocated to different location.

The DC infrastructure, standalone system shall be in adherence to standard Data Centre guidelines thus shall be composed of multiple active power and cooling distribution paths, but only one path active. Shall have redundant components**.**

(1) Deliver, Installation & Integration of additional materials of Civil Infrastructure :
Delivery, installation and integration of additional materials of civil infrastructure related work shall be adopted for design and implementation of civil cum interior work for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

Bidder to study existing civil infrastructure of WBSDC (2nd Floor) and propose additional materials for civil infrastructure. Additional materials should compatibility with existing civil infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities.

(2) Deliver, Installation & Integration for Rack Containment Frame with Cold & Hot Aisle Containment system with all related accessories :
Delivery, installation & integration of for Rack Containment Frame with Cold & Hot Aisle Containment system with all related accessories shall be install for the WBSDC-DC as detailed as detailed given in the **Section - I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder

have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

Bidder to study existing Rack Containment Frame and Cold & Hot Aisle Containment system of WBSDC (2nd Floor) and propose additional materials for installation of one additional Rack Containment Frame and Cold & Hot Aisle Containment system. Additional materials should compatibility with existing civil infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities.

(3) Deliver, Installation & Integration of 42U Rack and IP PDU with all related accessories
Delivery, Installation & installation of 42U Rack and IP PDU including all related accessories shall be install for the WBSDC-DC as detailed given in the **Section - I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

Bidder to study existing Rack and IP PDU along with Containment Frame and Cold & Hot Aisle Containment system of WBSDC (2nd Floor) and propose additional Rack and IP PDU for installation of within proposed additional Rack Containment Frame and Cold & Hot Aisle Containment system. Additional materials should compatibility with existing Rack Containment Frame and Cold & Hot Aisle Containment system with component interpretability and inter-replaceable, inter-changeability capabilities.

(4) Deliver, Installation & Integration of IP KVM switch with Display Unit including all related accessories :
Delivery, Installation & installation of KVM switch with Display Unit including all related accessories shall be install for the WBSDC-DC as detailed given in the Section - I and J. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

(5) Deliver, Installation & Integration of Structured Passive Cabling Components of LAN infrastructure with all related accessories
Delivery, installation and integration of Structured Passive Cabling Components of LAN infrastructure with all related accessories as per scope work shall be adopted for design and implementation of Structured Passive Cabling for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

Bidder to study existing Passive Cabling infrastructure of WBSDC (2nd Floor) and propose additional materials for Passive Cabling infrastructure. Additional materials should compatibility with existing Passive cabling infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities**.**

The Structured Passive Cabling shall perform the following general functions including but not limited to:

● All required cables should be laid up to the rack level in the Data Centre.
● Dedicated raceways / cable-trays should be used for laying LAN.
● All the cable raceways shall be adequately grounded and fully Concealed with covers.
● The cables should be appropriately marked and labelled.
● There should be enough space between data and power cabling and there should not be any cross wiring of the two, in order to avoid any interference, or corruption of data.
● It is proposed to have power and data cables in separate trays in cold aisle and hot aisle respectively.

(6) Delivery, Installation & Integration of Desktop Computer & other accessories

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Delivery, installation and integration of Desktop and Printer with all related accessories as per scope work shall be adopted for implementation of monitoring of various equipment for IT & Non-IT Infrastructure for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

(7) Deliver, Installation & Integration of Link Load Balancer
Delivery, installation and integration of Link Load Balancer for integration of multiple MPLS and IIL links (link will be provided by the Department) with all related accessories as per scope work shall be adopted for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

(8) Deliver, Installation & Integration Network Security Devices
Delivery, installation and integration of Network Security Devices (Firewall and DDoS) with all related accessories as per scope work shall be adopted for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.

(9) Deliver, Installation & Integration of Network Switching Devices
Delivery, installation and integration of following Network Switching Devices with all related accessories as per scope work shall be adopted for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation.
● Implementation of Spine Switch
● Implementation of Fiber Fiber Leaf Switch
● Implementation of Cooper Leaf Switch

(10) Deliver, Installation & Integration of Hyper-Converged Infrastructure
Delivery, installation and integration of **Hyper-Converged Infrastructure** with all related accessories as per scope work shall be adopted for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of necessary / additional components for achieve the solution/installation and Migration of existing Cloud to new environment if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation. HCI Architecture should support following.
● Virtualization
● Replication
● Security
● Management
● Cloud Management Platform
● Firmware Code and Patch Management
● Proactive Maintenance and Support

(11) Delivery, Installation, Configuration & Integration of Backup Device and related software
Delivery, installation, integration and customization of Disk based Backup Device and full capacity necessary Backup Software with all related accessories as per scope of work shall be adopted for the WBSDC-DC as detailed given in the **Section- I and J**. Requirement of necessary / additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the requirement. No Additional cost will be allocated for achieve the solution during implementation. customization backup solution should support following.
● Backup Policy will be decided during project implementation phase.
● Perpetual with unlimited valid License of Backup Software will be delivered**.**

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(12) Deliver, Installation & Integration of Centralized Monitoring Software

Delivery, installation and integration of Centralized Monitoring Software including Network Management System with all related accessories as per scope of work shall be adopted for WBSDC-DC as detailed given in the **Section- I and J**. Requirement of necessary / additional components for achieve the solution/installation, Migration from existing EMS to new solution, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation. Centralized Monitoring Software should support following.

● Server, Database & Application Fault
● Performance Monitoring Management
● Network Management System
● Network Configuration Automation
● Network Traffic Flow Analysis System
● Helpdesk / Service Desk Management
● Reporting

(13) Delivery, Installation & Integration of Application Performance Management software

Delivery, installation and integration of Application Performance Management software including Application & Platform Security Assessment, Performance Assessment & Functionality Assessment with all related accessories as per scope of work shall be adopted for WBSDC-DC as detailed given in the **Section- I and J**. Requirement of necessary / additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation. Application Performance Management software should support following.

● Functional Test Automation
● Test Management and Governance
● Performance Testing

(14) Delivery, Installation & Integration of Data loss Prevention management software

Delivery, installation and integration of Data loss Prevention management software with all related accessories as per scope of work shall be adopted for WBSDC-DC as detailed given in the **Section- I and J**. Requirement of necessary / additional components for achieve the solution/installation, if any, bidder have to be covered with during bid submission as per the bidder's own justification and completion of site survey. No Additional cost will be allocated for achieve the solution during implementation. Data loss Prevention management software should support following.

● Data Security - Network Data Prevention
● End point Data Monitoring & Protection
● Data Identification & Policy Management
● Automated Response & Incident Management
● Role Based Access and Privacy Control
● Reporting and Analytics
● Storage (Data at rest**)**

(15) Installation, Commissioning, Migration, Integration and documentation of entire project

Selected bidder will submit project implementation and Migration plan including High level Design (HLD) and Low Level Design (LLD) documentation before installation.

Selected bidder will install, commission, Migration and successful integration after successful deliver of the entire equipments as per RFP and final project implementation plan submitted by selected bidder.

After successful installation, commissioning, Migration and integration bidder will submit final project implementation document with all relevant information.

(16) Operation & Maintenance Support Service

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Selected Bidder will provide five (5) years Operation & Maintenance Support from the date of final acceptance of deployed infrastructure. Technical resources at WBSDC-DC with role and responsibility given in **Section – J.** Operation & Maintenance Support includes existing IT & Non-IT Infrastructures installed at WBSDC-DC after completion of existing service contract. After expiry of existing service contract RFP specific O&M support will includes all the IT&Non-IT Infrastructure. Valid back to back OEN support warranty will be provided during O&M support service.

(17) Supply: Entrusted bidder must supply and RFP and Work Order. All supplies must be certified, new and RoHS compliant. Supplied components must satisfy the minimum guiding specifications and guidelines, as applicable, proprietary technology must be mentioned against each component. Bidder is allowed to propose only one make / model per system or software required for the proposed solution. Bids with optional offers would be summarily rejected.

(18) HCI Technology : Bidder should proposed Hyper converged Infrastructure with Necessary HCI compatible Network, Load Balancing, Backup Software, Software, Network Security and other related. Proposed solution should be Containerization capable

(19) Installation, Integration & Implementation: Installation, integration & implementation will be governed by the stated guidelines and associated standards & in line with the scope of work defined in this document. Installation, integration & implementation of all Non-IT infra, IT hardware components, system software, required tuning of the computing infrastructure including hardware, network, system software, database, application servers and utilities for optimal performances, registration of components with OEM or developer for post installation warranty support are the sole responsibility of the Bidder.

(20) Project Management: Selected bidder will be required to perform the following project management tasks for the assigned areas:

● Provide a detailed strategy and work plan for their scope of work including migration of existing Cloud Infrastructure
● Identify and address functional/technical issues that may arise during the project.
● Provide a strategy for data transferring/migration from existing infrastructure to augmented infrastructure.

(21) Delivery at DC Site: The successful Bidder will install the Hardware at the designated installation sites. The equipment shall be delivered at site location and all arrangements for loading/unloading, movement etc. shall be done by the successful bidder. The Bidder will make all necessary arrangement for hosting equipment's & transportation of materials (raw and/or fabricated) at site of work. WTL will not provide any equipment to the successful Bidder for any site work.

(22) Packing, Unpacking, unloading & etc. : The Vendor is responsible for installation and configuration of systems at sites including unpacking of cartons / boxes, assembling, wiring, cabling between hardware units and connecting to power supplies. The Contractor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

(23) Installation, Re-installation & Migration: Installation/ re-installation, configuration / re-configuration, Migration and all other activities related to Hardware / Software/ DB/ HA/ Third party tools are the responsibility of the Bidder during entire contract period. Necessary License for End point security, OS and RDBMS will be procured separately.

(24) Cleaning: Site Preparation & cleaning checking & fixing, aligning of structures, final cleaning of site after completion of the work shall be under the scope of the Successful Bidder. No separate payment will be made towards this and the cost, if any, will be deemed to be included in the total contract price.

(25) Site Inspection: The Bidder, before submitting his tender, is suggested to visit the site and ascertain the local conditions, labor rules, availability of construction materials, traffic restrictions, and all obstructions in the area and also ascertain all site conditions. After the award of work no additional claims will be entertained on these accounts under any circumstances.

(26) Coordination with other agencies: The successful Bidder shall coordinate with other agencies working at the site for the successful and timely implementation of the work.

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(27) Damage during implementation: Ensuring that no other equipment/structure/setup gets damaged due to Bidder's activities. Any damages if caused to WTL's property due to Bidder's negligence shall be passed on Successful Bidder's account and will be recovered from Bills of service provider.

(28) Civil Work : Minor civil works such as chipping/cutting of floors for making grooves or laying pipes / cables, making holes / opening through walls, ceiling or floors, drilling of holes through steel structures and frames, grouting of frames, hooks on walls/ceiling etc. required for execution of work. After erection, surface shall be made good by plastering / painting to their original shape and finish.

(29) Back to Back OEM Service Agreement : The Bidder is to furnish Authorization/ Undertaking including back to back service arrangement for comprehensive maintenance from the OEMs of IT & Non-IT and other systems and solutions that will be provided as part of solution during contract. The Authorization/Undertaking must be submitted on OEMs letter head and OEM back to warranty certificate with warranty tenure as per RFP terms including serial number all deployed product should be submitted.

(30) Cloud & other related Migration: Bidder to implement migration from existing cloud infrastructure to new HCI infrastructure with zero data/application loose.

(31) Data Migration: Bidder to implement migration (Data, Application and other related service, job & etc.) from existing Cloud infrastructure to proposed HCI Infrastructure. Bidder to implement of replication of data from DC-DR for database replication would be implemented. Post implementation bidder should demonstrate failover & fail-back to proof successful replication implementation. Weekly report on (a) Data sync certification between DC-DR must be submitted on every Monday.

(32) Stabilization Period: The System shall be under stabilization period of minimum two months post Go Live and shall be monitored closely for any issue. The issue shall be addressed immediately so that no stoppage of business shall happen. All the deployed solution like HA, failover, failback, backup, restore, performance, CPU utilization, RAM Utilization, storage etc. shall be tested, monitored and any issue arising shall be addressed.

(33) Additional Component: Any component, license that has been missed out in this specification but is required to complete the solution shall be provided by the bidder. Any component, license that has been mentioned but a higher quantity or volume is required to complete the solution shall be provided by the bidder.

(34) Patch Management: Bidder or Selected SI should conduct periodic patch management as per recommendation from respective OEM and consultation.

(35) License: All Licenses, OEM warranty certificate issued by respective OEM. Respective License should be in the name of **Government of West Bengal**.

(36) End of Support by OEM: The new hardware that will be provided should not be under EoS/EoSL from respective OEM for the next Seven years from date of installation.

(37) Testing: Entrusted bidder must test the installed and integrated systems(s) in-situ and produce system generated report showing that all asked-for minimum specifications and guidelines are met. Integration and testing of components may be jointly done by the WTL/Directorates and entrusted Bidder / System Integrator

(38) OEM responsibility: Bidder to include confirmation from the respective OEMs for the products / solution proposed by them for the following:
  a) All product specific compliance information has been certified by the OEM
  b) OEM has not withheld any information about the product / solution that undermines the objectives of the proposed solution

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c) After final acceptance of successful installation, commissioning and integration bidder will submit item-wise warranty coverage for five years (warranty start date from the date of final acceptance) for all hardware, system software and accessories from the respective OEMs.

d) For any change in system part no. / Serial no. of any hardware / software from the time of submission of offer till completion of the contract (for reasons like model changes or replacement systems), bidder should notify the change to the purchaser in written with supporting justification letter from the respective OEM for the change. The Purchaser reserves the right to accept or reject such changes.

(39) Ownership: After acceptance, porting of business information on ICT infrastructure, IT Department/ WTL will be the sole owner of the information repository, and associated processes.

(40) Warranty Period: The entire system along with all the installed components shall be under comprehensive maintenance support for 5 years contract after successful final acceptance of the entire system. The scope of work shall cover manpower, spares and service. For all the installed Hardware and software, the bidder should have back to back agreement with respective OEMs for technical services, spares and support during the entire period of contract.

Estimation with DC site compute requirement estimate

Environment	Node / Server	Core (Total)	RAM (Total) TB	Total Storage (PB)
Total estimated Requirement at DC Site	52	2912 Minimum	52 Minimum	4 Minimum
Following Existing Storages under OEM warranty are being planned for redeployment at SDC with newly proposed HCI Infrastructure. Bidder will provide necessary component during integration with new system. No Additional cost will be provided by WTL/Department for integration. 1. NetAPP Storage AFF700 – 220TB- deployed for WBSDC Cloud Infrastructure 2. HPE 3PAR StoreServ 3PAR C650 – 250TB – deployed at WBSDC 3. DELL PowerStore 500T -51TB - deployed for Commercial Taxes 4. DELL Unity XT600 - 450TB - Deployed for Registration, L&LR & Excise 5. DELL SC9000- 120TB - Deployed for WBIFMS				

Site survey may be allowed to ascertain detailed site specific requirements. Only one visit will be allowed per bidder who will participate in pre-bid meeting.

After completion of above DC augmentation the integrated 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 DR infrastructure as per terms and conditions mentioned in this tender.

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

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SECTION – B

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 GoWB 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 Shall include supply, installation, operations and maintenance of infrastructure viz. racks, servers, network equipments, end point devices etc. pertaining to Data Center and/or Data warehouse management.

"Project" Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC)

"AMC" means Annual Maintenance Contract.

"O&M" means Operation & Maintenance

"FMS" means Facility Management Support

"SIA" means State Implementation Agency

"SNA" means State Nodal Agency

"QGR" means Quarterly Guaranteed Revenue

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"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 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 West Bengal undertaking.

2. **PRE BID MEETING**
   Pre Bid Meeting will be held on 05.09.2022 at 12.00 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - O) 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 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 requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the seriatim 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 an Corrigendum, which would be published on the website and will also be made available to the all the Bidder who have been issued the

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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**
   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:
    i. Accept the work order along with the terms and conditions.
    ii. Furnish performance security.
    iii. Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
    iv. 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 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 14 weeks from the date of acceptance of contract or the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 22 weeks 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. DELIVERY & PROJECT COMPLETION SCHEDULE

Within 24 weeks after receiving of final work order. If delivery of materials delayed due to current shortage of semiconductors, competent authority may take necessary permission for additional timeline after receiving of justification.

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

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- 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 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

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from Department of IT&E, GoWB. A scheduled payment terms depicted below: phase wise payment will be release as per following mode.

Sl. No.	Job	Payment Schedule / Milestones	Remarks
1.	On Delivery of any IT & Non-IT equipments (Delivery as per implementation plan	70% of Basic value of delivered items + 100% of Tax amount of Basic value will release. (example: If SI delivered UPS, bidder will submit 70% of basic claim of UPS + 100% of Tax amount of basic value of UPS)	Payment release on successful check of all/part of the delivered equipment by WTL
2.	PAT / Installation & Commissioning of delivered IT & Non-IT components	20% of Basic value of delivered items will release	Payment release on successful PAT/Installation & Commissioning of all the installed IT & Non IT items
3.	On successful installation, commissioning, integration, Migration and Final acceptance test of all delivered IT, Non IT components & other related items as per tender	Reaming 10% of Basic value delivered items will release	Payment release on successful implementation of FAT and submission of Back to Back OEM warranty support document as per tender terms.
4.	Operation & Maintenance Support Charge	Payment will be made on quarterly deferred basis	O&M Support charges will be calculated as: (total value of O&M Support charges)/20 (20 quarter = Five years). Penalty as per SLA calculation will be deducted from quarterly O&M Support charges

21. GOVERNING LAWS

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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. BIDING 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,
* 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 present 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.

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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.

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 from 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 Government of West Bengal.

All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of Government of West Bengal. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance. 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 back to back OEM warranty documentation (no expiry) will be delivered to WTL.

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.

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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 5 years from the date of Go-Live.

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

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the State Departments, unless inevitable and approved by WTL / 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

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 5 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.

✓ 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:

- ✓ 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 270001, 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, 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

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 3% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – R).

34. SI/BIDDER/CONTRACTOR'S /OEM 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 ia any mismatch / irregularity in GST return filling 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 submitted not later than the due date and time specified in the Important Dates Sheet. WTL may as 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

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.

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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.

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.
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

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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.
- 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 – C

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 valid GST Registration Certificate & PAN. Bidder shall have to submit photocopy of the documents.

3. The bidder/group company shall have undertaken "Similar Nature of work" of at least three (03) orders each of an amount not less than Rs.10 Crore, over the preceding seven financial years in Government Department /PSU/Autonomous Body /any reputed organization in the country. At lest one of such projects shall have been completed during the preceding seven financial years. Reference order copies for the project to be submitted.

   OR

   The bidder/group company shall have undertaken "Similar Nature of work" of at least five (05) orders totalling of an amount not less than Rs.50 Crore, over the preceding Seven financial years in Government Department /PSU/Autonomous Body /any reputed organization in the country. At lest one of such projects of not less than rupees 10 crore shall have been completed.

4. Bidder should submit escalation matrix with all details for resolutions of technical and administrative issues.

5. The bidder / group should have an average annual turnover of not less than Rs. 150 Crore in the last Seven financial years (FY 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-2020 & 2020-2021). Bidder shall have to submit Audited Accounts in support of their claim.

6. The bidder / group Company should submit Manufacturer's tender specific authorizations for HCI Infrastructure, Network Switch, Link Load Balancer, Network Security Device, Backup Device & Software, Central Management Software, Application Performance Management software and Data Loss Prevention software must be submitted as per format enclosed (Section - K). Authorization to be submitted on OEM's letter head and signed by authorized signatory.

7. The Bidder must have certification for the following standards: ISO 9001:2015, ISO / IEC 27001:2013, ISO / IEC 20000-1:2018. Copy of valid Certificate to be submitted.

8. The bidder shall submit Bid Form (Section – F) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

9. 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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SECTION – D

SERVICE LEVEL MANAGEMENT

SERVICE LEVEL MANAGEMENT

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SI to SIA for the duration of this contract.

The SI and SIA shall regularly review the performance of the services being provided by the SI and the effectiveness of this SLA

Note:

> The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SI to SIA for the duration of this contract.
> The SI and SIA shall regularly review the performance of the services being provided by the SI and the effectiveness of this SLA

2.1. Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the state and user departments. Uptime, in percentage, of any component (Non-IT & IT) can be calculated as:

  Uptime = {1- [(Downtime) / (Total Time – Scheduled Maintenance Time)]} * 100

- "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the state and user departments and excludes the scheduled outages planned in advance for the West Bengal State Data Center and the link failures that are SWO's responsibility.

- "Incident" refers to any event / abnormalities in the functioning of the Data Center Equipment / specified services that may lead to disruption in normal operations of the West Bengal State Data Center services.

- "Helpdesk Support" shall mean the 24x7 Center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.

- "Resolution Time" shall mean the time taken in resolving (diagnosing, troubleshooting and fixing) an incident after it has been reported at the helpdesk. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
    - Critical - Production server or other mission critical system(s) are down and no workaround is immediately available. All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. You have had a substantial loss of service. Your business operations have been severely disrupted.
    - Medium - Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A major milestone is at risk. Ongoing and incremental installations are affected. A temporary workaround is available.
    - Low - Partial, non-critical loss of functionality of the software. Impaired operations of some components, but allows the user to continue using the software. Initial installation milestones are at minimal risk.

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2.2. Category of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements for the WBSDC Infrastructure (IT and Non-IT) The SI shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the SI shall be reviewed by the West Bengal Electronics Industry Development Corporation Limited that shall:

•   Regularly check performance of the SI against this SLA.

•   Discuss escalated problems, new issues and matters still outstanding for resolution.

•   Review of statistics related to rectification of outstanding faults and agreed changes.

•   Obtain suggestions for changes to improve the service levels.

The SLA has been set on:

2.2.1. Implementation Service levels

The following measurements and targets shall be used to track and report the implementation performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract. All the targets for the completion of the implementation activity are calculated on a weekly basis. Please note that the Bidder should provide comprehensive, end-to-end service to implement the SDC Infrastructure, including replacement of the equipment in case of physical damage. No reason shall be entertained (unless those mentioned in Force Majeure) in case of unavailability of any service given in the scope of work in this CONTRACT and the appropriate penalty shall be levied.

➢   **Implementation Service Levels**

Table 1: Implementation Service Levels

Measurement	Target	Severity	Penalty
Civil Work Installation of all Non-IT Components and Installation, integration and migration of all IT Components, Integrated Testing and Final Acceptance test (FAT)completed and handing over.	24 weeks from the date of Work Order	Critical	A Penalty as 1% per week for every week delay in PAT. Subject to a maximum of 10% Penalty will be computed on the remaining milestone activity

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

• "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the state and user departments. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:

Uptime = {1- [(Downtime) / (Total Time – Scheduled Maintenance Time)]} * 100

• "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the state and user departments and excludes the scheduled outages planned in advance for the West Bengal State Data Center and the link failures that are SWO's responsibility.

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- "Incident" refers to any event / abnormalities in the functioning of the Data Center Equipment / specified services that may lead to disruption in normal operations of the West Bengal State Data Center services.
- "Helpdesk Support" shall mean the 24x7 center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- "Resolution Time" shall mean the time taken in resolving (diagnosing, troubleshooting and fixing) an incident after it has been reported at the helpdesk. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
  a) Critical: Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. These incidents shall impact the overall functioning of the SDC. For example, purchase of printer, router, software bug fixing etc.
  b) Medium: Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. For example, installation of operating system, replacement of switch etc.
  c) Low: Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. For example, installation of printer on a client etc.

2.2.2. Operation& Maintenance Service levels

IT Infrastructure Service

Levels

Following outlines the service level indicators & and the target performance levels to be maintained by the Agency during the contract period. These SLAs shall be strictly imposed and athird party audit/certification agency shall be deployed for certifying the performance of the Agency against the target performance metrics as outlined in the table below:

Table 2: IT Infrastructure Service Levels

Sl. No.	Measurement	Target	Severity	Penalty
1	Individual Server and VM Availability (including the OS, database and web/app servers which are supplied / installed and maintained by SI for hosting the web portal)	>= 99.749%	Critical	No Penalty
		>=99 % <99.749%		1% of the QGR
		>=98 % < 99 %		2% of the QGR
		>=95 % < 98%		3% of the QGR
		< 95 %		Maximum of 5 of the QGR can be imposed
2	Connectivity between DC & DR	>= 99.749%	Critical	No Penalty
		>=99 % <99.749%		1% of the QGR
		>=98 % < 99 %		2% of the QGR
		>=95 % < 98%		5% of the QGR
		< 95 %		Maximum of 10 % of the QGR can be imposed
3	Backup Device Availability	>= 99.749%	Critical	No Penalty
		>=99 % <99.749%		1% of the QGR
		>=98 % < 99 %		2% of the QGR
		>=95 % < 98%		5% of the QGR
		< 95 %		Maximum of 10 % of the QGR can be

Sl. No.	Measurement	Target	Severity	Penalty
				imposed
		< 95 %		Maximum of 10 % of the QGR can be imposed
4	Connectivity with Internet	>= 99.749%	Critical	No Penalty
		>=99 % <99.749%		1% of the QGR
		>=98 % < 99 %		3% of the QGR
		>=95 % < 98%		5% of the QGR
		< 95 %		Maximum of 10 % of the QGR can be imposed
5	LAN Availability (Active and passive Components of WBDC)	>= 99.749%	Critical	No Penalty
		>=99 % <99.749%		2% of the QGR
		>=98 % < 99 %		5% of the QGR
		>=95 % < 98%		8% of the QGR
		< 95 %		Maximum of 10 % of the QGR can be imposed
6	Restore the backed up databases/ applications etc. to be initiated within 2 hours of request	Full Restore	Medium	1% of the QGR for > 5 violations of service parameter on every QGR
7	Scheduled downtime for Preventive maintenance Per Week, if any • 1am to 3am on Sundays • Any further requirement for scheduled downtime	Notification of >= 7 days in advance	Medium	No Penalty
		Notification of less than 7 days		0.5% of the QGR

Note: Equipment Availability Related penalties shall be governed by the following conditions:

• The Penalty shall be calculated on a quarterly basis.
• If the SLAs drop below the lower limits specified for each component in the table above, it will be governed by the event of default / penalty clause as specified under "Section D: Instruction to the bidder" of the NIT.

Compliance and Reporting Process Service Levels

Table 5 : Reporting Process Service Levels

Sl. No.	Measurement	Target	Severity	Penalty
1	Submission of MIS reports. The SI shall submit the MIS reports as requested by SIA	Report for previous month to be submitted by 7th of next Month	Medium	1% of the QGR for every 1 day of delay in submission of incremental

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Sl. No.				basis to a maximum of 5%
2	Implementing Change Requests: The SI would implement approved change request within 2 days of its approval	100% of all approved change requests	Medium	1% of QGR for >5 violations of Service Parameter
3	Customization of EMS reports	Customized reports shall be created and submitted within 7 days from date of request submitted by SIA.	Medium	1% of QGR for every 7 days delay in submission of customized reports to a maximum of 10% of QGR.

These SLAs would be calculated for each of the following types of incidences:

- Virus Attack- Any virus infection and passing of malicious code shall be monitored at the gateway level or user complains of virus infection shall be logged at the help desk system and collated every
- ' quarter.
- Denial of Service Attack Non availability of any services shall be analyzed and forensic evidence shall be examined to check whether it was due to external DoS attack. Intrusion Compromise of any kind of data hosted by SDC
- SPAM statistics on monthly basis shall be monitored through reports generated by Anti-SPAM software.
- Any other security related threat

Table 6: Security and Incident Management Service Level

Sl. No.	Incidents	Penalty
1	For every virus attack reported and not resolved within 24 hours from the time of patch or virus removal tool/process is available	Rs. 10,000
2	For every incidence of Denial of service attack	Rs. 200,000
3	For every incidence of Data Theft/Destroy/compromised on data Integrity (Compromise of any kind of data hosted by DR)	Rs. 5,00,000 (In addition to any other penalty, punishment applicable under the legal provisions of the Country and the State prevailing at that point in time.)
4	Host level Intrusion	Rs. 2,00,000
5	Ransomware Incident	Rs 5,00,000
6	Missing a security incident alert of critical nature	Rs 1,00,000/- per incident

Cloud Management Related SLA

Table 7 :Virtual infrastructure related Service Levels

Sl. No.	Measurement	Target	Severity	Penalty

Sl. No.	Measurement	Target	Severity	Penalty
1.	Provisioning and De-provisioning of Virtual Machines	Within 30 Minutes after the approval of the request by the concerned Authority	Medium	0.5% of the QGR for every 1 hours or part delay beyond the target time. To the maximum capping of 5 hrs. Beyond 5 hours, 1% of the QGR for every 1 hour.
2.	Overall Cloud Solution Availability	99.749%	Critical	99.25% – 99.749% - 1% of QGR 98.75% - 99.25% - 2% of QGR Subsequently, every 0.5% drop in SLA criteria – 2% of QGR Overall Cloud Solution Availability will be measured by following formula: Availability %age = {(Agreed Service Time – Subsystem Down Time)/ (Agreed Service time)*(100%). ** Scheduled downtime will be excluded.
3.	Cloud Orchestration layer Availability	99.749%	Critical	99.25% – 99.749% - 1% of QGR 98.75% - 99.25% - 2% of QGR Subsequently, every 0.5% drop in SLA criteria – 2% of QGR The component availability will be measured by following formula: Component Availability %age = {(Agreed Service Time for the component– Down Time of the component)/ (Agreed Service time for the component)}*(100%)
4.	Cloud Security layer Availability	99.749%	Critical	99.25% – 99.749% - 1% of QGR 98.75% - 99.25% - 2% of QGR Subsequently, every 0.5% drop in SLA criteria – 2% of QGR The component availability will be measured by following formula: Component Availability %age = {(Agreed Service Time for the component– Down Time of the component)/ (Agreed Service time for the component)}*(100%)
5	Data/VM Backup success per day	100% 96-99% 90-95.9%	Critical	No penalty 1% of QGR 5% of QGR

Table 8 :Patch Management SLA

Measurement	Target	Severity	Penalty
Patch Management	Critical Patches to be implemented within 10 days of patch release	Medium	0.05% of QGR
	Non Critical Patches to be implemented within 15 days of patch release	Low	0.01% of QGR
	Optional Patches to be implemented within 30 days of patch release	Low	0.01% of QGR

Technical Resources Service levels

Incases where 24x7 technical resources are not available the support personnel should be available over phone. On critical situations or when directed by SIA, the support personnel must be available onsite within 3 hours of request from SIA. Non availability of the support personnel as stated above will be treated equivalent to single occasion downtime for critical components. The core resources/manpower like Project Manager and level 3 resources deployed by the SI should be on rolls of the respective SI and not contracted or outsourced personnel.

Table 9 : Resource shift Service Level

Bidder needs to provide adequate number of resources to comply with the shift requirement. In case if any additional resource is required, he/she should meet the experience, educational and certification criteria.

One resource can continue 22 days in a month, subject to compliance of extant provisions as laid down by the Department of Labour, GoWB. This is the minimum resources required to be deployed in the WBDC at Kolkata, however to maintain the SLA the Bidder must deploy additional resources, if required

Measurement	Target	Severity	Penalty
Resource availability for all services requested under Operations and Maintenance	100% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis	Critical	No Penalty on QGR
Resource availability would be calculated as: (No. of shift days for which resource present at the designated location / Total No. of shift days) x 100	< 100% to >= 90% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis		10% of QGR
	< 90% to >= 80% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis		30% of QGR
	< 80% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis		No payment for respective QGR

Example: to illustrate the Resource shift availability in case there are there are 3 shifts per day which will have 2 people in shift 1, 1 in shift 2 and 1 in shift 3.
Total shift per day will be = 4 (2 x 1 + 1 x 1 + 1 x 1) per quarter it would be = 360 shifts
In a quarter if two people were not present in shift 1 for 7 days then 2 x 7 = 14 shifts will be considered for the unavailability of manpower.
Uptime % = (shifts in which manpower was available / total number of shifts) x 100

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Uptime c1/0 = (1 — 14/360) x 100
Uptime % = 96.11%
TPA will follow the process mentioned above while calculating man shift availability.

- Notwithstanding anything contained in this Agreement of the RFP, the maximum aggregate penalty that can be levied on the SI for a quarter shall not exceed 10% of the total QGR value of the respective quarter (i.e. the sum of all invoices raised for the respective quarter by the SI) and can be imposed for reasons that are solely applicable to the SI.

13.0.   **SLA Review Process**

Either SIA or SI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of views and identifies specific points of disagreement with possible solutions.

- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The SIA and the SI shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The SI will then communicate the resolution to all interested parties.
- Incase the issue is still unresolved; the arbitration procedures described in the Terms & Conditions section will be applicable.

2.3.1. Penalties are subject to:

- Maximum cumulative of 10% penalty (**except Table No. 9)** can be levied on the value of contract (exclusive of taxes) for reasons that are solely applicable to the SI
- In the event of exceeding 20% penalty, it will be deemed to be an event of default and can lead to termination.
- In the case of maximum Penalty of 10% being calculated for the SLA breaches by the SI for four consecutive QGR due to breach of service level as per the agreement, then the performance of the SI will be reviewed and also may be subjected to Termination of the order for the FMS Period. In such case, the provisions of the Termination clause as per the agreement shall apply.

SAMPLE SLA AUDIT REPORT

Computation of other Penalty except manpower				
Sl. No	SLA Description	Penalty (%)	Remarks	Priority
1	HCI Infra Availability			
2	Backup Device & Backup Service Availability			
3	Connectivity with DR Site			
4	Internet Availability			
5	LAN Availability			
6	Restore Requests			
7	Scheduled downtime			
8	DCIM Availability			
9	MIS Reporting			

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Computation of other Penalty except manpower				
Sl. No	SLA Description	Penalty (%)	Remarks	Priority
10	Implementing Change Requests			
11	Customization of EMS Report			
12	Virus Attack			
13	DoS Attack			
14	Host level Intrusion			
15	Ransomware Incident			
16	Missing Security Incident alert of Critical Nature			
17	Provisioning and de-provisioning of VMs			
18	Overall Cloud Solution Availability			
19	Data/VM Backup success per day			
20	Patch Management			
Total Penalty (%)				

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SECTION – E

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	25.08.2022
2	Documents download/sale start date (Online)	25.08.2022
3	Last Date and time of sending the queries (Offline / e-mail)	02.09.2022 at 14.00 hrs.
4	Pre Bid Meeting (On Line)	05.09.2022 at 12.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	13.09.2022 at 14.00 Hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	19.09.2022 at 13.00 Hrs.
10	Bid opening date & time for Technical Proposals (Online)	21.09.2022 at 13.00 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 – F

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), Monibhandar, Kolkata.

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/DC/22-23/017 dated 25.08.2022, 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 transferred the Tender Fee & EMD / BID SECURITY remittance amount online through e-Tender Portal.

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 three percent (3%) of the Order value as stipulated in Financial Bid (BOQ).

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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,

Yours faithfully

…………………………………………………
Signature

……………………………………………………..
Name in full

……………………………………………………..
Designation

Signature & Authorized Verified by

…………………………………………………
Signature

…………………………………………………
Name in full

…………………………………………………
Designation

…………………………………………………
Company Stamp

Dated, this …………………..day of ……………………2022

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SECTION – G

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. **EVALUATION PROCEDURE**

    - The Eligibility Criteria (Section – C) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
    - The Tender Committee shall verify the Technical Specification (Technical Specification with Compliance Statement, Section – J) Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.
    - After qualifying in Technical Specification, qualified bidders will only be considered for Financial Bid evaluation.

2. **FINAL EVALUATION**

    Financial Proposal of the bidders qualifying in the evaluation of Technical specification will be evaluated. The bidder who has qualified in the Technical Specification 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. At the time of post-qualification, Directorate of es may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the detailed Technical Specification.

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SECTION – H

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 – S
2. Bid Form as per format (Section – F)

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 coy will be uploaded with single file having multiple pages)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	• GST Registration Certificate • PAN • Trade License • Document as per Section – C
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	• Document as per Section – C • Document as per Section – C
		B2. COMPANY DETAILS 2	• 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	• Other documents, if any
D	DECLARATION	DECLARATION 1	• List of Clients as per format (Section – P)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – M)
		DECLARATION 3	Bidder's Details as per format (Section – N)
		DECLARATION 4	Details of Order Executed as per format (Section – L)
		DECLARATION 5	Document as per Section – C Financial document as per Section – C
F	FINANCIAL INFO	P/L & BALANCE SHEET 2014-2015	P/L & BALANCE SHEET 2014-2015
		P/L & BALANCE SHEET 2015-2016	P/L & BALANCE SHEET 2015-2016
		P/L & BALANCE SHEET 2016-2017	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	P/L & BALANCE SHEET 2020-2021

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SECTION – I

BILL OF MATERIAL

Bill of Materials for implementation of DC site

Sl. No.	Item / Job Description	Qty.	Unit
1.	Deliver, Installation & Integration of Civil Infrastructure	1	Lot
2.	Deliver, Installation & Integration for Rack Containment Frame with Cold & Hot Aisle Containment system with all related accessories	1	Lot
3.	Deliver, Installation & Integration of 42U Rack and IP PDU with all related accessories	1	Lot.
4.	Deliver, Installation & Integration of IP KVM switch with Display Unit including all related accessories	4	Nos.
5.	Deliver, Installation & Integration of Structured Passive Cabling Components of LAN infrastructure with all related accessories	1	Lot
6	Delivery, Installation & Integration of Desktop Computer & other accessories	1	Lot
7.	Delivery, Installation & Integration of Link Load Balancer & other accessories	2	Nos.
8.	Deliver, Installation & Integration Network Security Devices	2	Nos.
9.	Deliver, Installation & Integration of Network Switching Devices	1	Lot
10.	Deliver, Installation & Integration of Hyper-Converged Infrastructure	1	Lot
11.	Delivery, Installation, Configuration & Integration of Backup Device and related software	1	Lot
12.	Deliver, Installation & Integration of Centralized Monitoring Software	1	Lot
13.	Delivery, Installation & Integration of Application Performance Management software (Application & Platform Security Assessment, Performance Assessment & Functionality Assessment)	1	Lot
14.	Delivery, Installation & Integration of Data loss Prevention management software	1	Lot
15.	Installation, Commissioning, Migration and Integration Charge	1	Lot
16.	Operation & Maintenance Support Service Charge for 5 years	1	Lot

Unpriced, complete and correct Bill of Material to be submitted along with the bid in OEM letter head, without which Bid will be rejected. No clarification/correction will be sought post submission of bid.

Bill of quantity may change at the time of ordering of Purchase Order. Detailed Technical Specifications are given in Section - J

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SECTION – J

TECHNICAL SPECIFICATIONS & COMPLIANCE SHEET
(Tender No. WTL/WBSDC/DC/22-23/017)

(1) Scope of Work & Minimum Technical Specification for Deliver, Installation & Integration of additional components of existing Civil Infrastructure

Qty : 1 Lot
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.	**General**	Bidder to study existing civil infrastructure of WBSDC (2nd Floor) and propose additional materials for civil infrastructure. Additional materials should compatibility with existing civil infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities.			
2.	**Warranty**	5 Years onsite comprehensive warranty of additional materials from the date of successfully installation, commissioning, integration and final acceptance			
**Tentative Bill of Materials for delivery, installation and integration of additional Components of existing Civil infrastructure with all related accessories. Additional components, if any, have to be covered with the bidder's own justification and completion of site survey**				

S/N	Item Description	Qty.
1.	Perforated Tiles (Required for Airflow to server other components) as per existing setup and Data Center Standard	16 Nos.
2.	Active Floor Tiles as per existing setup and Data Center Standard	6 Nos.
3.	Other related accessories / materials, if any	1 Lot

(2) Scope of Work & Minimum Technical Specification for Deliver, Installation & Integration of additional components of existing Rack Containment Frame and Cold & Hot Aisle Containment system with all related accessories

Qty : 1 Lot
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.		Bidder to study existing Rack Containment			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
	General	Frame and Cold & Hot Aisle Containment system of WBSDC (2nd Floor) and propose additional materials for installation of one additional Rack Containment Frame and Cold & Hot Aisle Containment system. Additional materials should compatibility with existing civil infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities.			
2.	Warranty	5 Years onsite comprehensive warranty of additional materials from the date of successfully installation, commissioning, integration and final acceptance			

Tentative Bill of Materials for Deliver, Installation & Integration of additional components of existing Rack Containment Frame and Cold & Hot Aisle Containment system with all related accessories. Additional components, if any, have to be covered with the bidder's own justification and completion of site survey

S/N	Item Description	Qty.
1.	Cold Aisle Containment (for 14 no. 42U Rack with all other accessories) as per existing setup and Data Center Standard	1 No.
2.	Wireless Sensors for Cooling Optimize System as per existing setup and Data Center Standard	3 Nos.
3.	Wireless Trans Receiver Module for Cooling Optimize Control as per existing setup	1 No.
4.	DCIM DCO License as per existing setup	14 Nos.
5.	DCIM DCE License as per existing setup	14 Nos.
6.	DCIM ITO License as per existing setup	14 Nos.
7.	24 Port 10/100/1000Mbpse Ethernet Network Switch	1 No.
8.	Other related accessories / materials, if any	1 Lot

(3) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of 42U Rack and IP PDU with all related accessories

Qty : 1 Lot
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.	General	Bidder to study existing Rack and IP PDU along with Containment Frame and Cold & Hot Aisle Containment system of WBSDC (2nd Floor) and propose additional Rack and IP PDU for installation of within proposed additional Rack Containment Frame and Cold & Hot Aisle Containment			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		system. Additional materials should compatibility with existing Rack Containment Frame and Cold & Hot Aisle Containment system with component interpretability and inter-**replaceable,** inter-changeability capabilities**.**			
2.	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of each Rack and IP PDU from the date of successfully installation, commissioning, integration and final acceptance			

Tentative Bill of Materials for Deliver, Installation & Integration of additional components of existing Rack and IP PDU with all related accessories. Additional components, if any, have to be covered with the bidder's own justification and completion of site survey

S/N	Item Description	Qty.
1.	42U Server Rack (750mmX1200mm) with cable manager and other related accessories as per existing setup and Data Center Standard along with 1 U Blanking Panel as per site requirement from 1 day	15 Nos.
2.	IP Enabled Power Distribution Unit with other related accessories as per existing setup and Data Center Standard along with C13/14 & C19/30 power cord for each power socket of all IP PDU (30 PDU x total power socket) as per existing setup and Data Center Standard	30 Nos.
3.	Other related accessories / materials, if any	1 Lot

(4) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of each IP KVM switch with Display Unit including all related accessories

Qty : 4 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.		Min 1 (One) remote console and min 1 (one) local console control up to 24 computers			
2.		Min 1(One) local and one remote user can simultaneously control separate ports			
3.		User can access Servers via the LAN			
4.		LCD monitor can be slides independently of the Keyboard /touchpad			
5.		Console lock facility which enables the console drawer to remain securely locked away in position when not in use			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
6.		Should have a feature to view all 24 ports at the same time.			
7.		Three level login security: ●Administrator ●User ●Select			
8.		Support advanced security features include password protection and advanced encryption technologies - 1024 bit RSA, 256 bit AES, 56 bit DES, and 128 bit SSL			
9.		It can be flash firmware upgradeable over network connection			
10.		Computer can be selected via front panel pushbuttons, hotkeys or On Screen Display (OSD).			
11.		Rack mountable in 19" (1U) system rack.			
12.		It should have a facility to Auto Scan function to monitor computer operation.			
13.	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth working of each IP KVM with Display unit from the date of successfully installation, commissioning, integration and final acceptance			

(5) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Structured Passive Cabling Components of LAN infrastructure with all related accessories

Qty : 1 Lot
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		Bidder to study existing Passive Cabling infrastructure of WBSDC (2nd Floor) and propose additional materials for Passive Cabling infrastructure. Additional materials should compatibility with existing Passive cabling infrastructure with component interpretability and inter-replaceable, inter-changeability capabilities.			
		Multi-fiber push on connectors, or MPO OM4 system should be low loss to support the below listed applications under given configuration – MPO system shall support 4			

		connections in a single channel and meet the following application loss and length limits*:* • 10GBASE-S upto 450m • 25GBASE-S upto 100m • 40G BASE-SR/BiDi upto 150m • 100G BASE-SR upto 100m *MPO system shall support 4 connections in a single channel and meet the following SAN applications:* • **4G FC at 850nm upto 400m** • **8G FC at 850nm upto 250m** • **16F FC at 850nm upto 160m** • **32G FC at 850nm upto 120m** Max attenuation for 6 connector MPO channel shall not exceed 1.98dB @ 850nm over 50mtr.			
A	**MPO OM4 Fiber Components**	MPO – LC 24F Cassette (2x12MPO): The 24-fiber module shall have 12 pre-installed duplex LC adapters at the front routed to 2x12-fiber / 1x24-fiber Low loss OM4 MPO adapters at the back.			
		All MPO modules must support 'Method B Enhanced' wiring pattern for ease of scalability. Same cassette should be used in both end of the link, without need of flipped or straight wiring management.			
		Dust caps on each port must be translucent to support VFL tests, without removing caps. Test light should be visible at the remote end, even with dust caps ON.			
		The cassettes shall be UL 1863 listed.			
		MPO Modules must be Intelligent upgradable without the need of removing any patched connection or changing any installed hardware.			
B	**Modular Fiber Panel**	Modular type 1U sliding fiber panel, shall accept (4) nos of MPO modules, for upto 48 duplex LC ports, intelligent upgradable.			
		The 1U Panel shall be equipped with a rear cable tray with management rings for securing and arranging trunk cable entry.			
		Fiber panel shall have integrated front patch cord management trough.			
		Shall be made of powder coated steel and UL listed component.			
C	**MPO Trunk Cable OM4**	Low Loss MPO-12/UPC to MPO-12/UPC, Pre-terminated, LSZH, Bend Insensitive OM4 Trunk Cable compliant to ANSI/ICEA S-83-596, TIA 492AAAD			

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		(OM4).			
		Cable MPO connector shall have Max Insertion Loss of 0.20dB Min Return loss of MPO shall be > 27dB.			
		Cable shall have OD of 5.2 – 5.8mm. Tensile strength shall be upto 650N.			
		All OM4 trunk cables must have Aqua colored jacket as per TIA and ISO standards recommendation.			
		Flame rating shall be NEC OFNR-LS (ETL) suitable for data center installations. The cable must have the flame test compliance to IEC 60332-3, IEC 60754-2, IEC 61034-2, IEEE 383, UL 1666 and UL 1685			
		Cable must be EN50575 CPR rated as Dca or better.			
D	LC – LC Multimode Duplex Uniboot Fiber Patch Cord	LC/UPC to LC/UPC, Multimode OM4 duplex Uniboot Patch Cord, bend insensitive Fiber 2.0mm patch cords, Aqua.			
		Low Smoke Zero Halogen (LSZH) compliant to IEC 60332-3, UL 1666, UL 1685			
		Connector Optical Performance Insertion Loss, maximum: 0.15 dB Return Loss, minimum: 35.0 dB			
	CAT 6A U/UTP LSZH Cable	CAT6A U/UTP 23 AWG Cable should meet and exceed ANSI/TIA 568.2-D Category 6A and ISO/IEC 11801 Class EA Specifications			
		Cable shall be constructed with pair separator as well as individual conductor separator.			
		Electrical properties: Max DC Resistance: ≤7.61 Ohms/100m Max. Operating voltage: 80 V Frequency: up to 550 Mhz			
		The cable shall have Low-Smoke, Zero Halogen (LSZH) jacketing and must comply with the following Fire Safety standards: 1) ISO/IEC 60332-3-22: Vertical Flame Spread 2) ISO/IEC 60754-2: Acidity 3) ISO/IEC 61034-2: Smoke Density			
		Cable shall be ETL verified as per ANSI/TIA 568-C.2 and ISO/IEC 11801 for CAT6A requirements.			
	6A U/UTP Modular Information Outlets	The CAT6A UTP 8-pin modular (RJ-45) jacks shall have Electrical performance guaranteed to meet or exceed the channel specifications of ISO/IEC 11801 Class EA and ANSI/TIA-568-C.2			

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		Category 6A.			
		The information outlet shall support IEEE 802.3bt (Type 4) and have a Current Rating of 1.5 A at 20°C			
		Insulation Resistance, minimum: 500 MOhm			
	6A U/UTP Patch Cord	CAT6A U/UTP Patch Cord, shall be of 4 pair 24 AWG solid construction, with pair separator, compliant to ANSI/TIA 568-C.2 and IEEE 802.3bt 4PPoE.			
		Offered CAT6A Patch cord shall support intelligent cable detection mechanism and function when used with AIM system.			
	6A U/UTP Patch Panel	CAT6A UTP Patch Panel 24 port loaded, 1U shall be compliant to ANSI /TIA 568-C.2 CAT6A and ISO 11801 Class EA, with rear cable manager			
		Panel must be certified by Intertek labs for 4 connector channel performance for 100m and 15m channel lengths			
		The panel must be capable of supporting upgrade to intelligent system without any interruption to service due to patch cord removal or terminal block re-termination.			
	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Passive LAN infrastructure from the date of successfully installation, commissioning, integration and final acceptance			

Tentative Bill of Materials for implementation of Structured Passive Cabling Components of LAN infrastructure with all related accessories. Additional components, if any, have to be covered with the bidder's own justification and completion of site survey		

S/N	Item Description	Qty.
A	**OM4 Fiber MPO Cabling Components**	
1.	Low Loss Multimode OM4 MPO-12 Module, 2x12F MPO rear to 24F LC Aqua, Method B Enhanced, UL listed, intelligent	100 Nos.
2.	1U sliding fiber panel, accepts (4) MPO modules providing up to 48 duplex LC ports, with rear cable management, UL listed (factory fitted)	50 Nos.
3.	Low Loss OM4 MPO12/UPC to MPO12/UPC, Fiber Trunk Cable Assembly, 12-Fiber, LSZH CPR Dca rated, Bend Insensitive, 10m (factory fitted)	64 Nos.
4.	Low Loss OM4 MPO12/UPC to MPO12/UPC, Fiber Trunk Cable Assembly, 12-Fiber, LSZH CPR Dca rated, Bend Insensitive, 15m (factory fitted)	64 Nos.
5.	Low Loss OM4 MPO12/UPC to MPO12/UPC, Fiber Trunk Cable Assembly, 12-Fiber, LSZH CPR Dca rated, Bend Insensitive, 25m (factory fitted)	64 Nos.
6.	LC/UPC to LC/UPC Duplex Uniboot patch cord, Bend Insensitive, 2 mm LSZH, aqua jacket, 3 m (factory fitted)	325 Nos.
7.	LC/UPC to LC/UPC Duplex Uniboot patch cord, Bend Insensitive, 2 mm LSZH, aqua jacket, 5 m (factory fitted)	150 Nos.
B	**CAT6A Copper UTP Cabling Components**	

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1.	Category 6A U/UTP 23 AWG Cable, LSZH jacket with CPR D2ca rating, 4 pair with cross filler, 305 m Box	25 Boxes
2.	Category 6A U/UTP Patch Panel, 24 port, 1U, fully loaded from factory, with rear cable management and intelligent	15 Nos.
3.	CAT6A U/UTP Solid Cordage Modular Patch Cord, LSZH Jacket, 3 Mtr (factory fitted)	225 Nos.
4.	CAT6A U/UTP Solid Cordage Modular Patch Cord, LSZH Jacket, 10 Mtr (factory fitted)	50 Nos.
5.	CAT6A U/UTP Solid Cordage Modular Patch Cord, LSZH Jacket, 15 Mtr (factory fitted)	50 Nos.
6.	CAT6A U/UTP Solid Cordage Modular Patch Cord, LSZH Jacket, 25 Mtr (factory fitted)	50 Nos.

(6) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Desktop Computer and other accessories

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
A	Desktop Computer	**40 Nos.**			
1.	**Processor with speed**	Latest Generation x86 Processor with 3.0 GHz base frequency			
2.	**Chipset**	Q470			
3.	**Memory**	8 GB DDR4 SDRAM RAM (2660Mhz) Memory expandable up to 64GB			
4.	**Drive**	512GB SSD plus 1TB SATA HDD with 7200 RPM			
5.	**Display Unit**	22 Wide Screen LED Monitor with TCO 8.0 certified			
6.	**Power Supply**	240 watt 90% or higher efficient power supply with Energy Star 8.0 compliant, Active PFC			
7.	**Optical Drive**	Internal SATA 8 X or higher DVD +/- R/W Drive			
8.	Network	Integrated Gigabit Ethernet (10/100/1000) with PXE and Boot ROM. RJ45 Ethernet port			
9.	Keyboard	104 Keys USB keyboard			
10.	Mouse	2 Button USB Optical Scroll Mouse			
11.	Operating System	Genuine Windows 10 Pro 64 Bit with latest Service Packs Preloaded			
12.	Security	TPM (Trusted Platform Module) Enabled			
13.	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Desktop from the date of successfully installation, commissioning, integration and final acceptance			
B.	**Multifunction**	2 Nos.			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
	Laser Printer				
1.	Print Type	A4 Mono Laser with composite Toner			
2.	Print Per Minute (PPM) of A4	35PPM			
3.	Memory	256MB			
4.	Multifunction Feature	Print, Scan (ADF & Flatbed Duplex scan) & Copy			
5.	ADF Tray capacity	50 Sheets			
6.	Duplex Printing	Automatic			
7.	Toner Cartridge	One Introductory Toner + 4 Nos. Full Toner Cartridge should deliver along with each Printer			
8.	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Multi Function Printer from the date of successfully installation, commissioning, integration and final acceptance			

Tentative Bill of Materials for implementation of Desktop Computer and Multifunction Laser Printer		
S/N	Item Description	Qty.
1.	Desktop Computer with necessary accessories	40Nos.
2.	Multi Function Laser Printer	02 Nos.

(7) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of each Link Load Balancer

Qty : 2 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.		The proposed dedicated Hardware device should support minimum 8 WAN links for inbound/outbound traffic load balancing & redundancy. WAN Links must support IPv4 or IPv6 addressing or both simultaneously. Proposed device should support upto 16 virtual instances. It should have internal redundant Power supply with 4 TB usable hard disk, 64 GB RAM and capability to provide remote access using SSL VPN on the same appliance			
2.		Proposed Load Balancer should support minimum 8 x 10G SFP+ ports all populated from day one			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
3.		Proposed Load Balancer should support Static NAT, port-based NAT and advanced NAT for transparent use of multiple WAN/ Internet links. Should support inbound load balancing and persistency features including RTS (return to sender) and IPFlow persistency.			
4.		Proposed Load Balancer should support minimum 10 Million concurrent connections and minimum 5 million L7 Requests per Sec.			
5.		Traffic load balancing should support algorithms including round robin, least connections, shortest response, persistence IP, hash IP, hash IP and port, consistent hash IP, SNMP, target proximity and dynamic detect			
6.		Proposed Load Balancer should support user-defined IP and Service Group functions for bandwidth management and routing policies.			
7.		Proposed Load Balancer should support XML-RPC for integration with 3rd party management and monitoring. Should also support SAA, SAML, Hardware binding and AAA support along with SSO.			
8.		Proposed Load Balancer should support Multi-homing function for inbound IPv4 and IPv6 traffic Load Balancing and fault tolerance across up to multiples WAN links by enabling DNS relay or DNS authoritative server function.			
9.		Proposed Load Balancer should have IPV6 support with IPv6 to IP4 and IPv4 to IPv6 translation and full IPv6 support. also, should have IPV6 support with DNS 6 to DNS 4 & DNS 4 to DNS 6 translation-based health check for intelligent traffic routing and failover			
10.		Proposed Load Balancer should support DHCP and support active-active and N+1 redundancy supporting open standard VRRP (No proprietary protocol).			
11.		Proposed Load Balancer should provide comprehensive and reliable support for high availability with Active- active & active standby unit redundancy mode. Should support both device level and VA level High availability			
12.		Proposed Load Balancer should support standard VRRP (No proprietary protocol) for HA interconnection over network.			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
13.		Proposed Load Balancer should protect TCP based attacks: TCP SYN Flood, TCP SYN-ACK Flood, TCP ACK Flood, TCP FIN/RST Flood , TCP Connection Flood ,TCP Slow Connection , TCP Abnormal Connection, TCP Fragments Flood, Defense WinNuke, TCP Error Flag			
14.		Proposed Load Balancer should protect UDP based attacks: UDP Flood, UDP Fragment Flood, UDP Fingerprint, Fraggle, UDP Large Packet			
15.		Proposed Load Balancer should protect HTTP & HTTPS based attacks: HTTP GET Flood, HTTP POST Flood, HTTP Slowloris, HTTP Slow POST, HTTP URL monitor, SSL Handshake, SSL Renegotiation			
16.		Proposed Load Balancer should protect DNS based attacks: DNS Cache Poisoning Defense, DNS Length Check Defense , DNS NxDomain Defense, DNS Query Flood Defense , DNS Reply Flood Defense, DNS TTL Check , DNS Source Authentication			
17.		In case of link failure, proposed Load Balancer should detect it in less than 30 seconds and divert the traffic to other available links. Dynamic detect (DD) based health check for intelligent traffic routing and failover			
18.		Proposed Load Balancer shall provide individual link health check based on physical port, ICMP Protocols, user defined 14 ports and destination path health checks.			
19.		Proposed Load Balancer should support for multiple internet links in Active-Active load balancing and active-standby failover mode. Proposed Load Balancer should support single system image i.e. same Virtual-IP should be active in both devices at same time to support higher performance scalability.			
20.	**Warranty**	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Link Load Balancer from the date of successfully installation, commissioning, integration and final acceptance			

(8) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Network Security Devices

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(A) DDoS Appliance – Qty : 2 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.		The proposed OEM should be Parent Technology OEM (Should NOT be Whitelabled or Co-branding or 3rd Party Technology or Open Source or Reseller Agreement).			
2.		The Proposed OEM should be present in Leader quadrant in latest publish report for Forrester for DDoS / OEM DDoS device has already deployed in India at least 5 Installation			
3.		Device should be a Dedicated appliance (NOT a part of Router, UTM, Application Delivery Controller, Proxy based architecture or any StateFul Appliance)			
4.		Device should support minimum 50 Gbps of throughput with upto 10 virtual instances.			
5.		Device Should have internal redundant Power supply with minimum 4 TB usable hard disk and minimum 128 GB RAM.			
6.		Device should have minimum 8 x 10G SFP+ ports. All ports and SFP should populated time of delivery			
7.		Device Should support minimum 20 MPPS & 500,000 Connections per second. It should support minimum 5 million L7 Requests per Sec. Device should support minimum 40,000 TPS on RSA 2K Key and 30,000 TPS on ECC			
8.		Device Should protect TCP based attacks: TCP SYN Flood, TCP SYN-ACK Flood, TCP ACK Flood, TCP FIN/RST Flood , TCP Connection Flood ,TCP Slow Connection , TCP Abnormal Connection, TCP Fragments Flood, Defense WinNuke, TCP Error Flag			
9.		Device Should protect UDP based attacks: UDP Flood, UDP Fragment Flood, UDP Fingerprint, Fraggle, UDP Large Packet			
10.		Device Should protect HTTP & HTTPS based attacks: HTTP GET Flood, HTTP POST Flood, HTTP Slowloris, HTTP Slow POST, HTTP URL monitor, SSL Handshake, SSL Renegotiation			

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11.		Device Should protect DNS based attacks: DNS Cache Poisoning Defense, DNS Length Check Defense , DNS NxDomain Defense, DNS Query Flood Defense , DNS Reply Flood Defense, DNS TTL Check , DNS Source Authentication			
12.		Device should support the behaviour based DDOS mitigation.			
13.		Device should provide the traffic AUTO learning function for the DDOS traffic monitoring. Traffic Auto learning threshold can be apply automatically after auto learning completed.			
14.		Device should provide the multi-level DDOS mitigation policy and different mitigation action based on DDOS traffic type.			
15.		Device should Access control list for IP, TCP, UDP, DNS, HTTP, URL, blacklist and whitelist,			
16.		Device should support Access control list based on inbulit GeoIP with configurable duration.			
17.		Device should able to import third party IP database through File or URL.			
18.		Device shall have built-in high availability (HA) features in the following mode: Active-Passive, Active-Active using standard VRRP (No proprietary protocol).			
19.		Device shall be able to support IPv4 & IPv6 routing protocols for traffic mitigation: Static Routing, OSPF Routing, BGPv4 Routing and Policy Based routing.			
20.		Device must be able to integrate with management system via SNMP version 3 and SNMP version 2			
21.		Device log shall contain the following information : Attack logging like Source IP, Destination IP, Destination Port, Group Name, Service Name, Protocol Attack Type, Action , Anomaly Count, DDoS Attack and logging to Syslog			
22.		Device shall be able to export syslog to existing syslog server and SIEM system.			
23.		Device should be able to support user authentication based on Local Password, RADIUS & TACACS+			
24.		Device should support the provisioning of the reports - Attack reports -top sources, targets, attack type, Attack Severity Distribution, Attack Source Region			
25.		Device must be able to generate summary attack report of daily/weekly/monthly			
26.		Device along with solution must provide packet capture for debugging.			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
27.		Device along with solution must support the generation of pdf reports containing the detailed statistics and graphs			
28.	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Network Security Devices (DDoS Appliances) from the date of successfully installation, commissioning, integration and final acceptance			

(9) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Network Switching Devices

(A) Spine Switch – Qty : 4 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		The core/spine layer switches should have hardware level redundancy (1+1) in terms of control plane. Issues with any of the plane should not impact the functioning of the switch. All the switches should be from same OEM			
		The switch should not have any single point of failure like supervisor, switching fabric, power supplies and fans			
		Switch should support in line hot insertion and removal of different parts like modules/power supplies/fan tray etc. This should not require rebooting of the switch or create disruption in the working/functionality of the switch			
		Switch should support the complete STACK of IP V4 and IP V6 services.			
		The proposed switches should be part of Gartner Leader Quadrant for DC Networking for last 3 years / The proposed OEM should be part of Gartner Quadrant for DC Networking for 3 years			
		All relevant licenses for all the features and scale should be quoted along with switch			
		Switch should have the following interfaces: Min of 36 non-blocking interfaces populated with multimode 40 or 100G			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		Transceivers (as per design needs)			
		Chassis should be capable of supporting 400G from day1 without change in the base chassis components (sup, fabric, power supplies etc)			
		Switch should support Graceful Restart for OSPF, BGP etc. Should support uninterrupted forwarding operation to ensure high availability during primary controller failure			
		Switch should support minimum 1000 VRF instances with route leaking functionality			
		The switch should support minimum 300K IPv4 LPM routes			
		Switch should support a minimum of 28 Tbps BW			
		Spanning Tree Protocol (IEEE 802.1D, 802.1W, 802.1S)			
		Switch should support VLAN Trunking (802.1q)			
		Switch should support layer 2 extension over VXLAN across all Data Center to enable VM mobility & availability			
		Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined			
		Shall have Data Centre Bridging (DCB) protocols such as IEEE 802.1Qaz Data Centre Bridging Exchange (DCBX),LLDP etc. Switch should support layer 2 extension over VXLAN (RFC7348) across all Data Center to enable VM mobility & availability.			
	Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Spine Switch from the date of successfully installation, commissioning, integration and final acceptance			

(B) Fiber Leaf Switch – Qty : 8 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks

S/N	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.	The proposed switches should be part of Gartner Leader Quadrant for DC Networking for last 3 years / The proposed switches should be part of Gartner Quadrant for DC Networking for last 3 years			
2.	The Switch used have the capability to function in line rate for all ports with no oversubscription			
3.	Minimum 48 ports support 1/10/25 Gbps SFP ports for host connectivity and 6*100G ports for Fabric/Spine connectivity. The proposed switch should support native 25G and should be populated with 48*10G Multimode fiber Transceivers for downlink connectivity & 6*100G ports with multimode 100G Transceivers, for uplink connectivity .All the required transceivers should be from the same OEM as the switch			
4.	Switch should support minimum 1000 VRF instances with route leaking functionality			
5.	The switch should support 300k IPv4 LPM routes			
6.	Switch should support Network Virtualization using Virtual Over Lay Network using VXLAN			
7.	Shall have Data Centre Bridging (DCB) protocols such as IEEE 802.1Qaz Data Centre Bridging Exchange (DCBX),LLDP etc. Switch should support layer 2 extension over VXLAN (RFC7348) across all Data Center to enable VM mobility & availability.			
8. Warranty	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Fiber Leaf Switches from the date of successfully installation, commissioning, integration and final acceptance			

(C) Cooper Leaf Switch – Qty : 4 Nos.
Make :
Model :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.		The proposed switches should be part of Gartner Leader Quadrant for DC Networking for last 3 years / The proposed switches should be part of Gartner Quadrant for DC Networking for last 3 years			

S/N		Minimum Specification			
2.		The Switch used have the capability to function in line rate for all ports			
3.		Minimum 48 ports 1/10GBASE-T ports (for day 1) for host connectivity. Dual Power Supply from day 1.			
4.		Switch should re-converge all dynamic routing protocol at the time of routing update changes i.e. Graceful restart for fast re-convergence of routing protocols (OSPF, IS-IS, BGP)			
5.		The switch should support 300k IPv4 LPM routes			
6.		Shall have Data Centre Bridging (DCB) protocols such as IEEE 802.1Qaz Data Centre Bridging Exchange (DCBX),LLDP etc. Switch should support layer 2 extension over VXLAN (RFC7348) across all Data Center to enable VM mobility & availability.			
7.	**Warranty**	5 Years onsite comprehensive warranty including all other accessories related to smooth operation of Cooper Leaf Switches from the date of successfully installation, commissioning, integration and final acceptance			

Tentative Bill of Materials for Delivery, Installation and implementation of Networking Devices with all related accessories. Additional components, if any, have to be covered with the bidder's own justification

S/N	Item Description	Qty.
1.	Spine Switch	4 Nos.
2.	Fiber Leaf Switch	8 Nos.
3.	Cooper Leaf Switch	4 Nos.

(10) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Hyper-Converged Infrastructure

Qty : 1 Lot as per solution
Make :
Model /Part No. :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
A	General	Proposed solution must be present in the Leader's Quadrant of latest released Gartner's Magic Quadrant for HCIS			
B	HCI Architecture				
1.		The proposed HCI software & hardware should be factory integrated by the OEM, License proposed should have flexibility to			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		decouple the HCI software from hardware, in order to run HCI software on any certified hardware			
2.		Proposed solution must support at least One hypervisor listed in the latest Gartner's Magic Quadrant for x86 server Virtualization Infrastructure or any latest report.			
3.		The proposed HCI solution should be fully software defined and should not leverage any specialized (proprietary) hardware for providing data services such as de-duplication and compression			
4.		The proposed solution should independently scale storage and compute as and when needed without any downtime. HCI should support storage expansion without any virtualization license implication for "only storage node" expansion.			
5.		The proposed solution must allow the mixing of different CPU families within a cluster, to allow for continual replacement of old hardware by "rolling forward" the cluster over time			
6.		The proposed solution must offer the ability to add nodes of different sizes, both in physical dimensions and in the quantity of RAM, Storage and Cores, to take account of the changing needs of the organization over time			
7.		The proposed HCI solution must support Data Compression, Deduplication & Erasure coding natively and licenses for this feature should be factored in the bill of material. If bidder wants to quote all flash to achieve the desired functionality, bidder can quote			
8.		The HCI storage must have integrated wizard to schedule snapshot for hourly / daily / weekly / monthly snapshot policies. Any additional software or license must be provided on day 1. If the proposed solution does not meet the above mentioned criteria then the proposed alternate solution to meet the requirement is allowed subject to the condition that the proposed solution should satisfy the reliability, availability, performance and scalability requirements mentioned in this specification.			
9.		The Solution should allow for taking clones of individual Virtual Machines for faster			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		provisioning. Any additional software or license required must be provided on day 1.			
10.		The Solution should allow for taking snapshots of individual Virtual Machines to be able to revert back to an older state, if any additional software license is required, it must be provided on day 1.			
11.		Must support Instant space optimized point-in-time Snapshots. Should support unlimited snapshots			
12.		The proposed solution must support the automated rolling upgrades of hypervisor, storage software, and firmware with no VM or storage down time without requiring the VMs to be relocated to other cluster or storage platform to accomplish these non-disruptive upgrades, all from a single GUI interface			
13.		The solution design should have features like zero data loss and near zero downtime in case of disk, host, network, rack and site failure.			
14.		No Single Point of Failure with complete redundancy at all levels. Nodes should be configured to have at least two copy of data available in cluster, in order to support data & cluster availability in event of One Node Failure			
15.		The solution should be able to work on latest x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor/make/model			
16.		All servers in the HCI cluster must contribute Compute & Storage.			
17.		The proposed solution must offer native File Services, supporting NFS 3.0/4.0, with the ability to scale-out. This is required for any future requirement that may arise. if additional license needs to be factored for replication, factor the same from day-1			
18.		The proposed solution should able to configure Active Data stored on SSD and Achieve Data should be stored on HDD			
C	Virtualization				
1.		The proposed virtualization software shall provide a virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
2.		The solution shall provide the ability to add Memory , storage disks and NICs (provided the same is supported by the guest operating system) without the need to reboot the workload			
3.		The solution shall provide a tool based physical/Virtual-to-virtual conversion to migrate existing physical workloads to the virtual platform with minimal disruption			
4.		The solution shall provide zero-downtime, zero-data loss continuous availability against physical host failures. This should be offered without any dependency on the guest operating system. The solution should also store a redundant copy of the data which is accessible immediately by the Hypervisor and application.			
5.		The solution shall provide capabilities to limit I/O for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host			
6.		The proposed solution's Hypervisor(s) must offer "Live VM Migration", "High Availability" and intelligent placement of workloads on nodes best suited to their execution.			
7.		Hypervisor shall provide automated live migration for initial placement and balancing of available resources with the rules to define affinity and / or anti-affinity of workloads			
D.	Replication				
1.		Proposed solution should support synchronous and asynchronous, local and remote replication to any x86 platforms as long as HCI SW is same.			
2.		The ability to carry simultaneous out bi-directional replication between two data centers.			
3.		The solution should provide orchestration layer to have automated disaster recovery. Minimum 3000 VMs licenses should be provided for covering all the VM's & any new VMs organization will deploy in future.			
4.		The ability to replicate bi-directional data center deployment of more than 2 DC's			
5.		The solution must allow changing of IP address of recovered Virtual Servers to match target datacenter.			
6.		The solution must allow the option to test			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		DR failover to separate network with no impact to production workloads.			
7.		The solution should have feature to assist in failback process to Primary datacenter.			
8.		Replication & DR automation licenses to be included for 3000 VM's. There should not be any restriction in number of VM's that can be enabled for replication.			
E	Security				
1.		Proposed solution should have the feature of encrypting data-at-rest at SDS/Hard disk level, Third Party Key Management solution, if needed, should be provisioned from Day 1			
2.		The proposed solution must offer Micro segmentation for VM-level security (at the vNIC).			
3.		The solution should provide a statefull distributed firewall such that the firewall for Virtual Machines can be provided closest to the application within the server itself without traffic going to a Physical Firewall			
F	Management				
1.		The proposed solution must be managed through an HTML5 web based console that provides a single pane of glass view for the entire environment			
2.		The solution should provide prebuilt & customizable operations dashboards & reports to provide real time insight into infrastructure behavior, upcoming problems & opportunities for efficiency improvements.			
3.		The solution should provide explanations, recommended solutions to performance, capacity & configuration problems. It should also associate workflows with alerts to automatically initiate corrective measures at critical thresholds.			
4.		The solution should provide capacity analytics which can identify over-provisioned resources so they can be right-sized for most efficient use of virtualized resources.			
5.		The solution shall provide assistance in troubleshooting and operational management in the virtualized environment.			
6.		Capacity Planning must be integrated into the proposed solution, showing both efficiency savings available to the			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		deployed system (such as right-sizing workloads) and the predicted time remaining for RAM, CPU and Storage on the cluster (given "current" demand). Additionally, the planning should advise on what resources need to be added and allow administrators to model the behavior of the platform given additional (configurable) workloads			
G	Cloud Management Platform				
1.		The solution should have catalogue of private as well as public cloud services, and should support self-service provisioning capabilities not limited to only HCI based solution but also for legacy architecture on X86 platform.			
2.		The proposed solution should support application lifecycle management with automated orchestration across multiple hypervisor and cloud.			
3.		The solution should provide authentication, authorization and accounting (AAA) out of the box like VM Access rights, Edit Rights, Delete Rights etc.			
4.		The solution should provide ability to orchestrate third-party integrations via APIs to simplify the use of complementary IT service management tools and products			
5.		The solution should have Life Cycle Management Work flows: Provisioning			
6.		The Solution should have the capabilities for customization of dashboards			
7.		The solution should provide capability of generating reports for usage & performance			
8.		The proposed solution should have capability to create VPC (virtual private cloud) with capability to use same subnets/CIDR in different VPC's			
9.		The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on SOAP, REST operations and PowerShell scripts			
H	Nodes	Proposed cluster should have minimum 52 Nodes			
I	CPU per Node	Minimum 2 Nos. x86 28 Core processor or higher core with minimum 2.5GHz clock speed of each processor or higher			
J	RAM per Node	Minimum 1024 DDR4 3200 MHz			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
K	Storage Space	Proposed solution should be configured with min 4PB of Storage (All-Flash or 60% SSD/Flash and 40% SAS) after RF2/FTT2 and should tolerate 1 Node Failure, the proposed storage should have data savings features like compression, deduplication and erasure coding. Should have redundant Boot drives"			
L	Network Ports per Node	4 Nos. 25/10 Gbps with SFP+ 2 Nos. 10 Gbps BaseT 1 No. IPMI			
M	Power Supply per node	Redundant power supplies			
N	Firmware Code and Patch Management				
1.		The solution should provide seamless upgrade for (but not limited to) Firmware, Hypervisor, Storage OS, SDS software, BIOS and other such functions which are required in the solution.			
2.		All patches for the complete hardware and software solution must come from a single validated source. It should be possible to apply and upgrade all software and Hardware related firmware and patches from the same GUI that is used to manage the HCI (It should not use the hardware management console for doing firmware upgarde of hardware)			
O	Proactive Maintenance and Support				
1.		Proposed Appliance should come with a single proactive incident reporting and alerting which covers both Hardware components and full Software stack.			
2.		Proactive Maintenance feature should automatically have the ability to alert all hardware and hypervisor related alerts to the 24 x 7 Call center of the DC.			
3.		Original Equipment manufacturer should have online 24 x 7 support for any hardware or software related issue			
4.		Proposed solution should have one window support solution for all the components including hardware, firmware and software used. The support should be from OEM.			
5.		HCI solution must have direct OEM, L1, L2 and L3 support, 24x7x365 days with unlimited incident support (Telephonic /			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		Web / Email) and technical contacts / contract with 60 mins or less response time including the unlimited upgrades and updates during tender specific warranty period.			
P	**Warranty**	5 Years onsite comprehensive warranty including all other accessories related to smooth proposed HCI infrastructure from the date of successfully installation, commissioning, integration and final acceptance			

(11) Scope of Work & Minimum Technical Specification of Deliver, Installation, Configuration & Integration of Backup Device and Backup Software

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
1.	Category	Hardware backup Appliance			
2.	Type of Backup Hardware Appliance	Purpose Built Backup Appliance (PBBA)			
3.	Configured usable capacity of offered PBBA	500TB			
4.	Brief Product Description	Disk Based Backup Appliance			
5.	Software Appliance Tool Version	latest version			
6.	PBBA FEATURES 1	1. The offered product to be configured with RAID 6 or equivalent along with 1 hot/cold spare disk per disk shelf. 2. The offered product to be supplied with all licenses of Software and Hardware for the offered capacity. 4.The offered product to supports backup of 32 bits and 64 bits operating systems, databases and applications 5. The offered product to be integrated backup appliance with backup software and storage 6.The offered product have a capability for manual/Automated Data Integrity check for backup data on device.			
7.	PBBA FEATURES 2	1. The offered product capable to support incremental policy for all kinds of backup (agent based file system and DB backup, image based backup). 2. Offered PBBA to be provided with all features/capabilities available within it.			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		3. Disk appliance to be offered with protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.			
8.	LAN/SAN Connection	Minimum 4 x 10Gig Ethernet ports along with optional 4x16Gbps (FC) ports (if required by the solution) with all required accessories			
9.	Client OS systems backup support needed	Windows & Linux			
9a	Client Database Backup support need	PostgreSQL, MySQL, MariaDB, SQL SRV, Oracle, DB2, MongoDB, No SQL etc			
10.	Graphical User Interface Features	1. The offered product to have web based Graphical User Interface (GUI) so that all backup can be managed centrally, regardless of location. 2. GUI to be same across heterogeneous platform to ensure easy administration.			
11.	Recovery Features	The offered product have a capability to maintain a database for all backup jobs, policy jobs meta-data etc., and to have the capability of re-creating master system in case of disaster using this database.			
12.	De- Duplication Features	The offered products have a capability to support target based de-duplication along with source base de-duplication for improved backup window and lesser footprint.			
13.	Scheduling Features	1. Ability to configure automated backups for specific days and weeks within a month, while maintaining a simplified methodology for complex date scenarios., 2. The offered product to provide policy based system for backup scheduling i.e. clients with same data to be backed up may be added or removed from policy when required 3. The offered product to provide sets creation for backup selection, schedule, target backup device such that when this set is modified its impact to be visible to all jobs/policies using that particular set 4. The offered product to provide flexibility to backup data in multiple streams for lesser backup window.			
14.	Reporting Capabilities Features	1. Full job completion report:- Overview of the full backup jobs that are successful, partially successful and failed for each day 2. Full backup data volume report:- Overview of the total data volumes that are			

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		backed up for each day.			
15.	Image level backup Capability Features	1. To support image level backup on host/hypervisor level for multiple SIs like Hyper-V/Vmware/Acropolis etc. 2. To support source based deduplication while image level backup. 3. To support granular recovery from image level backup. 4. Software to provide instant recovery of image level backup.			
16.	Backup Software License	License as per perpetual with unlimited VMs backup			
17.	Replication Capability Features	Subsequent Replication to be transferred only difference data from previous successful replication. 2. Replication to provide the flexibility to transfer only dedup data. 3.To provide compression of data while replication.,4. The offered product to support bi-directional, many-to-one, one-to-many, and one-to-one replication. If additional license needs to be factored for replication, factor the same from day-1			
18.	Warranty	5 Years onsite comprehensive warranty including 5 years validity Backup License and all other accessories related to smooth Backup system from the date of successfully installation, commissioning, integration and final acceptance			

(12) Scope of Work & Minimum Technical Specification of Deliver, Installation, Integration and Migration of Centralized Monitoring Software

Qty : 1 Lot as per solutions
Make :
Model / Part / Version :

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
A.	General	The proposed EMS systems must have out-of-the-box connectors available for migration of existing EMS and helpdesk tools.			
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, Helpdesk/Call Center and Service Management tools should be from single			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		OEM) to provide comprehensive fault management, performance management, Traffic Analysis & 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.		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.			
6.		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.			
7.		OEM of EMS solution provider should ISO 27034 certified from Global Leading Certified Agencies. Documentary proof must be provided at the time of submission.			
B	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			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		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.		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.			
6.		The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.			
7.		Alarms should be mapped to the live topology views and real time updates to topology based on alarm occurrences.			
C	Network Management System (NMS)				
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			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		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			
7.		NMS should support 3-Dimensional Compliance Model - Configuration, Software, Running State.			
8.		The tool should automatically discover different type of heterogeneous devices (all SNMP supported devices i.e., Router, Switches, Servers etc.) and map the connectivity between 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.			
9.		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.			
10.		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.			
D	Network Configuration Automation	The system should be able to clearly identify configuration changes / policy violations / inventory changes across multi-vendor network tool.			
1.		The system should support secure device configuration capture and upload and thereby detect inconsistent "running" and "start-up" configurations and alert the administrators.			
2.		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 startup configuration c) Upload configuration; d) Write start-up configuration; e) Upload firmware			
E	Network Traffic Flow Analysis				

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
	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.			
3.		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.			
F	**Reporting**				
1.		Reporting solution should be able to report on Service Level status of configured business service.			
2.		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.			
3.		The performance management system shall be able to collect and report data like: a) Packet delay and packet loss b) User bandwidth usage rate c) Network availability rate d) CPU usage rate e) Input/output traffic through physical ports f) Input/output traffic through logical ports			
G	**Helpdesk and IT Service Management**				
1.		The Solution 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 v4 certified.			
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			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		solution and shall be in the present in Leaders Quadrant of Forrester / Gartner / IDC report for ITSM			
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.		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.			
8.		The solution provides 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.			
9.		A virtual bot should be available, which can respond to user requests, immediate via portal, email or mobile interfaces.			
10.		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.			
11.		Self Service App should provide a snapshot of displaying activities feed with pending requests, unresolved issues, and alerts from systems.			
12.		Integrates with any underlying service management including Service Desk, Change Management, Service Level Management and CMDB for request fulfillment.			
13.		The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app on iOS or Android.			
H	License	Bidder to study existing IT Infrastructure deployed at WBSDC and accordingly calculate / consider license for existing and			

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S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
		proposed IT infrastructure as per RFP			
I	Warranty	5 Years onsite warranty support including all other accessories related to smooth operation of EMS and NMS Software from the date of successfully installation, commissioning, integration and final acceptance			

(13) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Application Performance Management software

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
A	Functional Test Automation				
1.		Automation solution should support different application technologies to ensure modern web application can be integrated with existing Web/windows-based applications including legacy software's.			
2.		Automation solution should have different scripting options record/replay, Descriptive programming to create robust scripts and frameworks			
3.		Automation solution should also have AI capabilities to reduce the script creation and maintenance.			
4.		Automation tool should also support automating application with same tool Single tool should support testing GUI/API/WEB and mobile application to ensure same resource can automate any of the AUT			
5.		Automation tool has to be available in Gartner/Forester reports			
6.		Automation tool ownership should be procured on name of Department only and licenses need to be handed over to Department on completion of project			
7.		Support multi-layer test scenarios with a single solution i.e., GUI, API, Mobile and different technologies.			
B	Test Management and Governance				

1.		Should allow role-based activity for different users in the application lifecycle - Business analysts can define application requirements and testing objectives, test managers can design test plans and test cases, automation engineers can automate scripts and store them in the central repository, testers can run manual and automated tests, report execution results, and enter defects, developers can review, and fix defects logged into defect tracking database.			
2.		Should provide Dashboards to see overall project status and should provide Real-time reports for various testing activities within the projects			
3.		Should allow for test execution to be linked with the corresponding release of the application for tracking of requirements coverage and defect trends for different releases of the application and different cycles of testing.			
4.		Should align testing process by gathering all available documentation on the application under test, such as marketing and business requirements documents, system requirements specifications and design documents.			
5.		Should allow requirements definitions to include traceability between the requirements. When analyzing the impact of a change proposed in a specific requirement, traceability should show the other requirements that the change might affect.			
6.		Should enable out of the box integration with different category of testing tools like Functional testing, Performance testing, Web application security and Web Services testing tools.			
7.		Should have out of the box plugins for Microsoft Excel/Microsoft Word for importing and exporting of test cases/requirements			
8.		Should have out of the box plugin for Microsoft Excel for reporting purpose so that data can be automatically and directly extracted within excel by connecting to the ALM tool via the API interface			
C	Performance Testing				
1.		Proposed solution should support testing a wide range of application technologies and should be able to simulate lacks of users and provide the results and analysis			
2.		Performance testing solution should be capable to test GUI/Web/API and mobile applications.			
3.		Should allow selection of different network bandwidth or custom bandwidth			
4.		Performance testing tool should also provide a report to fine-tune the applications on mobile networks to ensure mobile user do not impact other connected users on servers.			
5.		Performance testing solution should have capability to test IoT			

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6.		Should have out of the box (OOTB) integration to APM Tools (like Dynatrace, AppDynamics, New Relic)			
7.		Performance testing tool should support execution of scripts created in JMeter/selenium/silk test would be an added advantage			
8.		Should support IP Spoofing of Virtual Users to test load balancing algorithms			
9.		Should provide flexibility to allow user to perform custom correlation between test result metrics			
10.		Should be able to access results of multiple tests runs the same time, to display correlation between different test runs			
11.		All solutions should be in leaders in any one leading reports Gartner /Forrester/GigaOm/ World Quality report.			
12.		The Proposed Application Testing Software and Enterprise Management Software should be from single OEM for seamless integration, better performance and single pane of glass availability and accessibility.			
D	License	Testing License should consider for minimum 5000 concurrence user			
E	Warranty	5 Years license validity and other related accessories related to smooth operation of EMS and NMS Software from the date of successfully installation, commissioning, integration and final acceptance			

(14) Scope of Work & Minimum Technical Specification of Deliver, Installation & Integration of Data loss Prevention management software

S/N	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Compliance (Yes/ No)	Remarks
A	Data Security - Network Data Prevention				
1.		Solution should detect and prevent content getting posted or uploaded to specific websites, blogs, and forums accessed over HTTP, HTTPS. The solution should be able to enforce policies by URL's, domains or URL categories either natively or by integrated Web Security solution. The solution should be able to monitor FTP traffic including fully correlating transferred control information and should be able to monitor IM traffic even if its tunneled over HTTP protocol.			
2.		Solution should be able to block outbound emails sent via SMTP if its violates the policy, originating from any user machine.			

3.		Proposed solution work as a MTA to receive mails from mail server and inspect content before delivering mails to next hop and should quarantine emails that are in violation of company policy.			
4.		Solution should be able to prevent content getting posted or uploaded to destinations (Web,Email domains etc..)			
5.		Solution should support Email DLP in on premises for the Email Exchange , All licenses required for the same should be included and management should be from the same centralized management platform			
6.		Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document. The solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.			
7.		Solution should support quarantine as an action for email policy violations and should allow the sender's manager to review the mail and provide permissions for him to release the mail without logging into the UI			
8.		Solution should provide the single policy and reporting view for all the Network and Endpoint DLP channels.			
B	**End point Data Monitoring & Protection**				
1.		The solution should have more than 50 pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application. The solution should be able to define the policies for the inside and out of office endpoint machines. The endpoint solution should have capabilities to monitor applications and ensure unauthorized applications do not have access to sensitive files. The endpoint solution should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle			

2.		The solution should be able to monitor data copied to network file shares and should enforce structured and unstructured fingerprint policies even when disconnected from corporate network. The endpoint would be able to store both structured and unstructured fingerprints on the endpoint itself and should perform all analysis locally and not contact and network components to reduce WAN overheads. The solution should be able to enforce different policies for desktops and laptops.			
3.		The endpoint solution should encrypt information copied to removable media. It Should support both Native and Portable Encryption and manage the Encryption and DLP policies from the same management Console.			
4.		Endpoint solution should support win 32 and 64 bit OS, Mac & Windows OS, Support wide variety of platforms (Below support from Day1):Windows 8, Windows 8.1, and 10, Windows server 2012 R2, Windows server 2016, Windows server 2019, Mac OS X -10.14.X,10.15.x,11.x VDI (Citrix and VMWare)			
5.		The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence.			
6.		The solution should have ability to detect cumulative malware information leaks. The solution should able to detect the data leaks over to competitors and the data sent and uploaded after the office hours predefined patterns.			
7.		The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution can be built in while Data travel to the Removable Media.			
C	**Data Identification & Policy Management**				
1.		The solution should have a comprehensive list of pre-defined policies and templates with over 1500+ patterns to identify and classify information			
2.		The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file and also solution should be able to detect and block encrypted and password protected files without reading the encrypted content.			

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3.		● Solution should enforce policies to detect low and slow data leaks and solution should be able to enforce policies to detect data leaks even through image files through OCR technology. ● Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document. ● Solution should be able to identify and block malicious activity like data thefts through files encrypted using non-standard algorithms..			
D	**Automated Response & Incident Management**				
1.		Solution should be able to alert and notify sender, sender's manager and the policy owner whenever there is a policy violation, Different notification templates for different audience should be possible.			
2.		Solution should support quarantine as an action for email policy violations and should allow the sender's manager to review the mail and provide permissions for him to release the mail without logging into the UI			
3.		The incident should display the complete identity of the sender (Full name, Business unit, manager name etc.) and destination of transmission for all network and endpoint channels. The solution should also allow assigning of incidents to a specific incident manager			
4.		Solution should provide automatic notification to incident managers when a new incident is assigned to them and the incident should not allowed for deletion even by the product administrator			
E	**Role Based Access and Privacy Control**				
1.		The system should control incident access based on role and policy violated. The system should also allow a role creation for not having rights to view the identify of the user and the forensics of the incident			
2.		The system should create separate roles for technical administration of servers, user administration, policy creation and editing, incident remediation, and incident viewing for data at rest, in motion, or at the endpoint			
F	**Reporting and Analytics**				

1.		● Solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view along with Single management for managing policies for DLP. ● System should allow reports to be mailed directly from the UI and should allow automatic schedule of reports to identified recipients. ● Reports should be exported to at least CSV, PDF, HTML formats. ● System should have lots of pre-defined reports which administrators can leverage			
2.		The proposed solution should provide Incident Workflow capabilities where Aministrator can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console			
G	Storage (Data at rest)				
1.		System should allow automatic movement or relocation of file, delete files during discovery. solution should display the original file location and policy match details for files found to violate policy & should leave the "last accessed" attribute of scanned files unchanged so as not to disrupt enterprise backup processes & the system should support incremental scanning during discovery to reduce volumes of data to be scanned.			
2.		Solution must be present in the Gartner's leader quadrant for Data Loss Prevention for the past 5 years & OEM should have own technical support center in India.			
H	Warranty	5 Years onsite warranty support including all other accessories related to smooth operation of Data loss Prevention management software from the date of successfully installation, commissioning, integration and final acceptance			

(15) Scope of Work / Service for providing Operation & Maintenance Support Service

S/N	Type of Service	Scope of Work / Service	No. of Resources / Working Experience / Minimum Qualification	Compliance (Yes/ No)	Remarks
1.	Facility Manager Service	● Co-ordinate and review with user department/vendors/ OEM's ● Consultant with respective authority for change management of system architecture ● Co-ordination with Network Service Provider ● Knowledge transfer with all O&M team members for project update ● Preparation & analysis of various daily, weekly and monthly report generate from	01 / 7 years working experience in FMS/O&M team / B.E/MCA/Diploma Eng		

S/N	Type of Service	Scope of Work / Service	No. of Resources / Working Experience / Minimum Qualification	Compliance (Yes/ No)	Remarks
		Server health, Network & other devices as an when requirement ● Co-ordinate with WTL-WBSDC team for smooth operation of DR setup ● Co-ordinate with WTL-WBSDC authority for various activities related to project. ● Co-ordinate with existing DCO of WBSDC-DC database replication ●Any other O&M support related job			
2.	**System Admin Support Service**	● Monitoring all IT Infra through management console and other monitoring tools /script in daily basis. ● Servers Operating system installation, re-installation, configuration, re-configuration, update the patch, additional software installation along with configuration, performance tuning and periodic updates. ● Diagnosis of Hardware and Operating system related issues and immediate reporting to FM with a resolution / work around. ● Implementation, configuration & Monitoring of SMS, NTP, DNS Server ● Periodic Password change for all server and devices as per the policy. ● Monitoring, re-installation, re-configuration of DLP system ● Call logging and coordinate with concerned DLP OEM for proper functioning. ● Call logging and coordinate with concerned hardware OEM for any hardware faults until the faulty hardware is replaced /repaired and proper functioning. ● Installation, Re-installation, configuration & tuning of Backup Software. ● Checking and configuration of OS level Firewall as per requirement. ● Co-ordinate with OS & Backup Software OEM for resolution. ● Configuration of LUN/Partitions/RAID on HCI Infra ● Monitoring of HCI performance ● Preparation of weekly report for IT Infra ● Other System Admin related job.	08 / 3 years working experience in Datacenter with the relevant OS, Storage & Backup / B.E/MCA/Diploma Eng		
3.	**Database Admin Service**	● Monitoring all Database servers, Storage, Tape Libraries through management console and other monitoring tools /script in daily basis. ● Database Software installation, re-installation, configuration, re-configuration,	05 (1 Oracle DBA, 2 MS SQL, 2 PostgreSQL and Mysql) / 3 years working experience in		

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S/N	Type of Service	Scope of Work / Service	No. of Resources / Working Experience / Minimum Qualification	Compliance (Yes/ No)	Remarks
		update the patch, additional software installation along with configuration, performance tuning and periodic updates. ● Diagnosis of database software related issues and immediate reporting to FM with a resolution / work around. ● Access of Staging & Development Server given to user for deployment of Application and database after prior approval. ● Periodic Password change for all server and devices as per the policy. ● Call logging and coordinate with concerned Database OEM for any performance issues and proper functioning. ● Installation, Re-installation, configuration & tuning of Backup Software. ● Co-ordinate with OS & Backup Software OEM for resolution. ● Configuration of LUN/Partitions/RAID on Storage / Server ● Monitoring of Database performance and tuning the same as per requirement or best practices ● Ensure data availability, protected from loss and corruption, and easily accessible as needed ● Preparation of weekly report for Database related infrastructure ● Other Database Admin related job.	relevant Database related job as DBA		
4.	Network & Security Admin Service – L2	● Preparation of Installation plan, Installation, re-installation of Network devices installed at DR Site. ● Configuration & Monitoring the Network system installed at DR Site. ● Call logging & coordinate with OEM & Vendor for replacement of faulty Network device or any other related issues. ● Co-ordinate with DCO-WBSDC for any network related issue ● Implementation & maintain of VLAN & other network configuration as per project requirement. ● Prepare and maintain the Asset list of Network infrastructure installed at DR Site ● Any other Network related job.	05/ 3 years working experience in LAN & WAN with the relevant switches, routers, network security and certificate on relevant Network / B.E/MCA/Diploma Eng/B.Sc		
5.	Network & Security Admin Service – L3	● Preparation of Installation plan, Installation, re-installation of Network devices installed at DR Site. ● Configuration & Monitoring the Network system installed at DR Site. ● Call logging & coordinate with OEM &	02/ 6 years working experience in LAN & WAN with the relevant switches, routers, network		

S/N	Type of Service	Scope of Work / Service	No. of Resources / Working Experience / Minimum Qualification	Compliance (Yes/ No)	Remarks
		Vendor for replacement of faulty Network device or any other related issues. ● Co-ordinate with DCO-WBSDC for any network related issue ● Implementation & maintain of VLAN & other network configuration as per project requirement. ● Prepare and maintain the Asset list of Network infrastructure installed at DR Site ● Any other Network related job.	security and certificate on relevant Network / B.E/MCA/Diploma Eng/B.Sc		
6.	Backup Admin Server	● Online & Offline Backup of Data Center Applications • Backup of day to day transactions (Hot and Cold Back) ● Backup Software installation, re-installation, configuration, re-configuration, update the patch, additional software installation along with configuration, performance tuning and periodic updates ● Call logging and coordinate with concerned Backup Software OEM for any performance issues and proper functioning. ● Installation, Re-installation, configuration & tuning of Backup Software. ● Preparation of weekly report for Backup related job ● Other Backup Admin related job.	02 / 3 years working experience in Datacenter with the relevant OS & Backup / B.E/MCA/Diploma Eng		
7.	Central Management / Enterprise Management System Service	● Re-Installation, Re-configuration & Monitoring through CMS/EMS of entire equipment installed at DC site. ● Checking of CMS/EMS and prepare daily report for availability of entire Asset ● Call logging and coordinate with concerned CMS/EMS OEM for any performance issues and proper functioning. ● CMS/EMS Software installation, re-installation, configuration, re-configuration, update the patch, additional software installation along with configuration, performance tuning and periodic updates ● Customization, Upgradation, re-configuration as per requirement will be done ● Preparation of weekly report for CMS/EMS related job ● Other CMS/EMS Admin related job.	02/ 3 years working experience in Data Center / B.E/MCA/Diploma Eng/B.Sc		
8.	BMS Admin Service	● Re-Installation, Re-configuration & Monitoring the Non-IT Infrastructure installed at DC Site. ● Checking of all Non-IT equipment/Infrastructure and maintain daily basis record / log book	03/ 3 years working experience in Data Center / B.E/MCA/Diploma Eng/B.Sc		

S/N	Type of Service	Scope of Work / Service	No. of Resources / Working Experience / Minimum Qualification	Compliance (Yes/ No)	Remarks
		● Call logging & coordinate with OEM & Vendor for replacement of faulty Non-IT device or any other related issues. ● Prepare and maintain the Asset list of Non-IT Infrastructure installed at DR Site ● Any other BMS Service related job.			
9.	Help Desk Support	● 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 service for resolution ● Respond to requests for technical assistance in person, via phone, electronically ● Diagnose and resolve technical hardware and software issues ● Advise user on appropriate action ● Follow standard help desk procedures, log all help desk interactions ● Prepare daily and weekly call summary / detailed report ● Other Call Center / Helpdesk related job	10/ 3 years working experience in IT Sector as Call or Helpdesk service / Diploma Eng/Graduate		
10.	Physical Security Service	● Providing 24x7x 365 physical security service for entire Data Center area at WBSDC (1st & 2nd Floor) ● Providing daily security checking of DG Sets and other electrical & Civil Infrastructure of WBSDC	08 / 3 years working experience in relevant filed		
11.	Housekeeping Service including all necessary housekeeping materials	● Providing housekeeping service for entire Data Center area at WBSDC (1st Floor & 2nd Floor)	02 / 3 years working experience in relevant filed		
12.	**Tenure of O&M Support**	5 Years O&M Support Service will start from the date of successfully installation, commissioning, integration and final acceptance of DC site.			

NOTE : One resource can continue 22 days in a month, subject to compliance of extant provisions as laid down by the Department of Labour, GoWB. This is the minimum resources required to be deployed in the WBSDC, Monibhandar, Kolkata, however to maintain the SLA the Bidder must deploy additional resources, if required.

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – K

MANUFACTURER AUTHORIZATION FORM

Date:

To
Webel Technology limited
Plot-5, Block-BP, Sector-V
Salt Lake
Kolkata-700 091

Ref: Tender No.: WTL/WBSDC/DC/22-23/017 dated 25.08.2022

WHEREAS _____ who are official producers of
_____ and having production facilities at
_____ do hereby authorize
_____ located at
_____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by _____, these products are subject to our applicable end user warranty terms.

We assure you that in the event of _____, not being able to fulfill its obligation as our Service Provider in respect of our Warranty Terms we would continue to meet our Warranty Terms through alternate arrangements.

We also confirm that _____is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued within 5 years from the day of this letter. We assure availability of spares for the products for the next three years after five years warranty.

We also confirm that the material will be delivered as per delivery schedule against above mentioned tender from the date of placement of confirmed order.

Name   In the capacity of

Signed

Duly authorized to sign the authorization for and on behalf of _____

Dated on _____ day of_____2022

Note: This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – L

DETAILS OF ORDERS EXECUTEDBY BIDDER
(Tender No. WTL/WBSDC/DC/22-23/017)

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 – M

FINANCIAL CAPABILITY OF BIDDER
(Tender No. WTL/WBSDC/DC/22-23/017)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crore)						
		2014-15	2015-16	2016-17	2017-19	2018-19	2019-20	2020-21
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.

WEBEL TECHNOLOGY LIMITED

SECTION – N

BIDDERS'S DETAILS
(Tender No. WTL/WBSDC/DC/22-23/017)

	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	Is the firm ▪ 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	Total number of employees. Attach the organizational chart showing the structure of the organization.	
10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details)	

	- Software Development - Total Solution provider (Design, Supply, Integration, O&M) - IT Company	
13	Number of Offices in district headquarters in West Bengal, if any	
14	Is your organization having ISO 9001:2015 certificates?	
15	List the major clients with whom your organization has been / is currently associated.	
16	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)	
17	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: _____

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – O

FORMAT FOR PRE-BID MEETING QUERY
(Tender No. WTL/WBSDC/DC/22-23/017)

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: _____

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – P

LIST OF CLIENTS OF SIMILAR ORDERS
(Tender No. WTL/WBSDC/DC/22-23/017)

Sl. No.	Name of the Client	Address	Contact Person	Designation	Contact Numbers

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – Q

FORMAT FOR 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 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]

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

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.

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.

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

SECTION – R

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-PRFORMANCE GUARANTEE

Ref ………………….. Bank Guarantee no…………….

Date…………………..

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMTED, 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 filled 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.

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

(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)

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

11. 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.
12. 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.
13. 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.
14. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
15. 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.
16. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
17. 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.
18. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
19. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
20. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
21. 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.

WTL/WBSDC/DC/22-23/017

WEBEL TECHNOLOGY LIMITED

<u>SECTION – S</u>

<u>NIT DECLARATION</u>

(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,
<u>Kolkata – 700091.</u>

<u>Sub: Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC), Monibhandar, Kolkata.</u>

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject Tender No. WTL/WBSDC/DC/22-23/017 dated 25.08.2022 for Selection of System Integrator for Capacity Enhancement of West Bengal State Data Centre (WB-SDC), Monibhandar, Kolkata, 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 ………………2022