

## **SHORT TENDER NOTICE**

Sealed Tender documents are invited for supply, installation & commissioning of Server, Storage, Networking, Software & Peripherals from reputed System Integrators having sufficient experience and credentials for successful completion of **“Similar Nature”** of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have adequate Service Engineer for providing on-site warranty service within the stipulated time.

|     |   |  |
|-----|---|--|
| 1.  | Tender No. & Date                                   | WTL/CT/HW/13-14/002 dated 08.07.2013   |
| 2.  | Tender Version                                      | 1.0  |
| 3.  | Brief description of material                       | Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB  |
| 4.  | Tender document Fee                                 | Rs.10000.00 (Rupees Ten Thousand only)   |
| 5.  | Earnest Money Deposit                               | Rs.3000000.00 (Rupees Thirty lakh only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata   |
| 6.  | Date of Publishing of the Tender Document & Website | 08.07.2013. Websites - <a href="http://www.wtl.co.in">www.wtl.co.in</a> , <a href="http://www.wbcomtax.gov.in">www.wbcomtax.gov.in</a>   |
| 7.  | Date and Time for submission of Pre-Bid Queries     | 15.07.2013 at 15.00 hrs<br>The queries shall be submitted in the format as provided in the RFP (Section – O). Queries will be sent to Mr. P. S. Mitra, Deputy Manager ( <a href="mailto:psmitra@yahoo.com">psmitra@yahoo.com</a> ) / Mr. D. Majumdar, Project Assistant ( <a href="mailto:debasis.wtl@rediffmail.com">debasis.wtl@rediffmail.com</a> ) & copy to Mr. Arunava Saha, Manager (Purchase) ( <a href="mailto:wtlpurchase@gmail.com">wtlpurchase@gmail.com</a> )<br>Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format.<br>In case of more than one e-mail, only the queries provided in the first e-mail shall be considered. |
| 8.  | Pre-Bid Meeting date & time                         | 18.07.2013 at 15.00 hrs<br><ul style="list-style-type: none"> <li>• Only two persons for each intending bidder's organization will be allowed to attend the Pre Bid Meeting.</li> <li>• The person should have proper authorization in respective company Letter Head.</li> </ul>  |
| 9.  | Last date & time of Tender Submission               | 29.07.2013 at 14.00 hrs  |
| 10. | Date of opening of Tender (Technical)               | 29.07.2013 at 14.30 hrs  |
| 11. | Pre-Bid Meeting, Bid Submission & Bid Opening venue | WEBEL TECHNOLOGY LIMITED<br>(A Govt. of West Bengal Undertaking)<br>Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.  |
| 12. | Submission of RFP document Fee                      | Demand Draft of Rs.10000.00 (Rupees Ten thousand only) is to be submitted along with the bid document. Demand Draft will be in favour of Webel Technology Limited payable at Kolkata.<br>WEBEL TECHNOLOGY LIMITED<br>(A Govt. of West Bengal Undertaking)<br>Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.<br>Non submission of Draft will lead to summarily rejection of Bid document.  |
| 13. | Contact Persons                                     | Mr. P. S. Mitra - 23673403-06 (Extn – 214)<br>Mr. Arunava Saha – 23673403-06 (Extn – 212)<br>Mr. Debasis Majumdar - 23673403-06 (Extn – 227)   |

## **CONTENTS OF THE TENDER DOCUMENT**

The Tender document comprises of the following:

|             |  |
|-------------|--|
| SECTION – A | INTRODUCTION & OBJECTIVE OF THE PROJECT                              |
| SECTION – B | SCOPE OF WORK & RESPONSIBILITY                                       |
| SECTION – C | ELIGIBILITY CRITERIA   |
| SECTION – D | INSTRUCTION TO BIDDER  |
| SECTION – E | BID FORM   |
| SECTION – F | EXISTING SETUP & TECHNICAL DETAILS                                   |
| SECTION – G | PROPOSED LAYOUT WITH TECHNICAL DETAILS                               |
| SECTION – H | BILL OF MATERIAL   |
| SECTION – I | TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT                    |
| SECTION – J | FORMAT FOR TECHNICAL CAPABILITY OF BIDDER                            |
| SECTION – K | FORMAT FOR MANPOWER DETAILS  |
| SECTION – L | FORMAT FOR FINANCIAL CAPABILITY OF BIDDER                            |
| SECTION – M | FORMAT FOR BIDDER'S DETAILS  |
| SECTION – N | MANUFACTURER'S AUTHORIZATION FORM                                    |
| SECTION – O | FORMAT FOR PRE-BID MEETING QUERY                                     |
| SECTION – P | LIST OF DOCUMENTS SUBMITTED  |
| SECTION – Q | PROFORMA FOR PERFORMANCE BANK GUARANTEE                              |
| SECTION – R | PRICE BID  |
| SECTION – S | DECLARATION OF ELIGIBILITY CRITERIA                                  |
| SECTION – T | GUIDELINES FOR HOSTING APPLICATIONS AT WEST BENGAL STATE DATA CENTER |

## **SECTION – A**

### **INTRODUCTION & OBJECTIVE OF THE PROJECT**

#### **INTRODUCTION**

Webel Technology Limited, invites Request for Proposal (hereinafter referred to as “RFP”) for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services at West Bengal State Data Center, Kolkata and National Data Center, New Delhi for Directorate of Commercial Taxes, Gov. of West Bengal from reputed System Integrators having sufficient experience and credentials for successful completion of similar nature of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have adequate Service Engineer for providing on-site warranty service within the stipulated time.

#### **OBJECTIVE OF THE PROJECT**

Commercial Taxes is a Mission Mode Project of the State being included in the National e-Governance Plan (NeGP) of the Government of India.

The Directorate of Commercial Taxes, West Bengal has so far rolled out a large number of online services for the benefit of the taxpayers/ citizen. Few of such services are:- (a) online filing of Returns, (b) online payment of Commercial Taxes, (c) online registration under VAT law, (d) online generation of Way Bills, (f) online generation of CST related Forms, (g) online Transit Declaration, (h) dealers’ profile online, (i) online VAT refund and payment of refund through ECS, (k) Online application under Industrial Promotion Assistance Scheme. (l) Online services relating to Tax Deduction at Source (TDS), (m) On-line grievance monitoring, (n) Self-creation of User-id and Password for accessing e-services, (o) usual portal services, etc.

The Directorate has so far been giving all these online services to the dealers/ transporters/ others through the web-server of National Information Technology Promotion Unit under NIC of the Government of India, located at Rawdon Street, Kolkata. It has now been decided by the Directorate to have its own servers with suitable configuration and to house it at the West Bengal State Data Centre at Salt Lake City. Hence this tender stipulated setting up:-

1. DC site proposed in West Bengal State Data Center for external user and DR site proposed at National Data Center, New Delhi.
2. DR site proposed at National Data Center, New Delhi for existing internal server systems (installed at West Bengal State Data Center, Salt Lake)

The scope of work definition and responsibilities stated in this document is indicative. However bidder should propose 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.

## **SECTION – B**

### **SCOPE OF WORK & RESPONSIBILITY**

#### **For System Integrator**

- 1) **Supply:** Entrusted vendor must supply and work as per 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.
- 2) **Installation & Integration:** Installation & implementation / integration will be governed by the stated guidelines and associated standards & in line with the scope of work defined in this document. Installation certificates must be availed by the authority. Installation, integration of all hardware components, system software, required tuning for optimal performances, registration of components with OEM or developer for post installation warranty support are the sole responsibility of the vendor.
- 3) **Installation & Implementation of SMS Server:** The e-service application will have SMS facility both at an individual as well as bulk level the bidder has to port and integrate the existing SMS application services the new platform. NIC/MSDG SMS gateway will be used for this purpose.

SMS application designed and developed by NIC. The necessary details of the software will be provided to the successful bidder of the project during the time of implementation. Bidder will do the deployment and necessary configuration/re-configuration of the SMS application with the help of NIC..

NIC/MSDG SMS gateway will be used for this purpose and SMS application services presently running in Web Server of Commercial Tax Directorate at NIC Data Centre will be ported to new SMS server.

- 4) **Firewall with IPS Installation:** The Selected Bidder will have to provide all software updates, releases, Version upgrades, New Versions upgrades, New Versions etc. included in the Products. The Supplier will also undertake to carry out implementation of such software updates, releases, Version upgrades, New Versions etc. The maintenance contract shall also require that the Selected Bidder maintain all supplied documentation in such a state as to correctly reflect the state of the Products at any point in time. The following is a representative but not exhaustive list of tests to be performed :

The vendor shall enable and configure the security device capabilities intended to be used and demonstrate the performance of the using

- a) Positive or 'good' traffic that is configured to forward.
- b) Negative or 'unwanted' traffic that is configured to block or rate-limit.
- c) Attack traffic, such as DDoS, that the device is expected to protect.

Fine-grained granularity and control: The vendor shall demonstrate the fine grained granularity of tuning in terms of deciding exactly which malicious traffic is blocked.

The effectiveness of the product in terms of alert viewing (real time and historic) and reporting shall be demonstrated.

Logs and configuration of the perimeter devices should be stored both locally and centrally to support the integrity and availability of the data.

Bidders should be able to integrate various components proposed design. Detailed Architectural layout, Management & Monitoring Framework design. Integration efforts and plan has to be clearly formulated.

### **LICENSING –**

Every Gateway Security control (like Firewall, IPS, VPN, Antimalware or any other feature required to meet above specification) should not have any licensing restriction on number of users and should be supplied for unlimited users. The offered product part codes have to be General Availability Part codes and not custom built Part Code. There should be cross reference to the public website of the OEM.

- 5) **Hardware Load Balancer Installation:** A pair of server load balancer would be installed in DMZ zone in HA mode and another one pair Server Load Balancer would be installed in MZ for collection of all user requests and distribution of them among web servers & Applications.

The server load balancers interface would be configured with IP address from same subnet as web server. Load Balancers would be configured in single-arm mode.

Web servers and Application Servers would be configured in Load balancer as real service with health check enabled. A group would be created and all web servers would be assigned to the group. Load distribution method would be configured in the group.

A virtual service will be created which will carry a VIP (all user requests have to land this VIP). The group and a policy would be assigned to this virtual service. Reverse proxy or transparent proxy mode would be configured as per site requirement.

Load balancers in cluster configuration (HA) would be done so that VIP would be active in primary device while both devices are running and same VIP would be active in secondary device when primary device is not available.

- 6) **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
  - c) For acceptance of successful installation, bidder to submit item-wise warranty coverage for five years for all hardware, system software, software and accessories from the respective OEMs. The acceptance letter should be included along with the Bills.
  - 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.
- 7) **Testing:** Entrusted vendor 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/Directorate and entrusted Bidder / System Integrator.
- 8) **Project Management :** Selected service provider firm will be required to perform the following project management tasks for the assigned areas:
- a. Provide a detailed work plan for the upgradation/migration of the System.
  - b. Provide training for the project team, and assist in management of project progress.
  - c. Provide a strategy for upgrading/migrating the application and database software to the latest version.
  - d. Identify and address functional/technical issues that may arise during the project.
  - e. Provide a strategy for data synchronization in real time between e-Services database and IMPACT application (developed by NIC for Commercial Tax Department internal users).
  - f. Emphasize knowledge transfer, joint problem-solving, and resolve issues by discussions during daily interactions with the project staff.
  - g. Help in designing and implement adequate testing schedules.

- 9) **Technical Upgrade/Migrate** : Selected service provider will be required to perform the following technical tasks for the assigned areas:
- a. Existing e-services Database and Application based on Oracle 10g and J2EE will be migrated to Oracle 11g platform. CTD will provide Oracle Database and Application software to bidder. Bidder has to install, migrate, integrate and roll out. Further bidder has to support and maintain the production (DC-DR) platform for five years after successful Go-Live of the project (Existing setup details are given in Section -F).
  - b. The Oracle Database for the proposed solution should be implemented in Real Application cluster (RAC) mode.
  - c. Implement real time data synchronization between e-Service database and IMPACT application database (diagram - I as given in section - G (Diagram - I).
  - d. Modify all custom reports/interface programs and all modified objects affected by the upgrade.
  - e. Install the changes in the development and test regions as well as execution of required data migration activities; Unit, integration and system testing for business processes; Volume and stress testing; Providing test results demonstrating the successful completion of each support request.
  - f. Support / Assist for hardware/OS upgrade with the application upgrade, re-installation and patch update will be the responsibility of the bidder.
  - g. The vendor has to demonstrate the Backup/Restoration process and has to recommend the best practice.
  - h. Tuning the performance of the database/application on the new servers.
  - i. Test the integrity of the database on the new servers.
  - j. Post migration health check / assessment.
  - k. SI will arrange necessary hardware & software at the time of migration. No separate cost for necessary hardware & software will be chargeable.
- 10) **Support and Maintenance**: Bidder will provide support and maintenance of the e-service platform in DC-DR and Internal Central Server platform in DR for the five years from date of successful Go-Live. Applications (e-service and IMPACT) will be maintained for development by NIC.
- a) **Support Escalation**: Bidder has to provide an escalation matrix with all details for efficient resolution of issues.
  - b) **Application Related Calls**: Complaints related to the Application currently being used by the Commercial Tax Department will be routed to National Informatics Centre through Directorate of Commercial Taxes for resolution. The selected SI is expected to liaison with NIC to ensure that the Complaint is resolved in the stipulated time frame.
  - c) **Application Related Call Escalation**: Any delay in the addressing any issue related to application should be promptly put in notice to the project Manager of WTL and the Designated Officer of Commercial Tax Department.
- 11) **Migration**: Migration of the existing database & application from Oracle 10g to Oracle 11g (Oracle Database Software provided by CTD). During the time of migration SI will arrange necessary hardware & software. No separate cost for necessary hardware & software will be chargeable.
- 12) **Change Request Management**: Any addition to the scope of work or enhancements should be taken under Change Request Management as per the schedule of rates mentioned in the Commercial Bid for entire tenure of project.
- 13) **Transaction Replication**: Transaction replication using Oracle Golden Gate (Software to be provided by CTD) between Internal Central Server Database and e-service Database to be configured by the SI. The schematic diagram for the real time Transaction (data) replication solution, to be offered by the bidders, is represented as below: Diagram - I as given in Section G (OGG).
- 14) **Preparation of Bill of Materials**: The bidders are also requested to apprise themselves of the existing Infrastructure Setup at the State Data Center, Kolkata & National Data Center, New Delhi and propose their Bill of Material accordingly.
- 15) **Service Quality and Assurance**: Services within installation, warranty period must be rendered with OEM for hardware and software components, and by professionally qualified engineers / personnel in

the related field. Any damage by the bidder will attract penalty in tangible terms, as fixed by the WTL. Uptime of the integrated system must not be less than 99% calculated and jointly certified, with a maximum of 2 (two) instances with a cumulative down-time not exceeding 0.5%, calculated on every quarter of the year, otherwise related penalty clauses as drawn by the WTL will be applicable.

- 16) Bidder to implement oracle data guard (Provided by CTD) for replication of data from DC-DR for database. Application replication would be implemented at the storage level. Post implementation bidder should demonstrate failover & fail-back to proof successful data guard & storage based replication implementation. Purchaser reserves to make amendments to the scope of work defined here within the solution perspective.
- 17) Ownership of understanding existing installation & implementation and integration of the same with the proposed solution would be totally in the Scope of Work of the bidder. Bidder is free to seek information from WTL about the existing implementation with a written request for the same detailing the queries.
- 18) Weekly report on (a) Data sync certification between DC-DR and (b) Application availability from DC-DR must be submitted on every Monday for the meeting with CTD, NIC and existing SI of Internal Central Server and the successful bidder.
- 19) The successful bidder will be responsible for the DR drill quarterly or in the frequency as decided by the client.
- 20) The successful bidder will be responsible for the coordination with the existing SI at the West Bengal State Data Center for the necessary information and/ or access to accomplish the work. The successful bidder will be introduced with the existing SI at the WBSDC/NDC prior to the start of the activity.
- 21) The successful bidder has to coordinate with the Application development team, here NIC, for the deployment of the applications at the DC & DR sites.
- 22) **Acceptance:** After successful activities and related reports (jointly signed and sealed by CTD, NIC & WTL), acceptance will be considered over.
- 23) **Ownership:** After acceptance, porting of business information on ICT infrastructure, Directorate will be the sole owner of the information repository, and associated processes. For procured system software, the Directorate will be the licensee or owner as applicable by the terms and conditions by the licensor or developer.
- 24) **Single Point of Contact:** Entrusted vendor will provide single point of contact for availing warranty services, and monthly report must be deposited to the WTL & CTD of the month under consideration on the 1st working day of next month to the single Point-of-Contact of the WTL & CTD.
- 25) **Warranty:** All hardware, software and service items should have minimum warranty period of 5 calendar years, from the date of successful commissioning & Final acceptance from the User Department of the whole integrated system. Within warranty period, entrusted vendor will replace, re-integrate faulty, buggy components (including firmware) with the latest and new ones but not losing performance, and will get the set-right / performance report jointly signed. Entrusted vendor will provide after warranty with terms, conditions and penalty clauses lay down by the WTL. After warranty, all components will be handed over to the CTD in working conditions (both individual and integrated ones), failure of which will forfeit tangibly.

#### **For Directorate of Commercial Taxes**

1. Directorate seeks all the necessary permission (Space, Power, cooling etc.) from WBSDC & NDC for installation of Server systems.
2. Directorate seeks all necessary permission from WBSDC & NDC for using requisite facilities / Services / Security Devices / Internet bandwidth etc. for hosting of CTD Web Server setup.

3. Directorate of Commercial Taxes will procure and provide Oracle Database, Application server/Weblogic, WebTier, Golden Gate and other necessary Oracle software component with actual license (Core based) and five years of Oracle Annual Technical support.
4. Directorate of Taxes will procure additional EMS license of State Data Center for monitoring the CTD server infrastructure.
5. Release payment to WTL on a regular basis on the basis of request of WTL.
6. Directorate will provide requisite space for workstations for the FMS support team in WBSDC.
7. Time of migration in test environment, CTD will arrange requisite space at CTD HQ for smooth migration.

**For West Bengal State Data Center. & National Data Center**

1. Ensure availability of requisite space for hosting the application along with the required Hardware.
2. Ensure proper availability of the infrastructure required to run the Commercial Tax application.
3. WBSDC will provide the IP addresses for the devices and will integrate the devices to SDC infrastructure. SI will be responsible for necessary configuration of the devices (delivered by SI) and WBSDC will assist them to make the devices integrate to SDC infrastructure.
4. Internet connectivity for Web Server at DC & DR site will be provided by SDC (at SDC using KNK link) & NDC.
5. Required connectivity for SDC to NDC for data replication of Central & Web Server will provided by SDC & NDC through NKN gateway.
6. Data Center Operator will monitor the CTD server infrastructure through existing EMS tools and one/two link will be provided to the selected SI for monitoring.
7. Guidelines for Hosting Application at SDC are attached for reference.

**For Webel Technology Limited**

WTL being the nodal implementation agency for this project shall be responsible for provision of all resources, access and information under its control that are necessary during implementation of work relating to this job. The confidentiality of the data being shared shall be maintained.

The following facilities shall be provided for working on the assignment:

- WTL or its representative will supervise the progress and commissioning of the total installation of Web Server (DC-DR) & Central Server (DR) installation & maintenance services including Partial Acceptance/Final Acceptance. The System Integrator to conduct such activities shall provide all assistance.



## **SECTION – C**

### **ELIGIBILITY CRITERIA**

#### **EXISTENCE OF THE BIDDER**

1. The bidder must be a company registered under the Companies Act, 1956 of India. Documentary (Certificate of incorporation) evidence to be submitted.
2. The bidder shall be an Information Technology Company in India and should have been in the business for a period more than ten years. Photocopy of Memorandum / Articles of Associations should be submitted.
3. The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.
4. The bidder should have valid VAT Registration Certificate, Service Tax Registration Certificate, PAN card & Trade License. Bidder shall have to submit photocopy of the documents.

#### **EXPERIENCE OF THE BIDDER**

5. The bidder shall have executed “Similar Nature” of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided. (“Similar nature” includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.)
6. The bidder should have experience in working with Oracle RDBMS 11g and Application Server 11g. Credential (Work order copy) in this respect is to be submitted.

#### **SUPPORT INFRASTRUCTURE**

7. The bidder should have minimum five number of Manpower (Minimum qualification B.E or B. Tech) for each of these skills namely (a) Project Manager (b) Server & OS (c) Network & Security (d) Oracle Database (e) Oracle Application personnel, in their payroll. Certificate from HR department with the named resources has to be submitted.

#### **FINANCIAL PROFILE**

8. The bidder should have an annual turnover of not less than Rs.100 Crores each in the last three financial years (FY – 2009-10, 2010-11 & 2011-12). Bidder shall have to submit photocopy of Audited balance sheet of the above criteria.
9. Bidder should submit Earnest Money Deposit (EMD) of Rs. 30,00,000.00 (Rupees Thirty Lakhs) only in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.
10. Bidder should submit Tender Document Fee of Rs. 10,000.00 (Rupees Ten Thousand) only in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.

## **CERTIFICATION**

11. The bidder shall have currently valid Quality Certification (CMMI level 3). Bidder shall have to submit self certified photocopy of the above criteria.

## **OTHERS**

12. Manufacturer's tender specific authorizations for all items like Server, Storage, Network (for Active & Passive product), Backup Device, SAN Switch, IPS & Firewall, Hardware Load Balancer, KVM Switch, RACK, & System Software must be submitted as per format enclosed (Section - N).
13. The bidder shall submit a certificate from any of the authorized signatory of the company authorizing a person to sign all relevant papers related to this bid on behalf of the company.
14. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-dec-2011). Declaration on bidder's letter head to be submitted.

**In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.**

## SECTION – D

### INSTRUCTION TO BIDDER

#### 1. DEFINITIONS

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

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

**“Agreement”** means the Agreement to be signed between the successful bidder and Directorate of Commercial Taxes including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

**“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 with whom Directorate of Commercial Taxes signs the agreement for supply, install, commission and render services for the systems.

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

**“Installation”** Shall means installation of supplied Hardware, System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP.

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

**“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

**“Government” / “Gov. of W. Bengal”** means the Government of West Bengal.

**“GoI”** shall stand for the Government of India.

**“GoWB”** means Government of West Bengal

**“NDC”** means National Data Center

**“WBSDC”** means West Bengal State Data Center

**“NIC”** means National Informatics Center

**“Installation”** means that the laying down and installation of the Solution in accordance with this Contract.

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

**“Project”** Supply, Installation, Commissioning & System Integration of Computer Server, Storage, System Software, Network & Peripherals along with Facility Management Services for Directorate of Commercial Tax, Govt. of West Bengal.

**“Project Plan”** means the document to be developed by the Contractor and approved by Directorate of Commercial Tax, based on the requirements of the Contract and the Preliminary Project Plan included in the Contractor’s bid. For the sake of clarity, the Agreed and Finalised Project Plan” refers to the version of the Project Plan submitted by the contractor after receiving the letter of Award and the same approved by Directorate of Commercial Taxes. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

**“Implementation Period”** shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.

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

**“Similar Nature”** includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.

**“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.

**“Operator”** means the company providing the services under Agreement.

**“Period of Agreement”** means 5 years from the date of Final acceptance of the Project.

**“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.

**“CTD”** mean Commercial Tax Directorate

**“CTAX”** mean Commercial Taxes

**“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 Gov. of W. Bengal undertaking.

## 2. SEALING, MARKING AND SUBMISSION OF BID

Interested Bidders are required to submit their bids in separate sealed envelopes as per instructions given below: -

Bidders shall submit their bids in five parts each in separate sealed envelope super-scribed with RFP document number, due date, Project name (Supply, Installation & Commissioning of Computer Server, storage & Peripherals and Network Establishment for Commercial Tax Directorate, GoWB) and nature of bid (Bid Security, Techno Commercial Bid or Financial Bid).

- Part – I : Bid Security, RFP Fee & Bid Form (Section – E)**
- Part – II : Declaration of complying eligibility criteria (Section – S)**
- Part - III : Techno Commercial Bid complete with all details**
- Part - IV : Price Bid with full price details as per Format (Section – R)**
- Part – V : Soft copy in CD/DVD**

The envelopes containing Part – I, Part – II, Part – III, Part – IV & Part – V of offer shall be enclosed in a large envelop duly sealed and super-scribed with RFP document number, due date, Project name (Supply, Installation & Commissioning of Computer Server, storage & Peripherals and Network Establishment for Commercial Tax Directorate, GoWB). The bidder shall seal & mark various parts of the proposal as follows:

- A) Bid Security in one envelope super- scribed with words

**"Bid Security, RFP Fee & Bid Form for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB".**

- B) Declaration in bidder's letter head complying eligibility criteria duly signed and tamped along with copy of List of Documents Submitted (Section P) in one envelop super scribed with words

**"Declaration for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB".**

This declaration is mandatory without which the bid will not be considered.

- C) Techno Commercial Bid in one envelope super- scribed with words

**"Techno Commercial Bid for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB"**

- D) Price Bid in one envelope super- scribed with words

**"Price Bid for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB".**

- E) Soft copy of the full bid documents except Price Bid to be submitted by the bidder in CD/DVD in one envelop super scribed with words.

**“Soft Copy of Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB”.**

This soft copy is mandatory without which the bid may not be considered.

- F) All the envelopes shall be sealed in a covering envelop super-scribed with words  
**“Tender No.: WTL/CT/HW/13-14/002, All Document & Financial Bid for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB”.**

Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

**Webel Technology Limited  
Plot-5, Block-BP, Sector-V  
Salt Lake City,  
Kolkata - 700 091.**

The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal. Proposals sent through telex/telegrams/fax/e-mail shall not be accepted. WTL shall not be responsible for delay on account of delivery by the postal authorities as well as courier companies. Such delivery shall be at the risk and cost of the bidder. If the envelopes are not sealed and marked as required above, WTL shall assume no responsibility for the proposal's misplacement or premature opening.

The sealed envelope containing Part – I, Part – II, Part – III, Part IV & Part – V must be delivered to the Purchase Department, Webel Technology Limited, Plot - 5, Block-BP, Sector – V, Salt Lake City, Kolkata -700 091 through speed post/Courier or personally submit to Purchase (Manager) or his designated personnel on or before 14.00 hrs on 29.07.13 and collect a receipt for submission. No other mode of delivery shall be accepted. WTL will not be responsible for any postal delay.

### **3. PRE BID MEETING**

Pre Bid Meeting will be held on 18.07.2013 at 15.00 hrs at premises of WTL. Bidder can end their queries as per format (Section - O) to Mr. P. S. Mitra, Deputy Manager/Mr. Debasis Majumdar & copy to Mr. Arunava Saha, Manager (Purchase). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. The entrance to the Pre Bid Meeting will be limited to two persons per bidder and carrying valid authorization letter on official letter head bearing company seal.

### **4. 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.

### **5. 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.

### **6. 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 tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

## **7. MODIFICATION AND WITHDRAWAL OF BIDS**

The bidder may modify or withdraw its bid after submission, if written notice of the modification or withdrawal is received by WTL before the deadline prescribed for bid submission. The bidder's modification shall be prepared, sealed, marked and dispatched as follows:

The bidders shall provide in original of any modification to its bid, clearly identified as such, in separate envelope duly marked Bid Modification. The envelope shall be duly marked Bid Modifications.

Other provisions concerning the marking and dispatch of bid modification shall be in accordance with the bid.

A bidder wishing to withdraw its bid shall notify WTL in writing prior to the deadline prescribed for the bid submission. A withdrawal notice may be sent by post or the telefax followed by post confirmation post marked not later than the deadline for submission of bids. The notice of withdrawal shall be addressed to WTL at the address as mentioned/stated in the documents, bear the tender reference number and the words Bid Withdrawal Notice.

Bid Withdrawal Notice received after the bid submission deadline will be ignored and the submitted bid will be deemed to be a validity submitted bid. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the RFP. Withdrawal of the bid during this interval may result in the bidder's forfeiture of its EMD, pursuant to this RFP.

## **8. 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.

## **9. 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.

## **10. EARNEST MONEY DEPOSIT (EMD)**

The firm shall furnish an EMD of Rs.30,00,000/- (Rupees Thirty Lakhs only) in the form of a demand draft from a Scheduled Bank payable at Kolkata and in favour of Webel Technology Limited. Any bid not accompanied with the EMD shall be rejected. The validity of EMD instrument will be initially 3 months, have to extend, if required.

## **11. FORFEITURE OF EMD**

EMD 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 shall be final and shall not be called upon question under any circumstances.

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

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

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.

d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD 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. EVALUATION PROCEDURE**

- Bidders who have submitted the valid Bid Security, i.e., EMD, Tender Document Fee & Bid Form (Part – I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summary rejection of the bid.
- The Eligibility Criteria (Part – II) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 80% marks in the Techno Commercial Evaluation will only be considered for next step.
- The Tender Committee shall verify the Technical Specification (Technical Compliance Sheet, Section - I), System Integration & Facility Management Service of the items submitted by the bidder. Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.
- After qualifying in Techno Commercial Evaluation, qualified bidders will only be considered for Price Bid evaluation.

**15. EVALUATION CRITERIA**

**Techno Commercial Evaluation**

The evaluation methodology would take into consideration both the Techno Commercial responsiveness as well as the financial response. During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score for the Techno Commercial Bid as defined in the table below:

| Description                     | Max Score | Details | Break Up |
|---------------------------------|-----------|---------|----------|
| <b>A. Organization Capacity</b> |           |         |          |



|   |    |   |    |
|---|----|---|----|
| Proof of Job carried out  | 35 | The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department / PSU / Autonomous Body. Documentary evidence to be submitted. References Work order / Purchase copy along with proof of completion for the project to be provided. As per clause no. 5 of eligibility criteria. LOI will not be accepted. ("Similar nature" includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) | 20 |
|   |    | Further maximum Three "Similar Nature" of System integration in Domestic IT project (Executed/ Executing) orders each amounting to minimum of Rs.5.00 Crores in last 5 financial years (considering FY - 2008-09 to 2012-13) in Government Department/PSU/Autonomous Body or any reputed organization. References order /Purchase copy / proof of completion for the project to be provided. For each project bidder will get five (05) marks   | 15 |
| <b>B. Financial Profile</b>   |    |   |    |
| The bidder should have an annual turnover of not less than Rs.100 Crores each in the last three financial years (FY - 2009-10, 2010-11 & 2011-12) | 10 | Average turnover for last three FY (FY - 2009-10, 2010-11 & 2011-12) => 100.00 Crore  | 5  |
|   |    | Average turnover for last three FY (FY - 2009-10, 2010-11 & 2011-12) =>200.00 Crore   | 7  |
|   |    | Average turnover for last three FY (FY - 2009-10, 2010-11 & 2011-12) =>300.00 Crore & above   | 10 |
| <b>C. Manpower Availability (Details are given in Section - K) for this project</b>   |    |   |    |
| Project Manager   | 35 | Marks for Manpower (As per Section K)   | 5  |
| Server & OS   |    | Marks for Manpower (As per Section K)   | 5  |
| Storage & Backup  |    | Marks for Manpower (As per Section K)   | 5  |
| Network with Security expertise   |    | Marks for Manpower (As per Section K)   | 5  |
| Oracle Database   |    | Marks for Manpower (As per Section K)   | 5  |
| Oracle Web Logic  |    | Marks for Manpower (As per Section K)   | 5  |
| Facility Manager  |    | Marks for Manpower (As per Section K)   | 5  |
| <b>D. Certification</b>   |    |   |    |
| The Bidder shall have currently valid quality certificate   | 10 | CMMI level 5  | 5  |
|   |    | ISO 27001   | 5  |
| <b>E. Customer Feedback</b>   |    |   |    |
| Satisfactory Service Feed Back by Customer  | 10 | Customer feed back by 10 Clients / different orders   | 10 |
|   |    | Customer feed back by 7 Clients / different orders  | 7  |
|   |    | Customer feed back by 5 Clients / different orders  | 5  |

## 16. FINAL EVALUATION

Price bid of the bidders qualifying in the Techno Commercial bid evaluation will be evaluated. The bidder who has qualified in the Techno Commercial bid evaluation and returns with lowest quote in financial bid would normally be awarded the contract subject to Post Qualification.

### 17. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the most overall responsive 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. WTL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the most responsive bidder, if required. This is a turnkey job in a nature, so bidder(s) to quote all the items mentioned in the tender document, which can ensure single point contact / sole responsibility of the bidder(s) towards project execution. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

### 18. 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 Commercial Taxes 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.

### 19. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 5% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six month more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 90 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

### 20. TIME SCHEDULE FOR DELIVERY & INSTALLATION

| <b>Sl. No.</b> | <b>Scope of Work</b>   | <b>Project Completion Time Line</b>   | <b>Installation Location</b>  |
|----------------|--|---|---|
| 1.             | Installation and commissioning of e-service application in DC      | Within <b>Ninety (90) calendar</b> days from the date of issuance of order. | All material to be delivered and installed including migration (in all respects) and go-live the system |
| 2.             | Installation and commissioning of e-service application in DR      | Within <b>Ninety (90) calendar</b> days from the date of issuance of order. | All material to be delivered and installed including migration (in all respects) and go-live the system |
| 3.             | Installation and commissioning of Central Server application in DR | Within <b>Ninety (90) calendar</b> days from the date of issuance of order. | All material to be delivered and installed including migration (in all respects) and go-live the system |

### 21. LIQUIDATED DAMAGE

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 each week or part thereof, subject to a ceiling of 10% of the total contract value (including 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.

## **22. PENALTY**

Penalty for deviation of warranty support clause no. 40 will be deducted from 24A (c).

- a. Each violation of uptime requirement (less than 99%) in each quarter will attract penalty of 1% of the yearly payable.
- b. Each down instance (beyond the admissible five) in each quarter will attract penalty of 1% of the yearly payable.

## **23. 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.

## **24. TERMS OF PAYMENT**

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e., Commercial Tax Directorate, Government of West Bengal. A scheduled confirmed by the customer is depicted below:

### **(A) All Hardware, LAN component (if any) & System Software**

- a) 50% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation.
- b) 30% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support.
- c) Remaining 20% payment of total Hardware & Software value will be released at the rate of 4% per year, at the end of each year after go-live for five years.

### **(B) Systems Integration Charge**

- d) 80% of the System Integration Charge will be made after successful migration, go-live and starting of Facility Management Support.
- e) Remaining 20% of the system Integration charge will be made after one month of successful go-live.

### **(C) Facility Management Charges**

- f) Payment for Facility Management Support: Payment will be made on quarterly deferred basis. Quarterly Facility Management Support charges will be calculated as: (total value of Facility Management Support charges)/20 (20 quarter = Five years).

## **25. 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 nonperformance 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.

## **26. PATENTS & COPYRIGHT**

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

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

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

## **27. GOVERNING LAWS**

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The Contractor shall keep himself fully informed of all current national, state and municipal law and ordinances. The Contractor shall at their own expense, obtain all necessary permits and licensed and pay all fees and taxes required by law. These will be contractor's entire obligation regarding any claim of infringement.

## **28. 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 workmen 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.

## **29. 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.

## **30. SAFETY MEASURES**

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

## **31. EQUIPMENT**

All tools & tackles necessary for the work shall have to be procured by the contractor unless other wise 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 these equipments during the course of the execution of the work.

### **32. SUB-CONTRACT**

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

### **33. 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.

### **34. 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.

### **35. 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 for 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.

### **36. INSURANCE COVERAGE**

Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.

### **37. CORRUPT OR FRAUDULENT PRACTICES**

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.

### **38. BINDING 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.

### **39. WARRANTY**

The Bidder/OEM will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, as mentioned in Bill of Material, from the date of final acceptance of the system by the customer. The bidder shall not, without the express prior written consent of WTL, assign to any third party of the contract or part thereof. Service support for the entire warranty period (five years from the final acceptance from the customer) will be on site and comprehensive (including spares) and free of cost for the entire warranty period.

### **40. WARRANTY SUPPORT**

The equipment supplied will be warranted against bad workmanship and manufacturing defects, as mentioned in Bill of Material, from the dated of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive (including spares and all software support) and free of cost for the entire warranty period. The bidder should have a call centre working for 24 X 7. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. The call log as well as resolution details have to be submitted to WTL on a fortnightly basis. Non-receipt of report within the specific date would be treated as non-performance of the service obligation and subsequent extension of warranty. The average uptime averaged over each quarter should be as follows:

| Category                     | Uptime Requirement per quarter | Response Time Requirement | Maximum Resolution Time | Maximum no. of down instances per quarter |
|------------------------------|--------------------------------|---------------------------|-------------------------|---|
| Machine located in Kolkata   | 99.0%                          | 1 Hour                    | 4 Hours                 | Five (05)                                 |
| Machine located in New Delhi | 99.0%                          | 1 Hour                    | 4 Hours                 | Five (05)                                 |

The bidder should locate his service personnel at West Bengal State Data Center, Salt Lake so that any call report is attended within the response time specified. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Any deviation from the above will attract penalty

**41. PERFORMANCE BANK GUARANTEE (PBG)**

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

**42. CONTRACTOR'S RESPONSIBILITIES**

Refer Section - B

**43. PURCHASER'S RESPONSIBILITIES**

Refer Section - B

**44. 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.

**45. 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.

**46. 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.

**47. 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.

#### **48. TAXES & DUTIES**

- The prices shall be inclusive of all taxes & levies including Service Tax. However the rate of taxes should be indicated separately in the Price Bid. The Purchaser shall reimburse taxes and levies at actual as applicable at the time of delivery.
- The Purchaser shall be authorized to deduct any tax as applicable from the bidder.
- For the purpose of the Contract, it is agreed that Contract Price specified in Price Bid, is based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission date. If any rate of tax changes and new tax rate is introduced then it will be accessed on the Bidder in connection with the performance of the Contract, an equitable adjustment of the Contract Price or deduction there from as the case may be.
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date VAT, Income Tax and Professional Tax Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

#### **49. 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.

#### **50. BID DUE DATE**

The sealed tender shall be received by WTL at the address 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.

#### **LATE BID**

Any proposal received by WTL after the deadline for submission of proposals may not be accepted. WTL reserves the right to accept of the late entries.

#### **51. OPENING OF BID BY WTL**

Bids shall be opened in the presence of Bidder's representative (maximum 2) who chooses to attend. The bidder's representatives who are present shall sign a register evidencing their attendance and produce necessary authorization. The bidder's name, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid Security and such other details as WTL office at his/her discretion, may consider appropriate, shall be announced at the opening. WTL shall open the bid security at mentioned time.

#### **52. 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.

#### **53. 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.

#### **54. BID CURRENCIES**



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

#### **55. PRICE**

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

#### **56. 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.

#### **57. NON-TRANSFERABILITY OF TENDER**

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

#### **58. 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.

#### **59. 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 vendors for any additional item(s) of work not mentioned herein, if so required.

#### **60. 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.

#### **61. PREPARATION OF TENDER**

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. 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 delivered to the office as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the bidder.
- 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.

## **62. PRE-DISPATCH INSTRUCTION**

All materials / equipments supplied against the purchase order shall be subjected to Inspection, check and /or test by the authorized representative from WTL.

## **63. FINAL INSPECTION**

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

## **64. 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. WTL will take at least four days to organize such permission.

## **65. 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.

## **66. 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.

## **67. 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.

## **68. QUALITY CONTROL**

- The contractor is obliged to work closely with WTL and/or CTD staff, 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 CTD 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 CTD 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/CTD.
- 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.

## **69. DEEMED ACCEPTANCE**

Deliverables will be deemed to be fully and finally accepted by Directorate of Commercial Taxes in the event Directorate of Commercial Taxes has not submitted such Deliverable Review Statement to

Bidder/Implementation Partner before the expiration of the 30-days review period, or when Directorate of Commercial Taxes uses the Deliverable in its business, whichever occurs earlier (“Deemed Acceptance”).

#### **70. SITE NOT READY**

The bidder shall not be in any manner liable for any delay arising out of Directorate of Commercial Taxes inability to make the site ready within the stipulated period.

#### **71. 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 pages of Bid submitted by the bidder should have serial number with proper indexing.
- c) 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.
- d) Details of the enclosures should be clearly mentioned in the forwarding letter in your letter head along with the bid.
- e) No Technical/Commercial clarification will be entertained after opening of the tender.
- f) Item, if any other than specified in BOM, felt necessary to complete the installation & commissioning may please be quoted separately with clarification and reflected in the deviation sheet.
- g) 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.
- h) 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.
- i) 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.
- j) The customer at its discretion may extend the deadline for the submission of Bids.
- k) 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.
- l) 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.
- m) Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.
- n) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- o) 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.
- p) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- q) The bidder must be present at the time of opening of the Tender. WTL is not answerable to any query of any bidder who remain absent at that time.
- r) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.
- s) Tender documents are not transferable. Bidders must buy the tender documents in their own name.

**SECTION – E**

**BID FORM**

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

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

**Sub: Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with Migration and Facility Management Services for Directorate of Commercial Taxes, GoWB.**

Dear Sir,

We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/CT/HW/13-14/002 dated 08.07.2013 do hereby propose to execute the job as per specification as set forth in your Bid documents.

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.

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.

Earnest Money Deposit: We have enclosed EMD in the form of Demand draft for a sum of Rs.30,00,000/- (DD no. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_).

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.

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.

We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten **percent (10%)** of the Order value as stipulated in Price Bid document (Section – R).

We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, this .....day of .....2013

Thanking you, we remain,

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

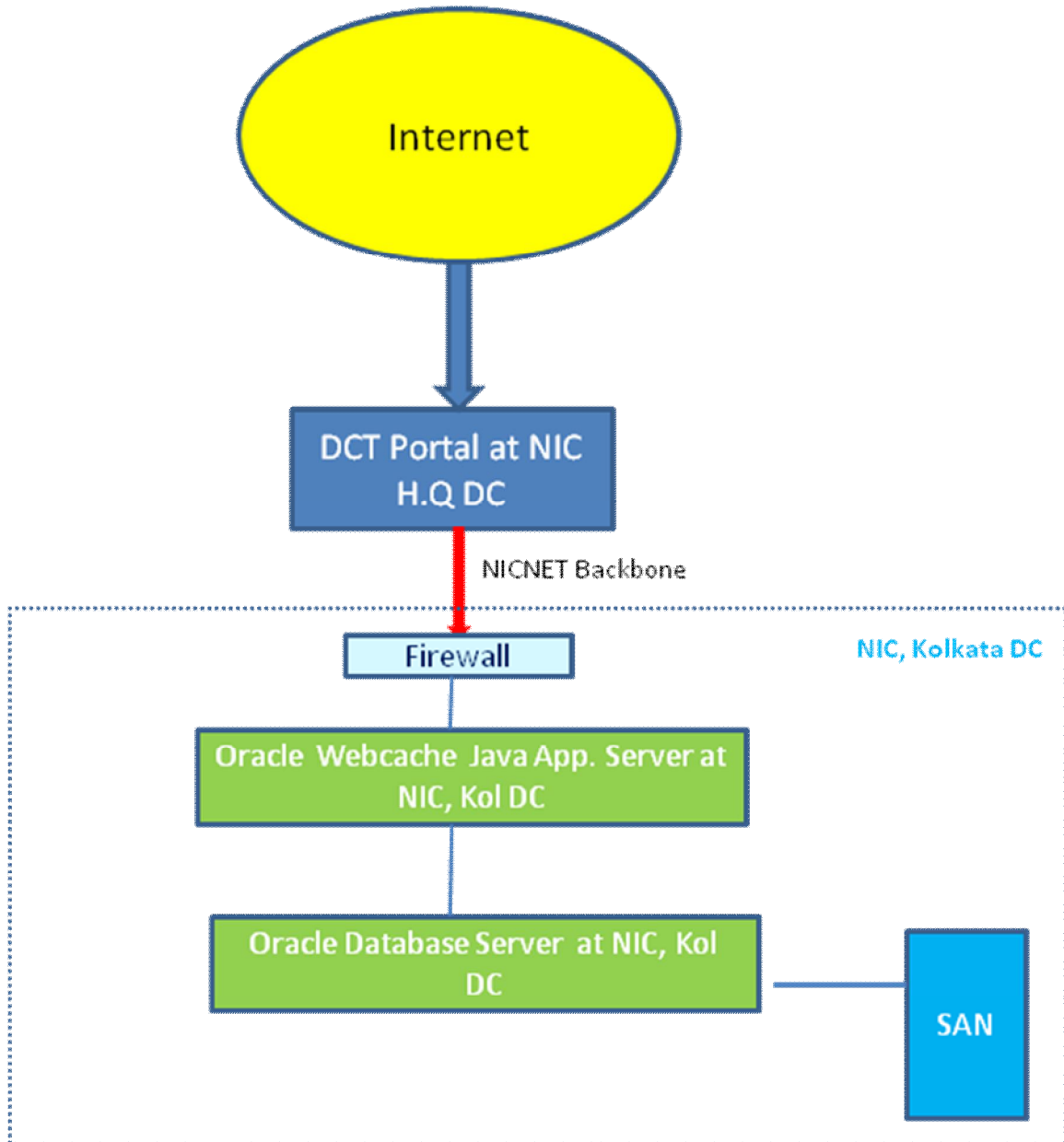
Signature & Authorized Verified by

.....  
Name & Designation

.....  
Full Signature & Stamp

**SECTION – F**

**EXISTING SETUP & TECHNICAL DETAILS FOR WEBSERVER INSTALLED AT NIC KOLKATA DATA CENTRE, 18, RAWDON STREET, KOLKATA-19**



**EXISTING HARDWARE SETUP & OPERATING SYSTEM**

|   |   |
|---|---|
| Total number of web servers                                 | One   |
| Installed at  | NIC Kolkata Data Centre, 18 Rawdon Street, Kolkata-19             |
| <b>WEBSERVER/APPLICATION SERVER (Single server)</b>         |   |
| <b>EXISTING</b>   |   |
| Number of CPUs currently populated                          | Two   |
| Nos. of sockets available in the server                     | Two   |
| Number of cores per CPU                                     | Two   |
| Total physical memory                                       | 8 GB  |
| Total nos. of local hard disk drives size                   | Five, 146 GB each   |
| RAID configuration  | RAID-5  |
| Operating system  | Red Hat Enterprise Linux server Release 5, Kernel 2.6.18-8.el5PAE |
| Number of NICs and speed of each                            | Two, 100 Mbps   |
| CPU Utilization per day during peak hours                   | 30 %  |
| Memory utilization per day during peak hours                | 90 %  |
| CPU Utilization per day during non peak hours               | 10 %  |
| Memory utilization per day during non peak hours            | 75 %  |
| Highest CPU utilization monthly                             | 40 %  |
| Highest memory utilization monthly                          | 95 %  |
| <b>DATABASE SERVER</b>                                      |   |
| <b>EXISTING</b>   |   |
| Number of CPUs currently populated                          | Two   |
| Nos. of sockets available in the server                     | Two   |
| Number of cores per CPU                                     | Two   |
| Total physical memory                                       | 8 GB  |
| Total nos. of local hard disk drives size                   | Five, 146 GB each   |
| RAID configuration  | RAID-5  |
| Operating system  | Red Hat Enterprise Linux server Release 5, Kernel 2.6.18-8.el5PAE |
| Number of NICs and speed of each                            | Two, 100 Mbps   |
| CPU Utilization per day during peak hours                   | 90 %  |
| Memory utilization per day during peak hours                | 95 %  |
| CPU Utilization per day during non peak hours               | 70 %  |
| Memory utilization per day during non peak hours            | 90 %  |
| Highest CPU utilization monthly                             | 100 %   |
| Highest memory utilization monthly                          | 97 %  |
| <b>STORAGE</b>  |   |
| <b>Existing</b>   |   |
| Total Number of Storage Box available in the existing setup | ONE   |
| Installed at (Location Name)                                | NIC Kolkata Data Centre, 18 Rawdon Street, Kolkata-19             |
| Drive description   | HP EVA6400  |
| Drive type  | Fibre Channel   |
| Capacity  | 625 TB maximum  |
| Number of HDDs  | Fourteen  |
| Size of each HDD  | 450 GB  |
| Host Interface  | 4 Gb/sec Fibre Channel  |
| Clustering support  | Yes   |
| Disk Raid Levels  | Raid-5  |
| Thin provisioning support                                   | Yes   |

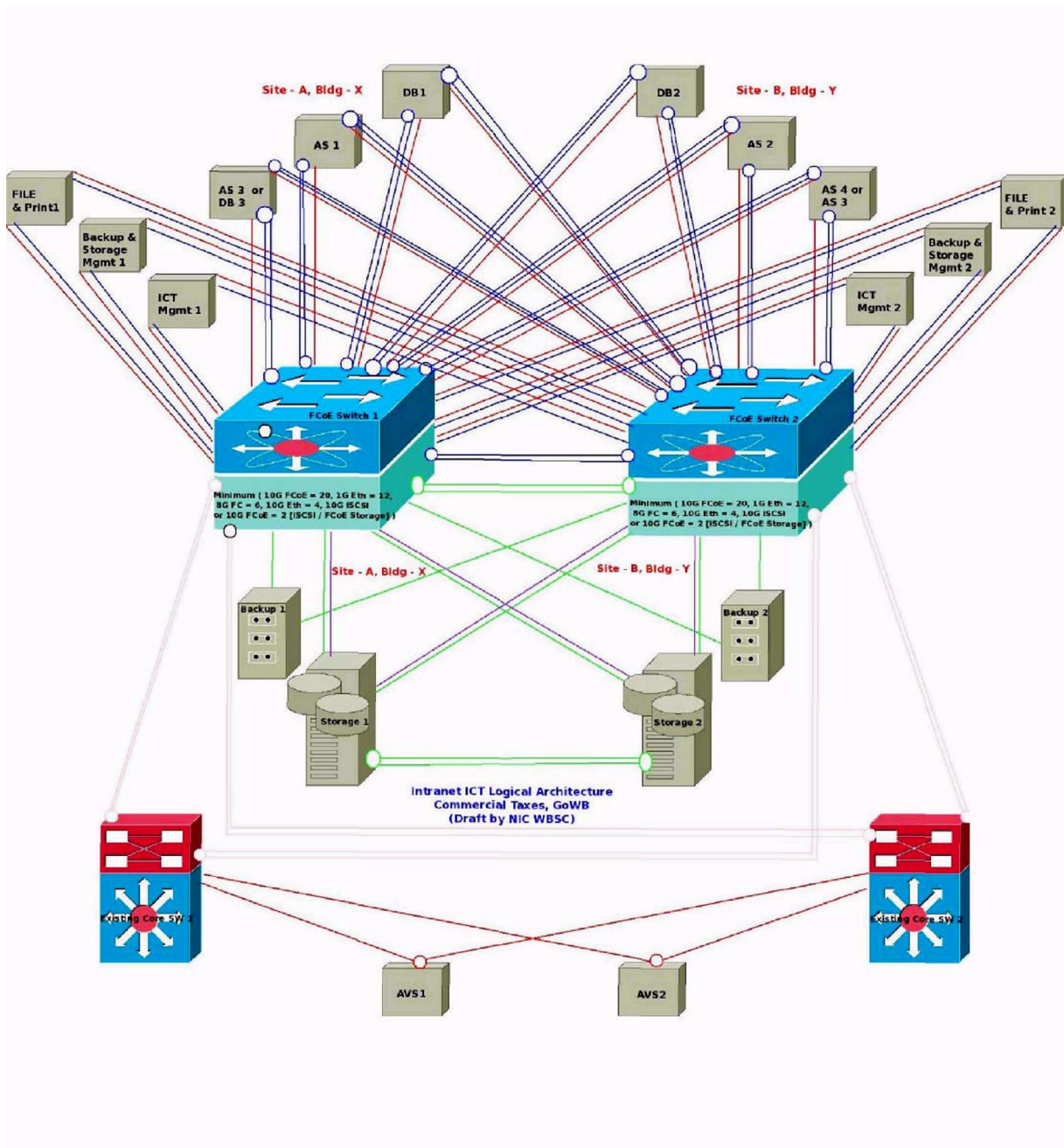
|                     |                 |
|---------------------|-----------------|
| Snapshot support    | Yes             |
| Replication support | Yes             |
| Smart Clone         | Yes             |
| Management          | HP Command View |

**EXISTING SOFTWARE SETUP**

| <b>Sl. No.</b> | <b>Item Description</b>   |  |
|----------------|---|--|
| 1              | Version of the Java used for developing the application and the version of Java required for execution of the application | Development JDK 1.4 Browser based application requiring Java/ Java plugins 1.6.0                       |
| 2              | Application Development tool  | Netbeans 6.9.1, Dreamweaver 8<br>iReport 4.2<br>Oracle Jdeveloper 10.1.3.4.0<br>Sql developer 2.1.1.64 |
| 3              | Application server version.   | OC4J 10.1.3.2<br>Oracle 10g 10.1.3.2.0   |
| 4              | Version of Oracle Web cache installed in the application server   | 10.1.2.0   |
| 5              | Expected version of the Application server for hosting the Java based application on the new system.                      | Oracle 11g , Web logic (10.3.x)  |
| 6              | Java based application requires upgradation/ migration to be compatible with the expected version of Application Server?  | Yes  |
| 7              | Application migration is within the scope of the work for the bidder.   | Yes  |
| 8              | Application Development documentation available?  | No   |
| 9              | Application User manual available?  | Yes  |
| 10             | Application functionality, module dependency, database connectivity, application flow chart available?                    | Yes (Discussion Required)  |



**EXISTING SETUP & TECHNICAL DETAILS FOR INTERNAL CENTRAL SERVER INSTALLED AT  
WBSDC KOLKATA, SALT LAKE, KOLKATA-91**



**EXISTING HARDWARE & SOFTWARE DETAILS FOR INTERNAL CENTRAL SERVER INSTALLED AT  
WBSDC KOLKATA, SALT LAKE, KOLKATA-91**

| Sl. No. | Category              | Qty. | Make, Model & Min Configuration   | Operating System   | Oracle Software  | Status/Remarks     |
|---------|-----------------------|------|---|--------------------|--|--------------------|
| 1       | Database Server       | 2    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 144 GB RAM  | RHEL 5.7<br>64 bit | Oracle 11g Release 2 Real Application Clusterware version 11.2.0.3.0 64 bit;<br>Oracle 11g Release 2 Enterprise Edition Database server version 11.2.0.3.0 64 bit with Partitioning and Tuning and Diagnostic options. | In production      |
| 2       | Application Server    | 4    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 144 GB RAM  | RHEL 5.7<br>64 bit | Oracle 10.3 Weblogic Server version 10.3.6 64 bit with Clustering options;<br>Oracle 11g Release 1 Application Server version 11.1.1.6.0 64 bit with Forms and reports and clustering options.                         | In production      |
| 3       | File and Print Server | 2    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | RHEL 6.2<br>64 bit | N/A  | In production      |
| 4       | Backup Server         | 1    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | RHEL 6.2<br>64 bit | N/A  | In production      |
| 5       | DNS                   | 2    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | RHEL 6.2<br>64 bit | N/A  | In production      |
| 6       | NFS Mount Server      | 1    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | RHEL 5.7<br>64 bit | N/A  | In production      |
| 7       | ICT Management Server | 1    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | RHEL 6.2<br>64 bit | N/A  | In production      |
| 8       | Antivirus Server      | 1    | Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM   | N/A                | N/A  | Production shortly |
| 9       | EMC Storage           | 2    | EMC make CX4-240C8X SPE COMBO(8GBFC-10GBISCSI) W REDUN SPS 25 X 300GB (15K/ 4GB FC); 12 X 1000GB (7.2K/ SATA II)          | N/A                | N/A  | In production      |
| 10      | Tape Library          | 2    | PowerVault(TM) TL2000 Rack Mount Tape Library with 2x LTO5 FC Drive Clean Catridge - 4 (LTO); Media Catridge - 10 (LTO 5) | N/A                | N/A  | In production      |

|    |              |   |   |     |     |                  |
|----|--------------|---|---|-----|-----|------------------|
| 11 | Nexus Switch | 2 | Cisco Nexus5020 Chassis ("40x10GE/Supervisor")<br>Intel(R) Celeron(R) M CPU<br>with 2065536 kB of<br>memory | N/A | N/A | In<br>production |
| 12 | Core Switch  | 2 | Cisco Cat4500 E-Series  | N/A | N/A | In<br>production |

**The above bill of material has been implemented finally; schematic diagram is tentative**

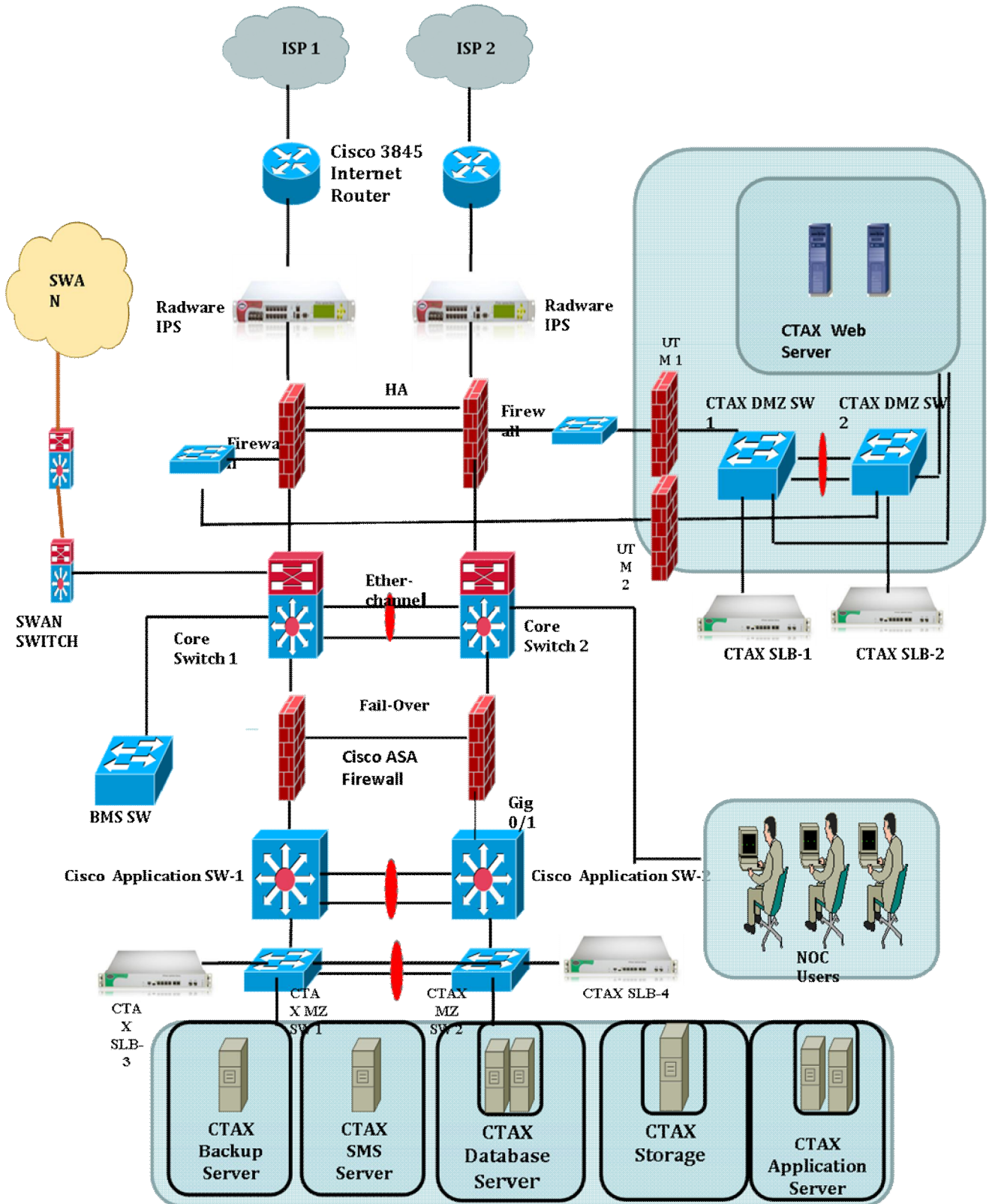
## **SECTION – G**

### **PROPOSED LAYOUT WITH TECHNICAL DETAILS FOR WEBSERVER (DC)**

Presently Directorate of Commercial Taxes is running e- application package for their Registered Dealers (developed by NIC) in 3- Tier architecture. Commercial Tax is going to add additional applications for the benefit of tax payer. All the existing and new application will be in Oracle 11g environment.

System Integrator (SI) install and migrate the existing Database & Application to the new environment. SI to support the installation in FMS mode as detailed subsequently. While preparing the offer SI to study carefully roles and responsibility of various partners involved in completion of the project as details Section “B”.

# Proposed Architecture – Commercial Tax to be hosted at WBSDC

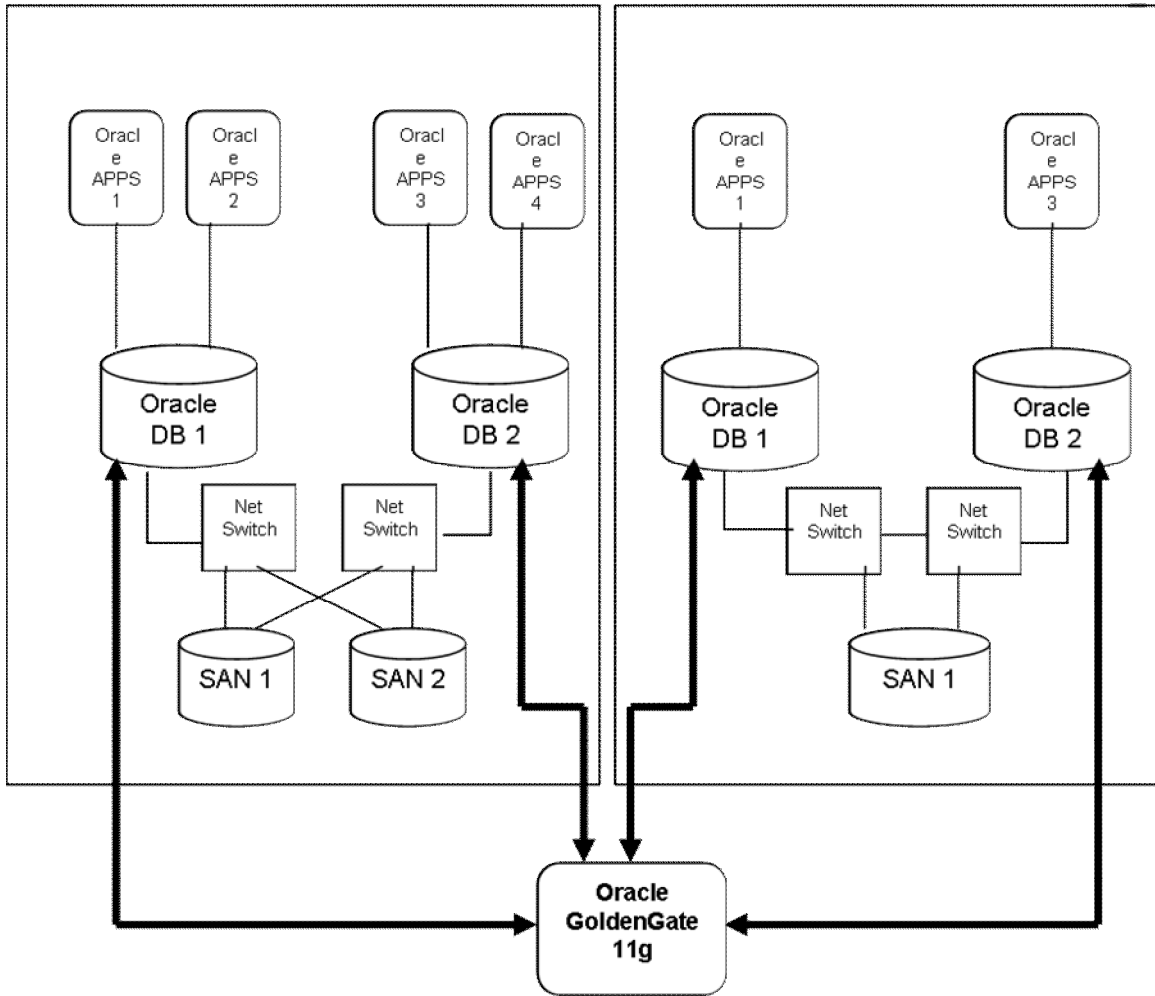


**Diagram - I**

# Schematic Diagram of Oracle Golden Gate Solution

Existing Internal Server Setup at WBSDC

New Server Setup for Web Service to be hosted at WBSDC



**SECTION – H**

**BILL OF MATERIAL**

| <b>Sl. No.</b>   | <b>Type of Equipment / Component / Supply / Works</b>  | <b>Qty.</b> | <b>Remarks</b>  |
|--|--|-------------|---|
| <b>A. For WEB SERVER (DC) to be hosted at WBSDC, Kolkata</b> |  |             |   |
| 1.   | Web Server (Server Type – A2)  | 02          | Hardware Load Balanced Mode (As per Table A2 of Section – I)  |
| 2.   | Application Server (Server Type – A1)  | 02          | Hardware Load Balanced Mode (As per Table A1 of Section – I)  |
| 3.   | Database Server (Server Type – A1)   | 02          | Oracle Real Application Cluster (As per Table A1 of Section – I)  |
| 4.   | Backup Server (Server Type – A2)   | 01          | Backup Server (As per Table A2 of Section – I)  |
| 5.   | SMS Server (Server Type – A2)  | 01          | SMS Server (As per Table A2 of Section – I)   |
| 6.   | SAN Switch   | 02          | 24 port scalable to 48 port or Higher FC SAN Switch (As per Table A3 of Section – I)  |
| 7.   | Storage  | 01          | Directly linked with SAN switch (As per Table A4 of Section – I)  |
| 8.   | Backup Device  | 01          | 48 or higher Slot Tape Library with Backup Solution (As per Table A6 of Section – I)  |
| 9.   | Ethernet Switch  | 04          | Ethernet Switch integrated in high availability mode (As per Table A7 of Section – I)   |
| 10.  | Firewall with IPS  | 02          | For DMZ with HA mode (As per Table A8 of Section – I)   |
| 11.  | Hardware Load Balancer   | 04          | For Web Server & Application server (As per Table A9 of Section – I)  |
| 12.  | OS with cluster kit (Preferably Open Source)   | At Actual   | For all Servers, Preferably POSIX compliant, EAL-4 or higher. The Application, Database & Web server Mentioned should be certified in the same Operating System offered. As applicable on the servers (As per Table A10 of Section – I) |
| 13.  | Rack mount KVM Switch with monitor   | 02          | As per Table A11 in Section – I   |
| 14.  | 42U RACK & accessories   | 02          | As per Table A12 in Section – I   |
| 15.  | LAN supply & works and integration with existing internal Server system network & WBSDC infrastructure | At Actual   | Complying EIA/TIA-942 & BIS Std.(related) with diagram & certification (Table A13 in Section-I)   |
| 16.  | System Integration Charge  | LS          | As per Table A14 in Section – I   |
| 17.  | Facility Management Support Charge for Five years  | LS          | As per Table A15 in Section – I   |
| 18.  | Change Request Management Charge for Five years  | LS          | As per Table A16 in Section – I   |
| <b>B. For WEB SERVER (DR) to be hosted at NDC, New Delhi</b> |  |             |   |
| 1.   | Web Server (Server Type – A2)  | 01          | As per Table A2 of Section – I  |
| 2.   | Application Server (Server Type – A2)<br>* SMS application will be deployed in this Server             | 01          | As per Table A2 of Section – I  |
| 3.   | Database Server (Server Type – A2)   | 01          | As per Table A2 of Section – I  |
| 4.   | Backup Server (Server Type – A2)   | 01          | As per Table A2 of Section – I  |
| 5.   | SAN Switch   | 01          | 24 port scalable to 48 port or Higher FC SAN Switch (As per Table A3 of Section – I)  |
| 6.   | Storage  | 01          | Directly linked with SAN switch (As per Table A4 of Section – I)  |
| 7.   | Backup Device  | 01          | 48 or higher Slot Tape Library with Backup Solution (As per Table A6 of Section – I)  |

|   |  |           |   |
|---|--|-----------|---|
| 8.  | Ethernet Switch  | 02        | Ethernet Switch integrated in high availability mode<br>(As per Table A7 of Section – I)  |
| 9.  | Firewall with IPS  | 01        | (As per Table A8 of Section – I)  |
| 10.   | OS with cluster kit (Preferably Open Source)                                       | At Actual | For all Servers, Preferably POSIX compliant, EAL-4 or higher. The Application, Database & Web server Mentioned should be certified in the same Operating System offered. As applicable on the Servers (As per Table A10 of Section – I) |
| 11.   | Rack mount KVM Switch with folding monitor   | 01        | As per Table A11 in Section – I   |
| 12.   | 42U RACK & accessories   | 01        | As per Table A12 in Section – I   |
| 13.   | LAN supply & works and integration with Server system network & NDC infrastructure | At Actual | Complying EIA/TIA-942 & BIS Std.(related) with diagram & certification (Table A13 in Section-I)   |
| 14.   | System Integration Charge  | LS        | As per Table A17 in Section – I   |
| 15.   | Facility Management Support Charge for Five years                                  | LS        | As per Table A18 in Section – I   |
| 16.   | Change Request Management Charge for Five years                                    | LS        | As per Table A19 in Section – I   |
| <b>C. Internal Central Server (DR) to be hosted at NDC, New Delhi</b> |  |           |   |
| 1.  | Application Server (Server Type – A2)  | 01        | As per Table A2 of Section – I  |
| 2.  | Database Server (Server Type – A2)   | 01        | As per Table A2 of Section – I  |
| 3.  | File & Print Server (Server Type – A2)   | 01        | As per Table A2 of Section – I  |
| 4.  | Backup Server (Server Type – A2)   | 01        | As per Table A2 of Section – I  |
| 5.  | Antivirus Server (Server Type – A2)  | 01        | As per Table A2 of Section – I  |
| 6.  | ICT Management Server / DNS Server (Server Type – A2)                              | 01        | As per Table A2 of Section – I  |
| 7.  | SAN Switch   | 01        | 24 port scalable to 48 port or Higher FC SAN Switch<br>(As per Table A3 of Section – I)   |
| 8.  | Storage  | 01        | Directly linked with SAN switch (As per Table A5 of Section – I)  |
| 9.  | Backup Device  | 01        | 48 or higher Slot Tape Library with Backup Solution (As per Table A6 of Section – I)  |
| 10.   | Ethernet Switch  | 01        | (As per Table A7 of Section – I)  |
| 11.   | OS with cluster kit (Red Hat Enterprise)   | At actual | (As per Table A10 of Section – I)   |
| 12.   | Rack mount KVM Switch with folding monitor   | 01        | As per Table A11 in Section – I   |
| 13.   | 42U RACK & accessories 42U RACK  | 01        | As per Table A12 in Section – I   |
| 14.   | LAN supply & works and integration with Server system network                      |           | Complying EIA/TIA-942 & BIS Std.(related) with diagram & certification  |
| 15.   | System Integration Charge  | LS        | As per Table A20 in Section - I   |
| 16.   | Facility Management Support Charge for Five years                                  | LS        | As per Table A21 in Section – I   |
| 17.   | Change Request Management Charge for Five years                                    | LS        | As per Table A22 in Section - I   |

**Bill of quantity may change at the time of ordering.**

**Detailed Technical Specifications are given in Section-I**



**SECTION - I**

**TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT**

**TABLE – A1: Each Server Minimum Specification**

**Server Type – A1**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>04 (Four) Nos.</b>   |  |                            |                |
|-------------------|--|---|--|----------------------------|----------------|
| <b>Make:</b>      |  |   |  |                            |                |
| <b>Model:</b>     |  |   |  |                            |                |
| <b>Part No.</b>   |  |   |  |                            |                |
| <b>S1. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>  | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remarks</b> |
| 0                 | <b>Server Core Factor</b>                | As per latest License Policy, inclusive of all components offered   |  |                            |                |
| 1                 | <b>Processor</b>                         | Make & Model, 2 Physical 64 Bit Processors (Preferably x86), Nos. of Threads/Cores i.e. in total <b><u>P / C / T</u></b>  |  |                            |                |
| 1.1               | <b>Architecture</b>                      | 64 Bit architecture for all cores (if any) and all processors   |  |                            |                |
| 1.2               | <b>Processor Frequency</b>               | i Proc Freq. (in GHz),<br>ii Proc. Freq. Boost (in MHz)   |  |                            |                |
| 1.3               | <b>Cache</b>                             | i L1 cache<br>ii L2 cache<br>iii L3 cache all in MB   |  |                            |                |
| 1.4               | <b>Processor-Memory transport</b>        | i Bye / transfer<br>ii Transfer / Sec,<br>iii Bandwidth   |  |                            |                |
| 2                 | <b>SPEC- CPU2006 Rates</b>               | SPECPU2006 Rates:<br>SPECint_rate_base2006>=500<br>(Make and Model of quoted servers must be certified for SPECint_rate_base2006 (version 1.2) as per <a href="http://www.spec.org">www.spec.org</a><br>a. Provide printout of certifications from <a href="http://www.spec.org">www.spec.org</a><br>b. the same will be verified as applicable from <a href="http://www.spec.org">www.spec.org</a> ) |  |                            |                |
| 3                 | <b>Memory</b>                            | i Memory>= 512 GB,<br>ii Max Memory support >=768GB<br>iii ECC / Equivalent,<br>iv Online Spare or equivalent,<br>v Lockstep or Equivalent<br>vi RDIMM<br>vii DDR 3<br>viii DDR Freq. 1600 Min  |  |                            |                |

|    |  |  |  |  |  |
|----|--|--|--|--|--|
| 4  | <b>VGA &amp; Others</b>                          | Separate VGA Memory >=<br>i 16MB<br>ii 2 Nos. of Video Ports.<br>iii 6 Nos. of USB port  |  |  |  |
| 5  | <b>RAID</b>                                      | Minimum 1 No. configured for dual-ported SAS drives, each with 512 MB battery / Flash backup cache, supporting RAID-0,1,10,5,50 supporting hot-swap & hot-spare devices                      |  |  |  |
| 6  | <b>Hot-swap , small form factor SAS drives</b>   | i Min. 2 nos,<br>ii 15K rpm,<br>iii Dual ported SAS 2.5"<br>iv Min 300 GB raw capacity each  |  |  |  |
| 7  | <b>SAS Casing</b>                                | i Min 8 , 2.5",<br>ii Hot-swap / Hot Plug<br>iii Dual ported casing  |  |  |  |
| 8  | <b>DVD-DL RW</b>                                 | 1 no. of DVD-DL RW for each server.  |  |  |  |
| 9  | <b>FC HBA</b>                                    | 2 Nos. of dual Port 8 Gbps Fiber Channel HBA for connecting Storage in redundancy (Total 4 ports in two separate cards)  |  |  |  |
| 10 | <b>Ethernet</b>                                  | i Min. 4 nos. of Gigabit Ethernet Port<br>ii TCP/IP Offload Engine   |  |  |  |
| 11 | <b>Free Slot for adapters</b>                    | Min. 4 nos., Mention type & Parameter  |  |  |  |
| 12 | <b>Server Environment, Management</b>            | Dedicated Management Port with Remote management functionalities. Web based Management. Server should be able to generate impending failure alerts on processor, memory and hard disk drives |  |  |  |
| 13 | <b>Power Supply (per server / per enclosure)</b> | i Min. 2 nos. of hot-swap power- supply,<br>ii Watt of each > fully configured and all components working requirements<br>iii Efficiency Level min. 80 PLUS Platinum Certification           |  |  |  |
| 14 | <b>Certified Operating System</b>                | RHEL / SLES / Windows latest version   |  |  |  |
| 15 | <b>Form Factor</b>                               | Form Factor: Rack  |  |  |  |
| 16 | <b>Non Destructive upgradeability</b>            | i software components,<br>ii firmware<br>iii Hardware components   |  |  |  |
| 17 | <b>RoHS, UL and FCC</b>                          | Compliance and level of Compliance   |  |  |  |

**TABLE – A2: Each Server Minimum Specification**

**Server Type – A2**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy

- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| Quantity : |  | 14 (Fourteen) Nos.   |   |                     |         |
|------------|--|--|---|---------------------|---------|
| Make:      |  |  |   |                     |         |
| Model:     |  |  |   |                     |         |
| Part No.   |  |  |   |                     |         |
| Sl. No.    | Component / Performance / Utility              | Minimum Specification  | Specification (Quoted / Applicable – by the bidder) | Complied (Yes / No) | Remarks |
| 0          | <b>Server Core Factor</b>                      | As per latest License Policy, inclusive of all components offered  |   |                     |         |
| 1          | Processor                                      | Make & Model, 2 Physical 64 Bit Processors (Preferably x86), Nos. of Threads/Cores i.e. in total <b><u>P</u> / <u>C</u> / <u>T</u></b>   |   |                     |         |
| 1.1        | Architecture                                   | 64 Bit architecture for all cores (if any) and all processors  |   |                     |         |
| 1.2        | Processor Frequency                            | i Proc Freq. (in GHz),<br>ii Proc. Freq. Boost (in MHz)  |   |                     |         |
| 1.3        | Cache  | i L1 cache<br>ii L2 cache<br>iii L3 cache all in MB  |   |                     |         |
| 1.4        | Processor-Memory transport                     | i Bye / transfer<br>ii Transfer / Sec,<br>iii Bandwidth  |   |                     |         |
| 2          | <b>SPEC- CPU2006 Rates</b>                     | SPECPU2006 Rates:<br>SPECint_rate_base2006>=350 +- 5%<br>Make and Model of quoted servers must be certified for SPECint_rate_base2006 (version 1.2) as per <a href="http://www.spec.org">www.spec.org</a><br>a. Provide printout of certifications from <a href="http://www.spec.org">www.spec.org</a><br>b. the same will be verified as applicable from <a href="http://www.spec.org">www.spec.org</a> |   |                     |         |
| 3          | <b>Memory</b>                                  | i Memory>= 192 GB,<br>ii Max Memory support >=384GB<br>iii ECC / Equivalent,<br>iv Online Spare or equivalent,<br>v Lockstep or Equivalent<br>vi RDIMM<br>vii DDR 3<br>viii DDR Freq. 1600 Min   |   |                     |         |
| 4          | <b>VGA &amp; Others</b>                        | Separate VGA Memory>=<br>i 16MB<br>ii 2 Nos. of Video Ports.<br>iii 6 Nos. of USB port   |   |                     |         |
| 5          | <b>RAID</b>                                    | Minimum 1 No. configured for dual-ported SAS drives, each with 512 MB battery / Flash backup cache, supporting RAID-0,1,10,5,50 supporting hot-swap & hot-spare devices  |   |                     |         |
| 6          | <b>Hot-swap , small form factor SAS drives</b> | i Min. 2 nos,<br>ii 15K rpm,<br>iii Dual ported SAS 2.5"<br>iv Min 300 GB raw capacity each  |   |                     |         |

|    |  |  |  |  |  |
|----|--|--|--|--|--|
| 7  | <b>SAS Casing</b>                                | i Min 8 , 2.5",<br>ii Hot-swap / Hot Plug<br>iii Dual ported casing  |  |  |  |
| 8  | <b>DVD-DL RW</b>                                 | 1 no. of DVD-DL RW for each server.  |  |  |  |
| 9  | <b>FC HBA For Backup Server Only</b>             | 1 No. of dual Port 8 Gbps Fiber Channel HBA for connecting Storage in redundancy (Total 2 ports in two separate cards)   |  |  |  |
| 10 | <b>Ethernet</b>                                  | i Min. 4 nos. of Gigabit Ethernet Port<br>ii TCP/IP Offload Engine   |  |  |  |
| 11 | <b>Free Slot for adapters</b>                    | Min. 4 nos., Mention type & Parameter  |  |  |  |
| 12 | <b>Server Environment, Management</b>            | Dedicated Management Port with Remote management functionalities. Web based Management. Server should be able to generate impending failure alerts on processor, memory and hard disk drives |  |  |  |
| 13 | <b>Power Supply (per server / per enclosure)</b> | i Min. 2 nos. of hot-swap power-supply,<br>ii Watt of each > fully configured and all components working requirements<br>iii Efficiency Level min. 80 PLUS Platinum Certification            |  |  |  |
| 14 | <b>Certified Operating System</b>                | RHEL / SLES / Windows latest version   |  |  |  |
| 15 | <b>Form Factor</b>                               | Form Factor: Rack  |  |  |  |
| 16 | <b>Non Destructive upgradeability</b>            | iv software components,<br>v firmware<br>vi Hardware components  |  |  |  |
| 17 | <b>RoHS, UL and FCC</b>                          | Compliance and level of Compliance   |  |  |  |

**TABLE – A3: Each SAN Switch Minimum Specification**

**For Web Server setup (DC) – Qty -02 to hosted at WBSDC, Salt Lake and Web Server setup (DRS) – Qty-01 to be hosted at NDC, New Delhi, Internal Central Server setup (DRS) – Qty. -01 to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>04 (Four) Nos.</b>                |  |                            |                |
|-------------------|--|--------------------------------------|--|----------------------------|----------------|
| <b>Make:</b>      |  |                                      |  |                            |                |
| <b>Model:</b>     |  |                                      |  |                            |                |
| <b>Part No.</b>   |  |                                      |  |                            |                |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>         | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remarks</b> |
| 1                 | <b>Reliability</b>                       | a. Dual power supply<br>b. Dual Fans |  |                            |                |

|   |                   |   |  |  |  |
|---|-------------------|---|--|--|--|
| 2 | <b>Interfaces</b> | a. 8 Gbps FC ports<br>b. 24 Ports activated scalable to 48 Ports.   |  |  |  |
| 3 | <b>Features</b>   | a. Should support RADIUS or equivalent.<br>b. SNMP Support<br>c. Should support Hardware Zoning<br>d. Should Support Enhanced Group Management or equivalent<br>e. Access Control<br>f. Frame Filtering or equivalent.<br>g. Should support traffic isolation and zones and QOS or equivalent feature.<br>h. Should support Fiber Channel Ping and trace route<br>i. ISL aggregation of min 8 ports<br>j. GUI and Command Line interface (CLI)<br>k. IPv6 compliant |  |  |  |
| 4 | <b>Management</b> | a. Telnet<br>b. SNMP<br>c. On-line diagnostics  |  |  |  |

**TABLE – A4: Each Storage Device Minimum Specification**

**For Web Server setup (DC) to hosted at WBSDC, Salt Lake and Web Server setup (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>02 (Two) Nos.</b>   |  |                            |                |
|-------------------|--|--|--|----------------------------|----------------|
| <b>Make:</b>      |  |  |  |                            |                |
| <b>Model:</b>     |  |  |  |                            |                |
| <b>Part No.</b>   |  |  |  |                            |                |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>   | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remarks</b> |
| 1                 | <b>Interfaces</b>                        | Minimum<br>a) 8 Gbps FC host port >=16<br>b) Device lanes >= 32  |  |                            |                |
| 2                 | <b>Controller</b>                        | a) Active -Active RAID controllers supporting RAID - 1, 5, 6 & 10<br>b) 60 GB usable Read/Write DRAM cache with host servers having direct access to the total cache for Data. |  |                            |                |
| 3                 | <b>Min nos. of Disks</b>                 | a) Min. 200 SAS disks scalability<br>b) Partition supported >=128  |  |                            |                |

|   |   |  |  |  |  |
|---|---|--|--|--|--|
| 4 | <b>Nos. of Disks and RPM (Production )</b>            | a) 4 x 200GB SSD<br>b) 20 TB useable capacity (7D + 1P array) using maximum 600 GB disks.<br>c) Any disks required for storage system OS etc should be provided additionally   |  |  |  |
| 5 | <b>Nos. of Disks &amp; Capacity (Non Production )</b> | a) 24 TB useable capacity (7D + 1P array)<br>b) NL-SAS/MDL-SAS disk.   |  |  |  |
| 6 | <b>Power, Cooling &amp; Host Connectivity</b>         | Power supply & Fans :<br>a) Redundant<br>b) Hot-swap<br><b>Host Connectivity</b><br>c) Minimum 20 Server to be supported   |  |  |  |
| 7 | <b>Mandatory features to be provided</b>              | Unless specifically stated as “support only”, specified functionalities should be included in offer.<br><br>a) No single point of failure architecture.<br>b) Clone copy / Incremental clone copy<br>c) Point-in-time pointer based copy<br>d) Thin provisioning and Storage Management software to be offered for full scalable capacity of the storage |  |  |  |
| 8 |   | a) Automated data tiering for both read & write data to move sub-LUN data blocks between solid state disks & spinning disks within Production disks based on activity level.   |  |  |  |
|   |   | b) It should be possible to span a volume and stripe data across all controllers / nodes for the maximum scalability configuration   |  |  |  |
|   |   | c) All features mentioned in points 7 & 8 should be provided / supported (as specified above) for the proposed configuration and up to minimum scalability asked for   |  |  |  |

**TABLE – A5: Storage Device Minimum Specification**

**For Internal Central Server setup (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.

- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| Quantity : |   | 01 (One) No.   |   |                     |         |
|------------|---|--|---|---------------------|---------|
| Make:      |   |  |   |                     |         |
| Model:     |   |  |   |                     |         |
| Part No.   |   |  |   |                     |         |
| Sl. No.    | Component / Performance / Utility                     | Minimum Specification  | Specification (Quoted / Applicable – by the bidder) | Complied (Yes / No) | Remarks |
| 1          | <b>Interfaces</b>                                     | Minimum<br>a) 8 Gbps FC host port >=8<br>b) Device lanes >= 16   |   |                     |         |
| 2          | <b>Controller</b>                                     | a) Active -Active RAID controllers supporting RAID - 1, 5, 6 & 10<br>b) 16 GB usable Read/Write DRAM cache with host servers having direct access to the total cache for Data.   |   |                     |         |
| 3          | <b>Max nos. of Disks</b>                              | a) Min. 200 SAS disks in the same disk system<br>b) Partition supported >=128  |   |                     |         |
| 4          | <b>Nos. of Disks and RPM (Production )</b>            | a) 10 TB useable capacity (7D + 1P array) using maximum 600 GB disks.<br>b) Any disks required for storage system OS etc should be provided additionally   |   |                     |         |
| 5          | <b>Nos. of Disks &amp; Capacity (Non Production )</b> | a) 10 TB useable capacity (7D+1P array)<br>b) NL-SAS/MDL-SAS disk.<br>c) 7.2K RPM  |   |                     |         |
| 6          | <b>Power, Cooling &amp; Host Connectivity</b>         | Power supply & Fans :<br>a) Redundant<br>b) Hot-swap<br><b>Host Connectivity</b><br>Minimum 10 Server to be supported  |   |                     |         |
| 7          | <b>Mandatory features to be provided</b>              | Unless specifically stated as “support only”, specified functionalities should be included in offer.<br><br>a) No single point of failure architecture.<br>b) Hot-spare disks support<br>c) Clone copy / Incremental clone copy<br>d) Point-in-time pointer based copy<br>e) Thin provisioning and Storage Management software to be offered for full scalable capacity of the storage |   |                     |         |

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  | a) It should be possible to span a volume and stripe data across all controllers / nodes for the maximum scalability configuration |  |  |  |
|--|--|--|--|--|--|

**TABLE – A6: Backup Device (Tape Library): Tape Library Minimum Specification**

**For Web Server setup (DC) to installed at WBSDC, Kolkata & Web Server setup (DRS) & Internal Central Server setup (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>03 (Three) Nos.</b>  |  |                            |                |
|-------------------|--|---|--|----------------------------|----------------|
| <b>Make:</b>      |  |   |  |                            |                |
| <b>Model:</b>     |  |   |  |                            |                |
| <b>Part No.</b>   |  |   |  |                            |                |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>  | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remarks</b> |
| 1                 | <b>Drives</b>                            | a) 4 Tape drives of LTO Ultrium-6<br>b) 8 Gbps FC interface   |  |                            |                |
| 2                 | <b>Tapes</b>                             | a) 48 nos. of Ultrium-6 cartridge slots<br>b) 60 nos. Barcode labeled cartridges, >=2500GB uncompressed,<br>c) 5 cleaning cartridge.  |  |                            |                |
| 3                 | <b>Features</b>                          | a) Encryption<br>b) web based management<br>c) Linear tape file system or equivalent<br>d) Path fail-over   |  |                            |                |
| 4                 | <b>Power Supply &amp; Cooling</b>        | a) Dual hot-swap power supply,<br>b) Dual fans  |  |                            |                |
| 5                 | <b>Backup Software and Licenses</b>      | Back-up Software and licenses. Required number of backup solution need to be configured. Online agent to be factored for the database servers and offline backup to be taken for all the other servers. |  |                            |                |
| 6                 | <b>IPv6 Compliant</b>                    | a) Networking components<br>b) Software components<br>c) Firmware<br>d) Hardware components   |  |                            |                |
| 7                 | <b>Non destructive Upgradeability</b>    | a) Software components,<br>b) Firmware<br>c) Hardware components  |  |                            |                |

**TABLE – A7: Ethernet Switch: Each Switch Minimum Specification**



**For Web Server (DC) setup to installed at WBSDC, Kolkata & Web Server (DRS) & Internal Central Server setup (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>07 (Seven) Nos.</b>  |  |                            |               |
|-------------------|--|---|--|----------------------------|---------------|
| <b>Make:</b>      |  |   |  |                            |               |
| <b>Model:</b>     |  |   |  |                            |               |
| <b>Part No.</b>   |  |   |  |                            |               |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>  | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remark</b> |
| 1                 | <b>Interface</b>                         | i) 24 x 10/100/1000 Gigabit Ethernet Ports<br>ii) 4 Fiber uplinks (uplink port should support 1000 Base SX, 1000 Base ZX, 1000 Base LX modules<br>iii) Uplink port shall support 10G modules                    |  |                            |               |
|                   | <b>Power Supply &amp; Fan</b>            | i) Redundant Power supply<br>ii) Fan  |  |                            |               |
| 2                 | <b>Performance</b>                       | i) 75 Gbps switching fabric<br>ii) Forwarding rate – atleast 50 Mbps<br>iii) Configurable 5000 MAC address  |  |                            |               |
| 3                 | <b>Protocol</b>                          | <b>L2 Protocol</b><br>i) 802.1s<br>ii) 802.1d<br>iii) 802.1w<br>iv) 802.3ad   |  |                            |               |
| 4                 | <b>Layer-2 Features</b>                  | i) IEEE 802.1Q VLAN encapsulation<br>ii) 1000 VLANs support<br>iii) Max. VLAN IDs = 4000<br>vi) Centralized VLAN Management<br>v) Spanning-tree<br>vi) Link Aggregation Protocol (LACP)<br>vii) IPv6 compliance |  |                            |               |
|                   | <b>Layer-3 Features</b>                  | i) Static, RIPv1, RIPv2, RIPng<br>ii) support for OSPF, BGP<br>iii) support for PIM-SM, PIM-DM  |  |                            |               |
| 6                 | <b>Management &amp; Security</b>         | i) (Command Line Interface (CLI)<br>ii) SNMPv1<br>iii) SNMPv2c<br>iv) SNMPv3<br>v) Telnet<br>vi) SSHv2<br>vii) RADIUS<br>viii) 500 ACL entries<br>ix) RMON I<br>x) Port based ACL                               |  |                            |               |

|   |   |  |  |  |  |
|---|---|--|--|--|--|
|   |   | xi)NTP based on RFC 1305   |  |  |  |
| 7 | <b>Quality of Service (QoS) &amp; Control</b> | i) Standard 802.1p CoS and DSCP<br>ii) Control & data plane QoS ACLs |  |  |  |
| 8 | <b>Non destructive Upgradeability</b>         | i) Software components,<br>ii) Firmware<br>iii) Hardware components  |  |  |  |
| 9 | <b>RoHS</b>                                   | Compliance with level of Compliance                                  |  |  |  |

\*\* The quoted switch and accessories should be compatible with the existing Switch and Modules of WBSDC.

**TABLE – A8: Each Firewall with IPS Minimum Specifications**

**For Web Server (DC) setup to installed at WBSDC, Kolkata & Web Server (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>03 (Three) Nos.</b>  |  |                            |               |
|-------------------|--|---|--|----------------------------|---------------|
| <b>Make:</b>      |  |   |  |                            |               |
| <b>Model:</b>     |  |   |  |                            |               |
| <b>Part No.</b>   |  |   |  |                            |               |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b>       | <b>Minimum Specification</b>  | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remark</b> |
| 1.                | <b>Architecture</b>                            | i) Support Stateful policy inspection technology.<br>ii)Integrated module for Gateway Anti-Malware to prevent the recent type of malware threats  |  |                            |               |
| 2.                | <b>Interface and Connectivity Requirements</b> | i) 4 number of 10/100/1000Mbps interfaces on Copper scalable upto 8 nos.<br>ii) 2 Nos. of 10Gig Interfaces<br>iii) Separate out of band security management & sync ports.   |  |                            |               |
| 3.                | <b>Performance Requirements</b>                | i) Allow 1 Million Concurrent connections and expandable to 5 Million Concurrent Connections without additional cost in future<br>ii) Network Security Solution should support 100,000 new connections/second<br>iii)Firewall throughput of 20 Gbps<br>iv)Support integrated IPS throughput of 15 Gbps with most commonly used security IPS inspection policy |  |                            |               |

|    |   |   |  |  |  |
|----|---|---|--|--|--|
| 4. | <b>Network IPS Requirements</b>         | i)The IPS able to monitor all of the major TCP/IP protocols, including IP, Internet Control Message Protocol (ICMP), TCP, and User Datagram Protocol (UDP). And detect latest attacks - port scanning, unusual packet fragmentation, SYN floods, worms, etc for common and frequently analyzed transport layer protocols such as TCP and UDP. |  |  |  |
|    |   | ii)IPS should be NSS LABS Recommended. Certificate for the same to be submitted along with the bid  |  |  |  |
|    |   | iii)IPS able to Detect the traffic based on the geographical location e.g. Policy should be able to detect traffic coming and going to the specific country for this functionality.   |  |  |  |
| 5. | <b>Security Management Requirements</b> | i)Security Events' Real-Time Monitoring; Security Policy Management and Security Logs Collection (with storage) should be provided in the Centralized Management Device / Server  |  |  |  |
|    |   | ii)1 TB storage capacity with RAID : should be capable to handle 250 logs / sec: upto 1GB log data per day  |  |  |  |
| 6  | <b>DDoS Specifications</b>              | i) Device based solution with 4Gbps throughput and minimum of 4 nos. 1G interfaces. Flood attack prevention rate must be at least 1,000,000 packet/sec.   |  |  |  |
|    |   | ii) Protects against TCP, UDP, ICMP, IGMP and Fragment DDoS attacks with adaptive behavioral based detection.   |  |  |  |
|    |   | iii) Protects against known DDoS attack tools with pre-defined and customized filters to block rate-limits per pattern.   |  |  |  |
|    |   | iv)Blocks HTTP, HTTPS connection-based DoS attacks and upstream HTTP, HTTPS bandwidth attacks with server-based HTTP, HTTPS adaptive behavioral detection, HTTP, HTTPS footprint with web challenge response and Java Script challenge actions.   |  |  |  |
|    |   | v) Unified security event and analysis solution that delivers real-time threat management information to instantly stop threats and block attacks with on-the-fly protections   |  |  |  |

**TABLE – A9: Hardware Load Balancer: Each Hardware Load Balancer Minimum Specification**

**For Web Server (DC) setup to installed at WBSDC, Kolkata & Internal Central Server setup (DRS) to be hosted at NDC, New Delhi**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>04 (Four) Nos.</b>   |  |                            |                |
|-------------------|--|---|--|----------------------------|----------------|
| <b>Make:</b>      |  |   |  |                            |                |
| <b>Model:</b>     |  |   |  |                            |                |
| <b>Part No.</b>   |  |   |  |                            |                |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>  | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remarks</b> |
| 1.                | <b>Architecture</b>                      | i) Server load balancer should ASIC or high performance CPU based architecture  |  |                            |                |
|                   |  | ii) Min 4 x 100/1000 Base T and upgradable to 8 x 100/1000 Base T and option for 1 no. fiber slot   |  |                            |                |
|                   |  | iii) Minimum 8 Gb RAM   |  |                            |                |
|                   |  | iv) Support minimum 2 Million L4 concurrent connections scalable to 4 Million   |  |                            |                |
|                   |  | v) Support minimum 100,000 L4 connections per second  |  |                            |                |
|                   |  | vi) Support minimum 20,000 L7 connections per second  |  |                            |                |
|                   |  | vii) Support minimum 2 Gbps L7 throughput form day one  |  |                            |                |
|                   |  | viii) Support SSL offloading & HTTP acceleration from day one in same unit without adding another hardware to save rack space, power & cooling requirements |  |                            |                |
|                   |  | ix) Support 10000 SSL TPS from Day one  |  |                            |                |
|                   |  | x) Support 100,000 SSL concurrent connections   |  |                            |                |
|                   |  | xi) Support Port Aggregation IEEE 802.3ad   |  |                            |                |

|    |                                   |  |  |  |  |
|----|-----------------------------------|--|--|--|--|
|    |                                   | <p>xii) Support following deployments :</p> <ul style="list-style-type: none"> <li>• Routing Mode : where client-side and server-side VLANs are on different subnets</li> <li>• Bridge Mode : where client-side and server-side VLANs are on the same subnets.</li> <li>• Direct Server Response : where SLB load balance an initial request from the client to a real server; however, the server directly responds to the client bypassing the SLB.</li> </ul> |  |  |  |
| 2. | <b>Load Balancing Features</b>    | i) Support minimum 20 Servers & Maximum 25 Servers for load balancing  |  |  |  |
|    |                                   | <p>ii) Support following load balancing algorithms :</p> <ul style="list-style-type: none"> <li>• Cyclic - Round Robin</li> <li>• Weighted Cyclic</li> <li>• Least Connections</li> <li>• Least Bandwidth / proximity</li> <li>• Least Response time</li> </ul>  |  |  |  |
|    |                                   | iii) Support Client NAT & Server NAT   |  |  |  |
|    |                                   | iv) In case of Server / Application failure device should detect it in not more than 30 seconds  |  |  |  |
|    |                                   | v) In case of Server failure traffic should be diverted to another Server automatically  |  |  |  |
|    |                                   | <p>vi) Support following content based Load balancing features :</p> <ul style="list-style-type: none"> <li>• HTTP Header based redirection</li> <li>• URL-Based Redirection</li> <li>• Browser Type Based Redirection</li> <li>• Preferential Treatment (Cookie-Based)</li> </ul> <p>Support End-to-End SSL Encryption (Backend Encryption)</p>   |  |  |  |
|    |                                   |  |  |  |  |
| 3. | <b>Server Management Features</b> | i) Support Graceful shutdown of Servers  |  |  |  |
|    |                                   | ii) Support Graceful Activation of Servers   |  |  |  |
|    |                                   | iii) Support SSL initiation ( SSL between SLB & Servers)   |  |  |  |

|    |                                 |  |  |  |  |
|----|---------------------------------|--|--|--|--|
| 4. | <b>Virtualization</b>           | i) Ability to divide/segment single box in to multiple segments to ensure optimal device utilization & reduce number of load balancers in the network hence single device can be used to load balance multiple DMZ servers without compromising network security |  |  |  |
| 5. | <b>Health Monitoring</b>        | ii) Provide individual health checks for real servers & farms  |  |  |  |
|    |                                 | iii) Allow to monitor protocol like HTTP, SMTP, POP, FTP etc   |  |  |  |
|    |                                 | iv) Allow to configure Customize health probes based on TCP & UDP parameters   |  |  |  |
| 6. | <b>Redundancy</b>               | i) Dual Power Supply   |  |  |  |
|    |                                 | ii) Dual fan   |  |  |  |
|    |                                 | iii) Support Redundancy protocol like VRRP   |  |  |  |
|    |                                 | iv) Support transparent failover between 2 devices   |  |  |  |
|    |                                 | v) Support transparent failover between 2 Virtual Instances configured on 2 different units  |  |  |  |
|    |                                 | vi) Supports active-standby and active-active redundancy topologies with automatic configuration synchronization   |  |  |  |
|    |                                 | vii) The failover should be transparent to other networking devices  |  |  |  |
| 7. | <b>Security</b>                 | i) Should support minimum 1000 Access list   |  |  |  |
|    |                                 | ii) Should support HTTP deep packet inspection (HTTP header, URL, and payload)   |  |  |  |
|    |                                 | iii) Should support bidirectional Network Address Translation (NAT) and Port Address Translation (PAT)   |  |  |  |
| 8. | <b>Application Acceleration</b> | i) Should Support SSL Offloading & Acceleration on same hardware to reduce number of equipment in Data center & save power / cooling requirement   |  |  |  |
|    |                                 | ii) Should support 250Mbps compression from day one & upgradeable in future to 1 Gbps via software / license upgrade   |  |  |  |
|    |                                 | iii) Should use dedicated Hardware /software based compression   |  |  |  |

|     |                                 |  |  |  |  |
|-----|---------------------------------|--|--|--|--|
| 9.  | <b>Management</b>               | i) Should support following Management Applications <ul style="list-style-type: none"> <li>• Telnet</li> <li>• SSH</li> <li>• HTTPS</li> <li>• Console</li> <li>• SNMP</li> <li>• Should support GUI for configuration &amp; monitoring</li> </ul> |  |  |  |
| 10. | <b>Quality of Service (QoS)</b> | i) Should have the capability to set the type of service (ToS /CBQ)  |  |  |  |
|     |                                 | ii) Should have the capability to set the Differentiated Services Code Point (DSCP /CBQ)   |  |  |  |
|     |                                 | iii) Should support QoS per client request on a Layer 4 or 7 match   |  |  |  |

**TABLE – A10: OS with cluster kit Minimum Specification**

**For Web Server (DC) setup to installed at WBSDC, Kolkata, Web Server (DRS) to be hosted at NDC, New Delhi & Internal Server setup (DRS) to be installed at NDC**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>At actual (please specify)</b>  |  |                            |               |
|-------------------|--|--|--|----------------------------|---------------|
| <b>Make:</b>      |  |  |  |                            |               |
| <b>Model:</b>     |  |  |  |                            |               |
| <b>Part No.</b>   |  |  |  |                            |               |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b>     | <b>Minimum Specification</b>   | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remark</b> |
| 1                 | OS with cluster kit (Preferably Open Source) | For all Servers, Preferably POSIX compliant, EAL-4 or higher. The Application, Database & Web server mentioned should be certified in the same Operating System offered. |  |                            |               |

**Table – A11: Rack Mount KVM Switch with Monitor Minimum Specification**

**For Web Server (DC) setup to installed at WBSDC, Kolkata, Web Server (DRS) to be hosted at NDC, New Delhi & Internal Server setup (DRS) to be installed at NDC**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

|                   |                       |
|-------------------|-----------------------|
| <b>Quantity :</b> | <b>04 (Four) Nos.</b> |
|-------------------|-----------------------|

| <b>Make:</b>    |  |  |  |                            |               |
|-----------------|--|--|--|----------------------------|---------------|
| <b>Model:</b>   |  |  |  |                            |               |
| <b>Part No.</b> |  |  |  |                            |               |
| <b>Sl. No.</b>  | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>   | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remark</b> |
| 1               |  | 1 (One) remote console and 1 (one) local console control up to 16 computers  |  |                            |               |
| 2               |  | 1(One) local and one remote user can simultaneously control separate ports   |  |                            |               |
| 3               |  | User can access Servers via the LAN, WAN, or Internet  |  |                            |               |
| 4               |  | Extra console port for connecting monitor, PS/2 keyboard, and PS/2 mouse   |  |                            |               |
| 5               |  | LCD monitor can be slides independently of the Keyboard /touchpad  |  |                            |               |
| 6               |  | Console lock facility which enables the console drawer to remain securely locked away in position when not in use  |  |                            |               |
| 7               |  | upport Up to 64 user accounts  |  |                            |               |
| 8               |  | Should have a feature to view all 16 ports at the same time.   |  |                            |               |
| 9               |  | Three level login security:<br>Administrator<br>User<br>Select   |  |                            |               |
| 10              |  | Support advanced security features include password protection and advanced encryption technologies - 1024 bit RSA, 256 bit AES, 56 bit DES, and 128 bit SSL |  |                            |               |
| 11              |  | It can be flash firmware upgradeable over network connection   |  |                            |               |
| 12              |  | Support: Windows 2000, XP, Linux,  |  |                            |               |
| 13              |  | Computer can be selected via front panel pushbuttons, hotkeys or On Screen Display (OSD).  |  |                            |               |
| 14              |  | Rack mountable in 19" (1U) system rack.  |  |                            |               |
| 15              |  | Superior video quality: 17" LCD - up to 1280 x 1024@75Hz; DDC2B<br>Remote - up to 1920 x 1440; DDC2B   |  |                            |               |
| 16              |  | It should have a facility to Auto Scan function to monitor computer operation.   |  |                            |               |



**Table – A12: 42U Rack and accessories Minimum Specification**

**For Web Server (DC) setup to installed at WBSDC, Kolkata, Web Server (DRS) to be hosted at NDC, New Delhi & Internal Server setup (DRS) to be installed at NDC**

- Hyperlinked reference (Section/Page no.) by the bidder-must be hyperlinked in soft copy
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

| <b>Quantity :</b> |  | <b>04 (Four) Nos.</b>  |  |                            |               |
|-------------------|--|--|--|----------------------------|---------------|
| <b>Make:</b>      |  |  |  |                            |               |
| <b>Model:</b>     |  |  |  |                            |               |
| <b>Part No.</b>   |  |  |  |                            |               |
| <b>Sl. No.</b>    | <b>Component / Performance / Utility</b> | <b>Minimum Specification</b>   | <b>Specification (Quoted / Applicable – by the bidder)</b> | <b>Complied (Yes / No)</b> | <b>Remark</b> |
| 1                 | Material                                 | The frame should be made of heavy duty, heavy grade aluminum profiles designed to accept front and rear doors and side panels, which close within the frame itself. The Racks shall be of CKD (Complete Knock Down) design for easy accessibility at site as and when required |  |                            |               |
| 2                 | Size (Width)                             | 600mm  |  |                            |               |
| 3                 | Height                                   | 42U  |  |                            |               |
| 4                 | Depth                                    | 1000mm   |  |                            |               |
| 5                 | Mounting Angle                           | Two Pairs of 19" Mounting Angles with U marking  |  |                            |               |
| 6                 | Doors                                    | Front and Rear perforated door with hexagonal perforation for better air movement across the Rack. The rack front door to have locking system  |  |                            |               |
| 7                 | Top & Bottom Cover                       | Top cover and Bottom panels with cable entry facilities. Cable entry cut out   |  |                            |               |
| 8                 | Equipment cooling                        | a) Each rack should be compatible with floor- throw as well as top-throw Data centre cooling system.<br>b) Rack should have IP based temperature and humidity monitoring facility.   |  |                            |               |
| 9                 | Floor Standing accessories               | All Floor Mounting accessories required to set up the rack. Castors with foot brakes   |  |                            |               |
| 10                | Earthing                                 | Enclosures shall be bonded to the protective earth system or communications earth system (CES) using a minimum 2.5 sq mm conductor.  |  |                            |               |

|    |                        |  |  |  |  |
|----|------------------------|--|--|--|--|
| 11 | Power Distribution     | Metered rack PDUs (Zero U with IEC C13 & IEC C19 sockets, 16Amp 230V) to provide real-time remote monitoring (Volts, Amps, total Power- kilowatt and Total Energy- kWh) of connected loads. PDU should have locking IEC receptacle and locking power cord compatibility. User-defined alarms warning system. Locally it should be able to display the Volt, Amps and Power on the LCD display affixed on the Power strip itself. |  |  |  |
| 12 | Color & Powder Coating | Color should be Black. Rack to be powder coated with Nano ceramic pre-treatment process using a zirconium coat. Powder coating thickness shall be 80 to 100 microns. The Powder coating process should be ROHS compliant   |  |  |  |
| 13 | Load Rating            | Minimum 550 Kg   |  |  |  |
| 14 | Standard               | DIN 41494 Standard   |  |  |  |
| 15 | ISO Certification      | Rack manufacturer have ISO 9001-2008 and ISO 14001-2004 certification and certificates needed to be submitted with technical compliance  |  |  |  |

**Table – A13: LAN supply & work**

**For Web Server (DC), Web Server (DR) & Internal Central Server (DR) setup**

1. Necessary LAN supply & work and integration with New Server System i.e. CTAX Web Server (DC) Setup (including Network & Security Devices) with existing CTAX Internal Server System Network & WBSDC infrastructure, complying EIA/TIA-942 & BIS Standard (related) with Diagram & Certification.
2. Necessary LAN supply & work and integration (including Network & Security Devices) with CTAX Web Server (DR) & CTAX Internal Server System (DR) Network & NDC infrastructure, complying EIA/TIA-942 & BIS Standard (related) with Diagram & Certification.

**Table – A14 – System Integration Charge**

**For Web Server Setup (DC) at WBSDC, Kolkata**

| Sl. No. | Component / Performance / Utility | Minimum Specification   | Complied (Yes/ No) |
|---------|-----------------------------------|---|--------------------|
| 1.      | Policies & Guidelines             | Policies & Guideline and implementations there from in the department for<br>(1) Web Service, (2) DB service, (3) AS service, (4) SMS Service, (5) Backup service, (6) Storage Service<br>(7) Security Service, (8)Hardware Load Balancer (9) Network Security, (10) OS security, (11) Application security, (12) RDBMS security, (13) Storage & Backup security, (14) System Admin, (15) AS Admin, (16) DB Admin, (17) DC-DR synchronization (18) and other related components/ work |                    |

|    |   |  |  |
|----|---|--|--|
| 2. | Integration plan & design for service provisioning  | (1) 2-Web Servers, (2) 2-DB servers, (3) 2 AS servers, (4) 1 backup server, (5) 1 SMS Server, (6) 2- SAN Switch, (7) 4- Ethernet Switch, (8) 1 Storage device (9) 2- Security devices (10) Oracle Golden Gate implementation, (11) LAN integration for Load Balance & Fail-over Plan for Design, Tests & Acceptance with Test Web Services, Application, & Test DB (12) Other related components/work                                |  |
| 3. | Installation & Implementation of Web Server HW (2Nos.), DB Server HW (2Nos.), AS Server HW (2Nos.), SMS Server HW (01No.), Backup Server HW (01No.), Backup Device HW (01No.), SAN Switch (02Nos.), Storage(01No.),Hardware Load Balancer (04Nos.), Security Device (02 Nos.), Ethernet Switch (04Nos.), Oracle Golden Gate with OS, ORDBMS with OS, all services and Web Service Software etc. | HW, SW & Services with all operational sub-components with OS, Web Service Software, AS, DB, SMS, Backup, Server security Software, Security Device, Hardware Load Balancer as per design & policy doc on EAL-4+ , LSB-4.x/3.x, certified OS and other related components / job.   |  |
| 4. | LAN supply & works with integration to existing network   | All passive components, test & certification for 10 years as per design & policy doc and EIA/TIA-942 & EIA/TIA-568-B.1 & B.2 etc and other related components / job  |  |
| 5. | Integration test & Certification  | (1) 2-Web Servers, (2) 2-DB servers, (3) 2 AS servers, (4) 1 backup server, (5) 1 SMS Server, (6) 2- SAN Switch, (7) 4- Ethernet Switch, (8) 1 Storage device (9) 2- Security devices, (10) Server Security Software (11) Oracle Golden Gate implementation, (12) LAN integration for Load Balance & Fail-over Plan for Design, Tests & Acceptance with Test Web Services, Application, & Test DB and other related components /job. |  |
| 6. | Web, DB, Application, SMS Software & all HW & Services installation, implementation, Migration with go-live certification   | (1) Web Services migration, (2) DB migration, (3) Application migration, (4) SMS Services, (5) backup service, (6) Storage, (7) client accessibility with all operations on (i) Load Balance & (ii) Fail-over mode with implementation all security feature and other related components/job   |  |

**Table – A15: Facility Management Service**

**For Web Server Setup (DC) at WBSDC, Kolkata**

| <b>Sl. No.</b>                   | <b>Component / Performance / Utility</b>   | <b>Minimum Requirement</b>  | <b>Complied (Yes/ No)</b> |
|----------------------------------|--|---|---------------------------|
| <b>A) FMS Management Service</b> |  |   |                           |
| 1.                               | <b>Facility Manager</b>  | <p><b><u>Bidder should posting at WBSDC:</u></b><br/>1 (one) BE/B. Tech &amp; MBA (Computer Science &amp; Systems) with 5 years experience in FMS team lead</p> <p><b><u>To be provided by the successful SI before signing of contract</u></b><br/>Related certificates for the named engineer<br/>Certificate / engagement doc from relevant / user organization for the named engineer</p> <p><b><u>Scope of Work of Facility Manager:</u></b><br/>1. Co-ordination with Authorized User Official<br/>2. Vertical management of FMS staff<br/>3. Weekly Review meeting with User, with minutes of the meeting<br/>4. Support Service<br/>5. Network design/redesign, vendor/manufacturer neutral ICT specifications etc. through FMS staff<br/>7. Single point of contact for CTD and Data Center &amp; DR Operator<br/>8. Other related job as applicable</p> |                           |
| 2.                               | <b>System Administration</b><br><br>(Installation, Diagnosis, configuration, configuration tuning, patching, backup & storage admin) | <p><b><u>Bidder should posting at WBSDC:</u></b><br/>1 (one) BE/B. Tech (Computer Science) with 3 years experience in Data centre with the relevant OS, Storage &amp; Backup.</p> <p><b><u>To be provided by the successful SI before signing of contract</u></b><br/>Related certificates for the named engineer<br/>Certificate / engagement doc from relevant / user organization for the named engineer</p> <p><b><u>Scope of Work :</u></b><br/>1. Diagnosis of HW faults / problems<br/>2. OS installation, patching, configuration &amp; tuning<br/>3. OS security and user administration<br/>4. Storage &amp; backup mgmt<br/>5. New System design &amp; specs<br/>6. HW, OS, Storage &amp; backup vendor activity co-ordination<br/>7. Other related job as applicable.</p>   |                           |

|    |  |  |  |
|----|--|--|--|
| 3. | <b>Technical Support team (posting not required)</b> | <p><b>Scope of Work</b></p> <p><b>A: RDBMS Admin</b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of problem in RDBMS</li> <li>2. RDBMS installation, patching, configuration, &amp; tuning</li> <li>3. RDBMS security administration</li> <li>4. Database backup &amp; restoration</li> <li>5. Management of RDBMS</li> <li>6. RDBMS vendor activity co-ordination</li> <li>7. Other related as applicable</li> </ol> <p><b>B: Server Admin</b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of problem in Web, Application Server, SMS Server &amp; Application (as applicable)</li> <li>2. Web, Application Server, SMS Server &amp; Application installation, patching, configuration, &amp; tuning</li> <li>3. Web, Application Server, SMS Server ( as applicable ) &amp; Application backup &amp; restoration</li> <li>4. Management of Web Server &amp; Application, SMS Server &amp; SMS Services Application, Application Server &amp; Application, with security administration</li> <li>5. Application, SMS Server vendor activity coordination</li> <li>6. Other related as applicable</li> </ol> <p><b>C: Network &amp; Security Administration</b></p> <ol style="list-style-type: none"> <li>1. Installation, configuration, firmware updating of active components in LAN (switches, security device, Hardware LBS etc)</li> <li>2. Network (LAN, WAN) security administration</li> <li>3. Diagnosis of network connectivity failures, failure recovery tracking</li> <li>4. LAN cable patching on demand</li> <li>5. Integration with exiting / new LAN</li> <li>6. Network Service Provider, Switches vendors activity co-ordination</li> <li>7. Client OS service &amp; security patching, troubleshooting and fixing</li> <li>8. New LAN design, specs, integration with LAN/WAN</li> <li>9. Other related job as applicable</li> </ol> |  |
|----|--|--|--|

**Table – A16: Change Request Management**

**For Web Server Setup (DC) at WBSDC, Kolkata**

Any addition to the scope of work or enhancements should be taken under Change Management as per the schedule of rates mentioned in the Commercial Bid for entire tenure of project.

**Table – A17: System Integration Charge**

**For Web Server Setup (DC) at NDC, New Delhi**

| Sl. No. | Component / Performance / Utility | Minimum Requirement  | Complied (Yes / No) |
|---------|-----------------------------------|--|---------------------|
| 1.      | Policies & Guidelines             | Policies & Guideline and implementations there from in the department for (1) Web Service, (2) DB service, (3) AS service, (4) Backup service, (5) Storage Service, (6) Security Device, (7) Network Security, (8) OS security, (9) Application security, (10) RDBMS security, (11) Storage & Backup security, (12) System Admin (13) AS Admin, (14) DB Admin, (15) DC-DR synchronization (16) other related job /component as applicable. |                     |

|    |   |  |  |
|----|---|--|--|
| 2. | Integration plan & design for service provisioning  | (1) 1-Web Server, (2) 1-DB server, (3) 1 AS server / SMS Server, (4) 1 backup server, (5) 1- SAN Switch (6) 2-Ethernet Switch (7) 1 Storage device (8) 1- security device (9) LAN integration & Fail-over Plan for Design, Tests & Acceptance with Test Web Services, Application, & Test (10) DB DC-DR synchronization (11) other related job /component as applicable. |  |
| 3. | Installation & Implementation of Web Server HW (1No.), DB Server HW (1No.), AS/SMS Server HW (1No.), Backup Server HW (01No.), Backup Device HW (01No.), SAN Switch (01No.), Storage (01No.), Security device (01 Nos.), Ethernet Switch (02Nos.), OS, ORDBMS with all HW, services and Web Service Software etc. | HW, SW & Services with all operational sub-components with OS, Web Service Software, AS, DB, SMS, Backup, Security Device, as per design & policy doc on EAL-4+ , LSB-4.x/3.x, certified OS and other related job /component as applicable.  |  |
| 4. | LAN supply & works with integration to existing network   | All passive components test & certification for 10 years as per design & policy doc and EIA/TIA-942 & EIA/TIA-568-B.1 & B.2etc & other related job /component as applicable.   |  |
| 5. | Integration test & Certification  | (1) 1-Web Server (2) 1-DB server (3) 1 AS server (4) 1 backup server (5) 1 SMS Server (6) 1- SAN Switch (7) 2-Ethernet Switch (8) 1 Storage device (9) 1- security device (10) LAN integration for Fail-over (DC-DR) Plan for Design, Tests & Acceptance with Test Web Services, Application, & Test DB and other related job /component as applicable.                  |  |
| 6. | Web, DB, Application, SMS Software & Services Migration with go-live Certification  | (1) Web Services migration (2) DB migration (3) Application migration (4) SMS application (5) backup service (6) Storage (7) client accessibility with all operations on (i) Load Balance & (ii) Fail-over mode with implementation all security feature and other related components  |  |

**Table – A18: Facility Management Service**

**For Web Server Setup (DR) at NDC, New Delhi**

| Sl. No.                          | Component / Performance / Utility                    | Minimum Requirement  | Complied (Yes/ No) |
|----------------------------------|--|--|--------------------|
| <b>A) FMS Management Service</b> |  |  |                    |
| 1.                               | <b>Technical Support team (posting not required)</b> | <p><b><u>Scope of Work</u></b></p> <p><b><u>A: RDBMS Admin</u></b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of problem in RDBMS</li> <li>2. RDBMS installation, patching, configuration, &amp; tuning</li> <li>3. RDBMS security administration</li> <li>4. Database backup &amp; restoration</li> <li>5. Management of RDBMS</li> <li>6. RDBMS vendor activity co-ordination</li> <li>7. Other related as applicable</li> </ol> <p><b><u>B: Server Admin, Storage and others</u></b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of HW faults / problems</li> <li>2. OS installation, patching, configuration &amp; tuning</li> <li>3. OS security and user administration</li> <li>4. Storage &amp; backup mgmt</li> <li>5. New System design &amp; specs</li> <li>6. HW, OS, Storage &amp; backup vendor activity co-ordination</li> <li>7. Diagnosis of problem in Web, Application Server, SMS Server &amp; Application (as applicable)</li> <li>8. Web, Application Server, SMS Server &amp; Application installation, patching, configuration, &amp; tuning</li> <li>9. Web, Application Server, SMS Server ( as applicable ) &amp; Application backup &amp; restoration</li> <li>10. Management of Web Server &amp; Application, SMS Server with security administration</li> <li>11. Application, SMS Server vendor activity coordination</li> <li>12. Other related as applicable</li> </ol> <p><b><u>C: Network &amp; Security Administration</u></b></p> <ol style="list-style-type: none"> <li>1. Installation, configuration, firmware updating of active components in LAN (switches, security device, Hardware LBS etc)</li> <li>2. Network (LAN, WAN) security administration</li> <li>3. Diagnosis of network connectivity failures, failure recovery tracking</li> <li>4. LAN cable patching on demand</li> <li>5. Integration with exiting / new LAN</li> <li>6. Network Service Provider, Switches vendors activity co-ordination</li> <li>7. Client OS service &amp; security patching, troubleshooting and fixing</li> <li>8. New LAN design, specs, integration with LAN/WAN</li> <li>9. Other related job as applicable</li> </ol> |                    |

**Table –A19: Change Management**

**For Web Server Setup (DC) at NDC, New Delhi**

Any addition to the scope of work or enhancements should be taken under Change Management as per the schedule of rates mentioned in the Commercial Bid for entire tenure of project.

**Table A20 – System Integration Charge**

**For Internal Central Server Setup (DR) at NDC, New Delhi**

| <b>Sl. No.</b> | <b>Component / Performance / Utility</b>  | <b>Minimum Requirement</b>  | <b>Complied (Yes / No)</b> |
|----------------|---|---|----------------------------|
| 1.             | Policies & Guidelines   | Policies & Guideline and implementations there from in the department for (1) DB service (2) AS service (3) Backup service (4) Storage Service (5) File & Print Services (6) Antivirus Services (7) ICT Mg/DNS Services (8) Network Security (9) OS security (10) Application security, (11) RDBMS security (12) Storage & Backup security (13) System Admin (14) AS Admin (15) DB Admin (16) and other related job/component |                            |
| 2.             | Integration plan & design for service provisioning  | (1) 1 AS server (2) 1 DB Server (3) 1 Backup server (5) 1 File & Printer Server (6) 1 Antivirus Server (7) 1 ICT Mg / DNS Server (8) 1 SAN Switch (9) 1 Ethernet Switch (10) 1 Storage device (11) 1 Backup Device (12) LAN integration for Load Balance & Fail-over (DC-DR) Plan in consultation with existing SI for Design Tests & Acceptance with Test Services, Application, & Test DB                                   |                            |
| 3.             | Installation & Implementation of, DB Server HW (1No.), AS Server HW (1No.), Backup Server HW (01No.), Backup Device HW (01No.), SAN Switch (02Nos.), Antivirus Server (01 No.), ICT Mg/DNS Server (01No.), Storage(01No.), Ethernet Switch (01No.), with OS, ORDBMS with OS, all services and Software etc. | HW, SW & Services with all operational sub-components with OS, AS, DB, Backup, Hardware Load Balancer as per design & policy doc on EAL-4+ , LSB-4.x/3.x, certified OS  |                            |
| 4.             | LAN supply & works with integration to existing network   | All passive components, test & certification for 10 years as per design & policy doc and EIA/TIA-942 & EIA/TIA-568-B.1 & B.2etc   |                            |
| 5.             | Integration test & certification  | (1) 1-DB servers (2) 1 AS servers (3) 1 Backup server (4) 1 Antivirus Server (5) File & Print Server (6) 1 ICT Mg/DNS Server (7) 1-SAN Switch (8) 1-Ethernet Switch (9) 1 Storage device (10) 1 Backup Device (10) LAN integration for Load Balance & Fail-over (DC-DR) Plan for Design, Tests & Acceptance with Test Web Services, Application, & Test DB  |                            |
| 6.             | DB, Application, File & Print, ICT Mg/DNS Server installation implementation with all data, Software & Services Migration with go-live certification  | (1) Web Services migration (2) DB migration (3) Application migration (4) SMS Services (5) backup service (6) Storage (7) client accessibility with all operations on (i) Load Balance & (ii) Fail-over mode (DC-DR drill) with implementation all security feature and other related components  |                            |



**Table A21 – Facility Management Service**

**For Internal Central Server Setup (DR) at NDC, New Delhi**

| <b>Sl. No.</b>                   | <b>Component / Performance / Utility</b>             | <b>Minimum Requirement</b>  | <b>Complied (Yes/ No)</b> |
|----------------------------------|--|---|---------------------------|
| <b>A) FMS Management Service</b> |  |   |                           |
| 1.                               | <b>Technical Support team (posting not required)</b> | <p><b><u>Scope of Work</u></b></p> <p><b><u>A: RDBMS Admin</u></b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of problem in RDBMS</li> <li>2. RDBMS installation, patching, configuration, &amp; tuning</li> <li>3. RDBMS security administration</li> <li>4. Database backup &amp; restoration</li> <li>5. Management of RDBMS</li> <li>6. RDBMS vendor activity co-ordination</li> <li>7. Other related as applicable</li> </ol> <p><b><u>B: Server Admin, Storage and others</u></b></p> <ol style="list-style-type: none"> <li>1. Diagnosis of HW faults / problems</li> <li>2. OS installation, patching, configuration &amp; tuning</li> <li>3. OS security and user administration</li> <li>4. Storage &amp; backup mgmt</li> <li>5. New System design &amp; specs</li> <li>6. HW, OS, Storage &amp; backup vendor activity co-ordination</li> <li>7. Diagnosis of problem in Application Server &amp; Application (as applicable)</li> <li>8. Application Server, &amp; Application installation, patching, configuration, &amp; tuning</li> <li>9. Application Server &amp; Application backup &amp; restoration</li> <li>10. Management of Application &amp; Application, with security administration</li> <li>11. DC-DR synchronization</li> <li>12. Other related as applicable</li> </ol> <p><b><u>C: Network &amp; Security Administration</u></b></p> <ol style="list-style-type: none"> <li>1. Installation, configuration, firmware updating of active components in LAN (switches, security device, Hardware LBS etc)</li> <li>2. Network (LAN, WAN) security administration</li> <li>3. Diagnosis of network connectivity failures, failure recovery tracking</li> <li>4. LAN cable patching on demand</li> <li>5. Integration with exiting / new LAN</li> <li>6. Network Service Provider, Switches vendors activity co-ordination</li> <li>7. Client OS service &amp; security patching, troubleshooting and fixing</li> <li>8. New LAN design, specs, integration with LAN/WAN</li> <li>9. Other related job as applicable</li> </ol> |                           |

**Table A22 – Change Request Management**

**For Internal Central Server Setup (DR) at NDC, New Delhi**

Any addition to the scope of work or enhancements should be taken under Change Management as per the schedule of rates mentioned in the Commercial Bid for entire tenure of project.

**SECTION – J**

**FORMAT FOR TECHNICAL CAPABILITY OF BIDDER**

| <b>Sl. No.</b> | <b>Project Name</b> | <b>Start Date</b> | <b>End Date / Status</b> | <b>Brief description of project &amp; scope of work (implementation, operation &amp; maintenance)</b> | <b>Type of project</b> | <b>Approx value of the project</b> | <b>Contact details of the Customer</b> |
|----------------|---------------------|-------------------|--------------------------|---|------------------------|------------------------------------|--|
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |
|                |                     |                   |                          |   |                        |                                    |  |

**Technical Capability of Bidder - related to Techno Commercial Evaluation Criteria as Section –D clause no. 15**

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 (Hardware, Software Implementation, system Integrator/ FM support etc).
- 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, project completion certificate, customer satisfaction certificate etc.

**SECTION – K**  
**FORMAT FOR MANPOWER DETAILS**

**Format for Technical Manpower Details for this project**

| <b>(A) Project manager (5 Marks)</b>                                       |                         |   |   |  |
|--|-------------------------|---|---|--|
| Sl. No.  | Name of Project Manager | Qualification<br>(Minimum B.E/B. Tech with MBA) : Maximum marks - 02  | Minimum 10 Years of Experience : Maximum marks - 02 | Certification (Certificate should Enclosed) : Maximum marks - 01   |
| 1.   |                         |   |   |  |
| <b>(B) Server &amp; Operating System ( 2.5 marks for each resource )</b>   |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech ) :<br>Maximum marks - 01       | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |
| <b>(C) Storage &amp; Backup ( 2.5 marks for each resource )</b>            |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech ) :<br>Maximum marks - 01       | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |
| <b>(D) Network with Security expertise ( 2.5 marks for each resource )</b> |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech ) :<br>Maximum marks - 01       | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |
| <b>(E) Oracle Database ( 2.5 marks for each resource )</b>                 |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech ) :<br>Maximum marks - 01       | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |
| <b>(F) Oracle Web Logic ( 2.5 marks for each resource )</b>                |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech ) :<br>Maximum marks – 01       | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |
| <b>(G) Facility Manager ( 2.5 marks for each resource )</b>                |                         |   |   |  |
| Sl. No.  | Name of Engineers.      | Qualification<br>(Minimum B.E/B. Tech with MBA ) : Maximum marks - 01 | Minimum 5Years of Experience : Maximum marks 1      | Certification (Certificate should Enclosed) –<br>Maximum marks 0.5 |
| 1.   |                         |   |   |  |
| 2.   |                         |   |   |  |

**Manpower details of Bidder - related to Technical Evaluation Criteria**

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**SECTION – L**

**FORMAT FOR FINANCIAL CAPABILITY OF BIDDER**

**FINANCIAL INFORMATION**

| Sl. No. | Name of the Bidder | Turnover (Rs. / Crores) |         |         |
|---------|--------------------|-------------------------|---------|---------|
|         |                    | 2009-10                 | 2010-11 | 2011-12 |
|         |                    |                         |         |         |

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.

**SECTION – M**

**FORMAT FOR BIDDERS'S DETAILS**

|    |   |  |
|----|---|--|
| 1  | Name of the Firm  |  |
| 2  | Registered Office Address   |  |
|    | Contact Number  |  |
|    | Fax Number  |  |
|    | E-mail  |  |
| 3  | Correspondence / Contact address  |  |
|    | Name & Designation of Contact person  |  |
|    | Address   |  |
|    | Contact Number  |  |
|    | Fax Number  |  |
| 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 <ul style="list-style-type: none"> <li>▪ a Government/ Public Sector Undertaking</li> <li>▪ a propriety firm</li> <li>▪ a partnership firm (if yes, give partnership deed)</li> <li>▪ a limited company or limited corporation</li> <li>▪ a member of a group of companies, (if yes, give name and address and description of other companies)</li> <li>▪ 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.</li> </ul> |  |
| 8  | Is the firm registered with Sales Tax department? If yes, submit valid VAT Registration certificate.  |  |
| 9  | Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.  |  |
| 10 | Total number of employees. Attach the organizational chart showing the structure of the organization.   |  |
| 11 | Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)  |  |
| 12 | How many years has your organization been in business under your present name? What were your fields when you established your organization   |  |
| 13 | What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none"> <li>▪ Manufacturer</li> <li>▪ Supplier</li> <li>▪ System Integrator</li> <li>▪ Consultant</li> <li>▪ Service Provider (Pl. specify details)</li> <li>▪ Software Development</li> <li>▪ Total Solution provider (Design, Supply , Integration, O&amp;M)</li> <li>▪ IT Company</li> </ul>   |  |
| 14 | Number of Offices in district head quarters in West Bengal  |  |
| 15 | Is your organization has ISO 9001:2008 certificates?  |  |
| 16 | List the major clients with whom your organization has been / is currently associated.  |  |
| 17 | Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)  |  |
| 18 | Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)   |  |

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

**SECTION – N**

**MANUFACTURER'S AUTHORIZATION FORM**

Date:

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

Ref: Tender No.: WTL/CT/HW/13-14/002 dated 08.07.2013

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 standard 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 standard 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 with in from the day of this letter. We assure availability of spares for the products for the next two years after five years warranty.

We also confirm that the material will be delivered within 60 days 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 \_\_\_\_\_

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

**SECTION – O**

**FORMAT FOR PRE-BID MEETING QUERY**

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 cut off 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: \_\_\_\_\_

**SECTION – P**

**LIST OF DOCUMENTS SUBMITTED**

| <b>Sl. No.</b> | <b>Name of Documents</b>   | <b>Enclosed (Y/N)</b> | <b>Page No.</b> |
|----------------|--|-----------------------|-----------------|
| 1              | Earnest Money Deposit of Rs.3000000/- (Rupees Thirty Lakhs only) in the form of bank draft drawn in favor of Webel Technology Limited payable at Kolkata |                       |                 |
| 2              | Bid Form as per for format (Section – E)   |                       |                 |
| 3              | Declaration of Eligibility Criteria (Section – C & S) along with all relevant documents  |                       |                 |
| 4              | Technical Capability of bidder (Section – J)   |                       |                 |
| 5              | Manpower Details (Section – K)   |                       |                 |
| 6              | Financial Capability of Bidder (Section – L)   |                       |                 |
| 7              | Technical Compliance Statement (Section – I)   |                       |                 |
| 8              | Bidder's Details (Section – M)   |                       |                 |
| 9              | Copy of supporting documents for Evaluation Criteria   |                       |                 |
| 10             | Original Tender document duly Stamped & Signed on all pages by the bidder  |                       |                 |
| 11             | Company Profile of the bidder  |                       |                 |
| 12             | Price Bid (Section – R)  |                       |                 |
| 13             | List of Document submitted (Section – P)   |                       |                 |

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of Company: \_\_\_\_\_



**SECTION – Q**

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

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

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

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

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

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

(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**

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

**SECTION – R**

**PRICE BID**

(Tender No. WTL/CT/HW/13-14/002)

| Sl. No.   | Item Description  | Qty.      | Unit | Unit Price (Rs.)            | Total Amount (Rs.)          | VAT Rate (%)                | VAT Amount (Rs.)                 | Service Tax Rate (%)        | Service Tax Amount (Rs.) | Total Amount including Tax (Rs.) |
|---|---|-----------|------|-----------------------------|-----------------------------|-----------------------------|----------------------------------|-----------------------------|--------------------------|----------------------------------|
| <b>A. For all Hardware, OS, LAN supply &amp; work &amp; Rack</b>                        |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| 1.  | Server (Server Type – A1)   | 04        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 2.  | Server (Server Type – A2)   | 14        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 3.  | SAN Switch (Table A3 of section-I)  | 04        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 4.  | Storage (Table A4 of section-I)   | 02        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 5.  | Storage (Table A5 of section-I)   | 01        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 6.  | Backup Device (Table A6 of section-I)   | 03        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 7.  | Ethernet Switch (Table A7 of section-I)   | 07        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 8.  | Firewall with IPS (Table A8 of section-I)   | 03        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 9.  | Hardware Load Balancer (Table A9 of section-I)                                    | 04        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 10.   | OS with cluster kit (Preferably Open Source) Balancer (Table A10 of section-I)    | At Actual | *    |                             |                             |                             |                                  |                             |                          |                                  |
| 11.   | Rack mount KVM Switch with monitor (Table A11 of section-I)                       | 04        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 12.   | 42U RACK & accessories (Table A12 of section-I)                                   | 04        | No   |                             |                             |                             |                                  |                             |                          |                                  |
| 13.   | LAN supply & works and integration (Table A13 of section-I)                       | LS        | *    |                             |                             |                             |                                  |                             |                          |                                  |
| <b>TOTAL (RS.)</b>  |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| <b>Rupees</b>   |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| <b>B. For System Integration Charge</b>   |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| Sl. No.   | Item Description  | Qty.      | Unit | Total Amount (Rs.)          | Service Tax Rate (%)        | Service Tax Amount (Rs.)    | Total Amount including Tax (Rs.) |                             |                          |                                  |
| 1.  | System Integration Charge (As per Table A14 of Section-I)                         |           | *    |                             |                             |                             |                                  |                             |                          |                                  |
| 2.  | System Integration Charge (As per Table A17 of Section-I)                         |           | *    |                             |                             |                             |                                  |                             |                          |                                  |
| 3.  | System Integration Charge (As per Table A20 of Section-I)                         |           | *    |                             |                             |                             |                                  |                             |                          |                                  |
| <b>TOTAL (RS.)</b>  |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| <b>Rupees</b>   |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| <b>C. For Facility Management Support Charge &amp; Change Request Management charge</b> |   |           |      |                             |                             |                             |                                  |                             |                          |                                  |
| Sl. No.   | Item Description  | Qty.      | Unit | 1 <sup>st</sup> Year Charge | 2 <sup>nd</sup> Year Charge | 3 <sup>rd</sup> Year Charge | 4 <sup>th</sup> year Charge      | 5 <sup>th</sup> Year Charge |                          |                                  |
| 1.  | Facility Management Support Charge for Five years (As per Table A15 of Section-I) | 05        | Year |                             |                             |                             |                                  |                             |                          |                                  |
| 2.  | Facility Management Support Charge for Five years (As per Table A18 of Section-I) | 05        | Year |                             |                             |                             |                                  |                             |                          |                                  |
| 3.  | Facility Management Support Charge for Five years (As per Table A21 of Section-I) | 05        | Year |                             |                             |                             |                                  |                             |                          |                                  |
| 4.  | Change Request Management charge (As per  | 05        | Year |                             |                             |                             |                                  |                             |                          |                                  |

|  |  |    |      |  |  |  |  |  |
|--|--|----|------|--|--|--|--|--|
|  | Table A16 of Section-I)  |    |      |  |  |  |  |  |
| 5.   | Change Request Management charge (As per Table A19 of Section-I) | 05 | Year |  |  |  |  |  |
| 6.   | Change Request Management charge (As per Table A22 of Section-I) | 05 | Year |  |  |  |  |  |
| <b>TOTAL AMOUNT (RS.)</b>                  |  |    |      |  |  |  |  |  |
| <b>SERVICE TAX AMOUNT @12.36% (RS.)</b>    |  |    |      |  |  |  |  |  |
| <b>TOTAL AMOUNT WITH SERVICE TAX (RS.)</b> |  |    |      |  |  |  |  |  |
| <b>Rupees</b>                              |  |    |      |  |  |  |  |  |

(\* Unit may be mentioned at the time of submission of Price Bid. Blank quantity to be mentioned.

| Sl. No.                           | Section   | Total Amount including Tax (RS.) |
|-----------------------------------|---|----------------------------------|
| 1.                                | <b>A. For all Hardware, OS, LAN supply &amp; work &amp; Rack</b>                        |                                  |
| 2.                                | <b>B. For System Integration Charge</b>   |                                  |
| 3.                                | <b>C. For Facility Management Support Charge &amp; Change Request Management charge</b> |                                  |
| <b>TOTAL AMOUNT INCLUDING TAX</b> |   |                                  |
| <b>Rupees</b>                     |   |                                  |

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of Company: \_\_\_\_\_

**SECTION - S**

**DECLARATION OF ELIGIBILITY CRITERIA**

| <b>Sl. No.</b> | <b>Criteria</b>  | <b>Documents to be submitted</b>         | <b>Document Submitted</b> | <b>Reference Page No.</b> |
|----------------|--|--|---------------------------|---------------------------|
| 1              | The bidder must be a company registered under the Companies Act, 1956 of India. Documentary (Certificate of incorporation) evidence to be submitted.   | Certificate of incorporation             | Yes/No                    |                           |
| 2              | The bidder shall be an Information Technology Company in India and should have been in the business for a period more than ten years. Photocopy of Memorandum / Articles of Associations should be submitted.  | Memorandum / Articles of Associations    | Yes/No                    |                           |
| 3              | The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.  | Documentary Proof                        | Yes/No                    |                           |
| 4              | The bidder should have valid VAT Registration Certificate, Service Tax Registration Certificate, PAN card & Trade License. Bidder shall have to submit photocopy of the documents.   | Valid photo-copy of the documents        | Yes/No                    |                           |
| 5              | The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department / PSU / Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided. ("Similar nature" includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) | Reference Order with Proof of Completion | Yes/No                    |                           |
| 6              | The bidder should have experience in working with Oracle RDBMS 11g and Application Server 11g or above. Credential (Work order copy) in this respect is to be submitted.   | Reference Order copy                     | Yes/No                    |                           |
| 7              | The bidder should have minimum five number of Manpower (Minimum qualification B.E or B.Tech) for each of these skills namely (a) Project Manager (b) Server & OS (c) Network & Security (d) Oracle Database (e) Oracle Application personnel, in their payroll. Certificate from HR department with the named resources has to be submitted.   | Certificate from HR with named resources | Yes/No                    |                           |
| 8              | The bidder should have an annual turnover of not less than Rs.100 Crores each in the last three financial years (FY – 2009-10, 2010-11 & 2011-12). Bidder shall have to submit photocopy of Audited balance sheet of the above criteria.   | Copy of Balance Sheet                    | Yes/No                    |                           |
| 9              | Bidder should submit Earnest Money Deposit (EMD) of Rs. 30,00,000.00 (Rupees Thirty Lakhs) only in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.  | Draft/Pay Order                          | Yes/No                    |                           |
|                | Bidder should submit Tender Document Fee of Rs. 10,000.00 (Rupees Ten Thousand) only in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.   | Draft/Pay Order                          | Yes/No                    |                           |
| 10             | The bidder shall have currently valid Quality Certification (CMMI level 3). Bidder shall have to submit self certified photocopy of the above criteria.  | Photocopy of the Certificate             | Yes/No                    |                           |
| 11             | Manufacturer's tender specific authorizations for all items like Server, Storage, Network (for Active & Passive product), Backup Device, SAN Switch, Security Device, Hardware Load Balancer, KVM Switch, RACK, & System Software must be submitted as per format enclosed (Section - N).  | MAF as per format                        | Yes/No                    |                           |
| 12             | The bidder shall submit a certificate from any of the authorized signatory of the company authorizing a person to sign all relevant papers related to this bid on behalf of the company.   | Certificate on Letter Head               | Yes/No                    |                           |
| 13             | 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.  | Declaration on Letter Head               | Yes/No                    |                           |

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of Company: \_\_\_\_\_

## SECTION - T

### GUIDELINES FOR HOSTING APPLICATIONS AT WEST BENGAL STATE DATA CENTER

**WEST BENGAL STATE DATA CENTRE**  
**Moni Bhandar, Webel Bhavan, Block EP&GP,**  
**Saltlake Sector-V, Kolkata -700091**

**Department of Information Technology**  
**Government of West Bengal**

#### **A. Procedure:**

- 1) The Department may contact the **Project Manager, Composite Team, NeGP, West Bengal State Data Centre** (PM-CT,NeGP) (See footnote for contact details) for understanding the options of joining the SDC with their requirements while choosing the resources and services that can be offered by SDC.
- 2) The authorised person from the Department should fill in a standard Application Hosting Request Form (AHRF) preferably consultation with the Composite Team member(s).
- 3) The AHRF thus filled in, is to be forwarded to the IT Department seeking the approval for hosting the application and services, marking a copy to the PM-CT,NeGP.
- 4) Upon obtaining approval from IT Department, GoWB, the requesting department has to sign a Service Level Agreement (SLA) with DIT, GOWB / State Implementing Agency (WBEIDCL).

#### **B. Prerequisites and Mandates for hosting applications are:**

- 1) Application, which will be hosted, must be security audited by a third party, e.g. STQC or any other listed in CERT-In of GoI and a copy of the same has to be submitted along with the other forms.
- 2) If the application is web portal based and to be accessed through internet, a suitable domain name should either exist or be acquired by the Department, e.g. "wblabour.gov.in" by making an application to DIT.
- 3) The department is required to follow the standards and procedure laid down by SDC for participating in SDC and using its services. For example, the SDC may enforce security testing of the Departments Application and advice as deemed fit.

#### **C. Hosting models:**

The services like physical space for Racks(limited), Rack Space (limited), power, cooling, security and facility management for 24X7 is mandatory and common for all three hosting options as given below:-

- 1) **Dedicated Resource:** The Department will arrange for all devices and resources e.g., Commercial Taxes as required for hosting their application.
- 2) **Partially Shared:** The Network resources are mandatory for this category. The Department will arrange for their own servers and associated software to co-locate and may choose amongst the resources and services such as storage, application and database monitoring services, VPN, backup services, internet bandwidth, etc.
- 3) **Fully Shared:** The Department will share all WBSDC Resources (including all above) for hosting their application under the available platforms such as Windows, Linux, Ms-Sql, MySql etc.

#### **D. Charges for different Hosting models:**

Following charges are applicable for the Data Centre Operator (Wipro) for facility management for 24 x 7:

- 1) For the items procured by the line departments for partially shared model:
  - a) 1.5% to 3% of the cost of items procured for resource monitoring, reporting and Help desk services.

- b) 2% of the cost of items procured for Incident Reporting and backup services including (a)
  - c) 2.5% of the cost of items procured for Vendor Management including (a and b).
  - d) 3% of the cost of items procured for technical skill set sharing including all above.
- 2) Nominal charges are applicable (subject to approval to DIT) for fully shared services (Category 3) based on the extent of resource and services claimed by the Department.
  - 3) Charges (at actuals) for additional internet bandwidth (as claimed) are applicable.