

CORRIGENDUM – 06

TENDER NO. WTL/CT/HW/13-14/002 DATED 08.07.2013

1. In continuation to Tender no. WTL/CT/HW/13-14/002 dated 08.07.13, revised Tender document incorporating the relevant modifications hither to made. The revised Tender document version 2.0 is enclosed superseding the existing Tender document and its corrigendum.
2. Date of Pre Bid Meeting – 10th September 2013 at 15.00 hrs.
3. Date and time of Tender submission - 24th September 2013 at 14.00 hrs.
4. Date and time of opening of Tender - 24th September 2013 at 14.30 hrs.

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	2.0
3.	Brief description of material	Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with 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	02.09.2013. Websites - www.wtl.co.in , www.wbcomtax.gov.in
7.	Date and Time for submission of Pre-Bid Queries	06.09.2013 at 16.00 hrs The queries shall be submitted in the format as provided in the RFP (Section – O). Queries will be sent to Mr. Arunava Saha, Manager (Purchase) (wtlpurchase@gmail.com) & copy to Mr. P. S. Mitra, Deputy Manager (psmitra@yahoo.com) / Mr. D. Majumdar, Project Assistant (debasis.wtl@rediffmail.com) Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format. 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	10.09.2013 at 15.00 hrs <ul style="list-style-type: none"> • Only two persons for each intending bidder's organization will be allowed to attend the Pre Bid Meeting. • The person should have proper authorization in respective company Letter Head.
9.	Last date & time of Tender Submission	24.09.2013 at 14.00 hrs
10.	Date of opening of Tender (Technical)	24.09.2013 at 14.30 hrs
11.	Pre-Bid Meeting, Bid Submission & Bid Opening venue	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) 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. WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091. Non submission of Draft will lead to summarily rejection of Bid document.
13.	Contact Persons	Mr. Arunava Saha – 23673403-06 (Extn – 212)

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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 Facility Management Services and tuning of the computing infrastructure including hardware, network, system software, database, application servers and utilities as per the requirements at West Bengal State Data Center, Kolkata and National Data Center, New Delhi for Directorate of Commercial Taxes, Gov. of West Bengal during the entire project duration 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 also would assist NIC for migration and testing of the applications and database and provide post-installation maintenance support for the computing infrastructure. 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 include any additional products or services required to achieve the functional objective of the project. The purchaser reserves the right to make changes to stated implementation activity or accept bidder’s recommendations for the same during implementation keeping within domain of the stated project objectives.

SECTION - B

SCOPE OF WORK & RESPONSIBILITY

For System Integrator

- 1) **Supply:** Entrusted bidder 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 & Implementation :** Installation, integration & implementation will be governed by the stated guidelines and associated standards & in line with the scope of work defined in this document. Installation, integration & implementation of all hardware components, system software, required tuning of the computing infrastructure including hardware, network, system software, database, application servers and utilities for optimal performances, registration of components with OEM or developer for post installation warranty support are the sole responsibility of the Bidder.
- 3) **Supply of Oracle related software :** Bidder 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, as per BoM.
- 4) **Supply, Installation & Implementation of SMS Server:** The e-service application will have SMS facility both at an individual as well as bulk level. Bidder has to supply and install required infrastructure platform (Hardware & System Software) for NIC to port and integrate the existing SMS application services in the new platform.
- 5) **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 bidder 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 bidder 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 of the 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.

- 6) **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.

- 7) **OEM responsibility:** Bidder to include confirmation from the respective OEMs for the products / solution proposed by them for the following:
- All product specific compliance information has been certified by the OEM
 - OEM has not withheld any information about the product / solution that undermines the objectives of the proposed solution
 - 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.
 - 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.
- 8) **Testing:** Entrusted bidder must test the installed and integrated systems(s) in-situ and produce system generated report showing that all asked-for minimum specifications and guidelines are met. Integration and testing of components may be jointly done by the WTL/Directorate and entrusted Bidder / System Integrator.
- 9) **Project Management :** Selected bidder will be required to perform the following project management tasks for the assigned areas:
- Provide a detailed strategy and work plan for their scope of work.
 - Identify and address functional/technical issues that may arise during the project.
 - 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).
 - Emphasize knowledge transfer, joint problem-solving, and resolve issues by discussions during daily interactions with the project staff.
 - Help in designing and implement adequate testing schedules.
- 10) **Technical Tasks for Project Implementation :** Selected bidder will be required to perform the following technical tasks for the assigned areas:
- Existing e-services Database and Application based on Oracle 10g and J2EE will be migrated by NIC/CTD to Oracle 11g platform. Bidder need to supply Oracle related software and all Hardware

related component (as per BoM) and Systems software to CTD. Bidder has to install, configure, integrate and commission all the hardware & software as per the requirements of NIC for NIC to migrate the applications. 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. Bidder also would assist NIC for migration and testing of the applications and database and provide post-installation maintenance support for the computing infrastructure.
- c. The Oracle Database for the proposed solution should be implemented in Real Application cluster (RAC) mode.
- d. Implement real time data synchronization between e-Service database and IMPACT application database (diagram - I as given in section - G (Diagram - I) in consultation with NIC.
- e. Support / Assist for hardware/OS upgrade with the application upgrade, re-installation and patch update will be the responsibility of the bidder.
- f. The bidder has to demonstrate the Backup/Restoration process and has to recommend the best practice.
- g. The bidder has to tune the computing infrastructure including hardware, network, system software, database, application servers and utilities as per the requirements through out the entire project duration.
- h. Post migration health check / assessment.

11) 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 in both Production and Development environment 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 application will be resolved by NIC/CTD. The selected bidder, if needed, is expected to liaison with NIC/CTD to ensure that the Complaint is resolved in the stipulated time frame.

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 between Internal Central Server Database and e-service Database to be configured and commissioned by the bidder. The schematic diagram for the real time Transaction replication solution, to be offered by the bidder, 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 systems 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 if the failure can be attributed to the bidder.

16) Bidder to implement Oracle Data-Guard (Provided by bidder) 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. WTL/CTD reserves to make amendments to the scope of work defined here within the solution perspective.

- 17) 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.
- 18) The successful bidder will be responsible for the DR drill quarterly or in the frequency as decided by the CTD.
- 19) The successful bidder will be responsible for the coordination with the existing Data Center Operator (DCO) 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 DCO at the WBSDC/NDC prior to the start of the activity.
- 20) **Acceptance:** After successful activities and related reports (jointly signed and sealed by CTD, NIC & WTL), acceptance will be considered over.
- 21) **Ownership:** After acceptance, porting of business information on ICT infrastructure, CTD will be the sole owner of the information repository, and associated processes. For procured system software, the CTD will be the licensee or owner as applicable by the terms and conditions by the licensor or developer.
- 22) **Single Point of Contact:** Entrusted bidder will provide single point of contact for availing warranty services, and monthly report must be submitted 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.
- 23) **Warranty:** All hardware, software and service items should have minimum warranty period of 5 (five) calendar years, from the date of successful commissioning & Final acceptance from the CTD of the whole integrated system. Within warranty period, entrusted bidder 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 bidder will provide after warranty with terms, conditions and penalty clauses laid 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 lead to forfeiture of PBG.

For National Informatics Center (NIC)

1. The scope of work of NIC would be to migrate the applications and database, required code modification, testing and change management.
2. NIC will provide the detailed requirements to the selected bidder to install, configure, integrate commission and tune the computing infrastructure including hardware, network, system software, database, application servers and utilities.
3. NIC along with the bidder will test the hosted applications to get final approval of CTD for Go Live.
4. NIC and CTD will provide post-installation application software and application database management.

For Directorate of Commercial Taxes

5. CTD seeks all the necessary permission (Space, Power, cooling etc.) from WBSDC & NDC for installation of Server systems.
6. CTD seeks all necessary permission from WBSDC & NDC for using requisite facilities / Services / Security Devices / Internet bandwidth etc. for hosting of CTD Web Server setup.
7. CTD will procure additional Enterprise Management Software (EMS) license of State Data Center for monitoring the CTD server infrastructure.

8. CTD will provide requisite space for workstations for the FMS support team in WBSDC.

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 Taxes 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 bidder 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 three 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.

"Gol" 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 Facility Management Services for Directorate of Commercial Taxes, GoWB".

- B) Declaration in bidder's letter head complying eligibility criteria duly signed and stamped 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 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 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 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 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, Version – 2.0, All Document & Financial Bid for Supply, Installation, Commissioning & System Integration of Server, Storage, System Software, Network & Peripherals along with 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 24.09.13 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 10.09.2013 at 15.00 hrs at premises of WTL. Bidder can end their queries as per format (Section - O) to Mr. Arunava Saha, Manager (Purchase) & copy to Mr. P. S. Mitra, Deputy Manager/Mr. Debasis Majumdar. 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
A. Organization Capacity			

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. Financial Profile			
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
C. Manpower Availability (Details are given in Section - K) for this project			
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
D. Certification			
The Bidder shall have currently valid quality certificate	10	CMMI level 5	5
		ISO 27001	5
E. Customer Feedback			
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 10% 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

Sl. No.	Scope of Work	Project Completion Time Line	Installation Location
1.	Installation and commissioning of infrastructure and e-service application in DC	Within Ninety (90) calendar days from the date of issuance of order.	(a) All material to be delivered and installed and commissioned within 75 days, (b) Migration (in all respects) and go-live of the system working with NIC within next 15 days after (a).
2.	Installation and commissioning of infrastructure and e-service application in DR	Within Ninety (90) calendar days from the date of issuance of order.	(a) All material to be delivered and installed and commissioned within 75 days, (b) Migration (in all respects) and go-live of the system working with NIC within next 15 days after (a).
3.	Installation and commissioning of Central Server infrastructure and application in DR	Within Ninety (90) calendar days from the date of issuance of order.	(a) All material to be delivered and installed and commissioned within 75 days, (b) Migration (in all respects) and go-live of the system working with NIC within next 15 days after (a).

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) 60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation.
- b) 35% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support.
- c) Remaining 5% payment of total Hardware & Software value will be released at the rate of 1% 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 otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of 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 fro damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

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 PRATICES

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.
- 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.
- 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 Profession Taxes 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 bidders 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, Version - 2.0, 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, thisday of2013

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

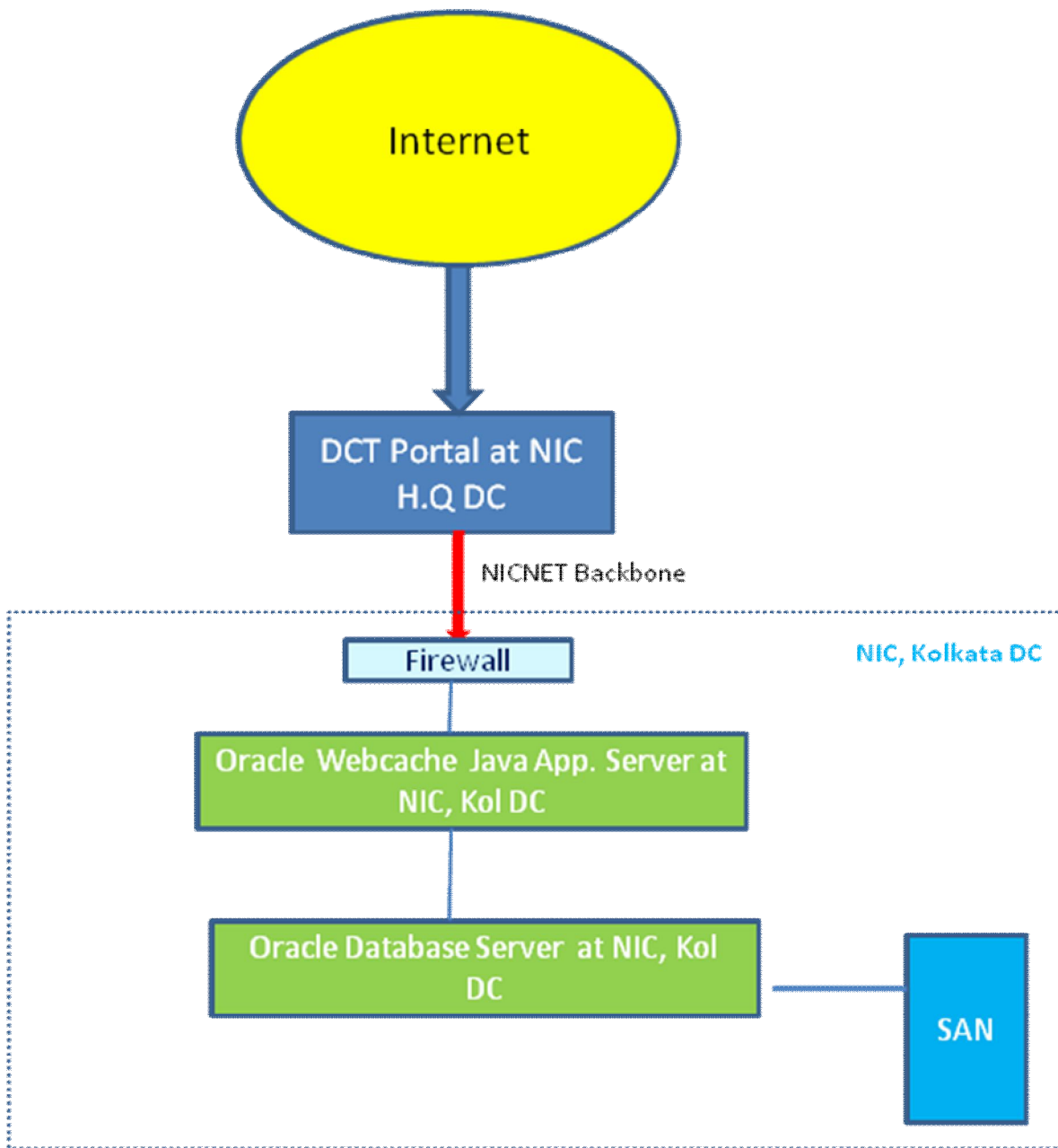
Signature & Authorized Verified by

.....
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

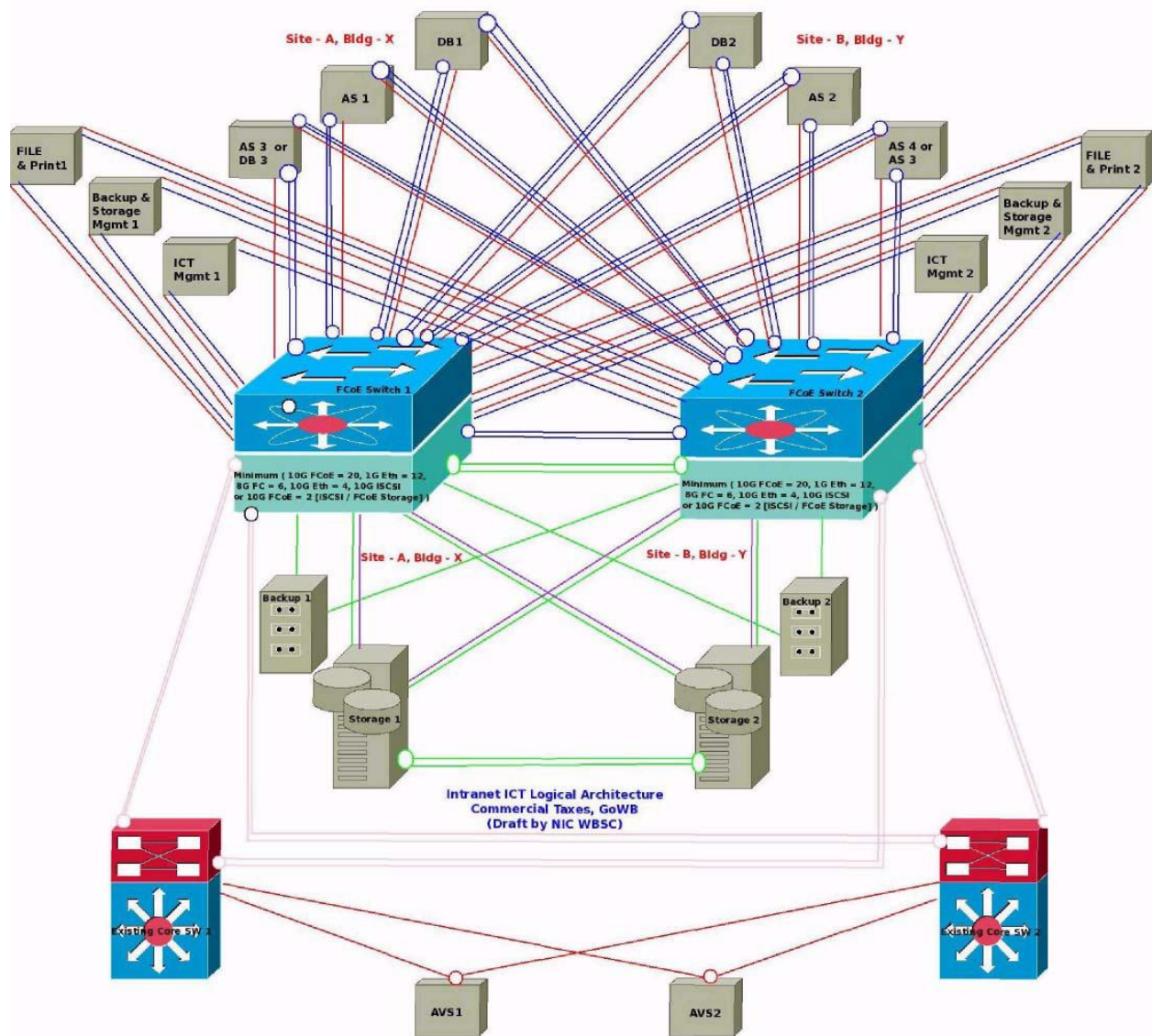
Total number of web servers	One
Installed at	NIC Kolkata Data Centre, 18 Rawdon Street, Kolkata-19
WEBSERVER/APPLICATION SERVER (Single server)	
EXISTING	
Number of CPUs currently populated	Two
Nos. of sockets available in the server	Two
Number of cores per CPU	Two
Total physical memory	8 GB
Total nos. 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 %
DATABASE SERVER	
EXISTING	
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 %
STORAGE	
Existing	
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

Sl. No.	Item Description	
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 iReport 4.2 Oracle Jdeveloper 10.1.3.4.0 Sql developer 2.1.1.64
3	Application server version.	OC4J 10.1.3.2 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 64 bit	Oracle 11g Release 2 Real Application Clusterware version 11.2.0.3.0 64 bit; 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 64 bit	Oracle 10.3 Weblogic Server version 10.3.6 64 bit with Clustering options; 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 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 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 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 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 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") Intel(R) Celeron(R) M CPU with 2065536 kB of memory	N/A	N/A	In production
12	Core Switch	2	Cisco Cat4500 E-Series	N/A	N/A	In 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.

While preparing the offer bidder 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

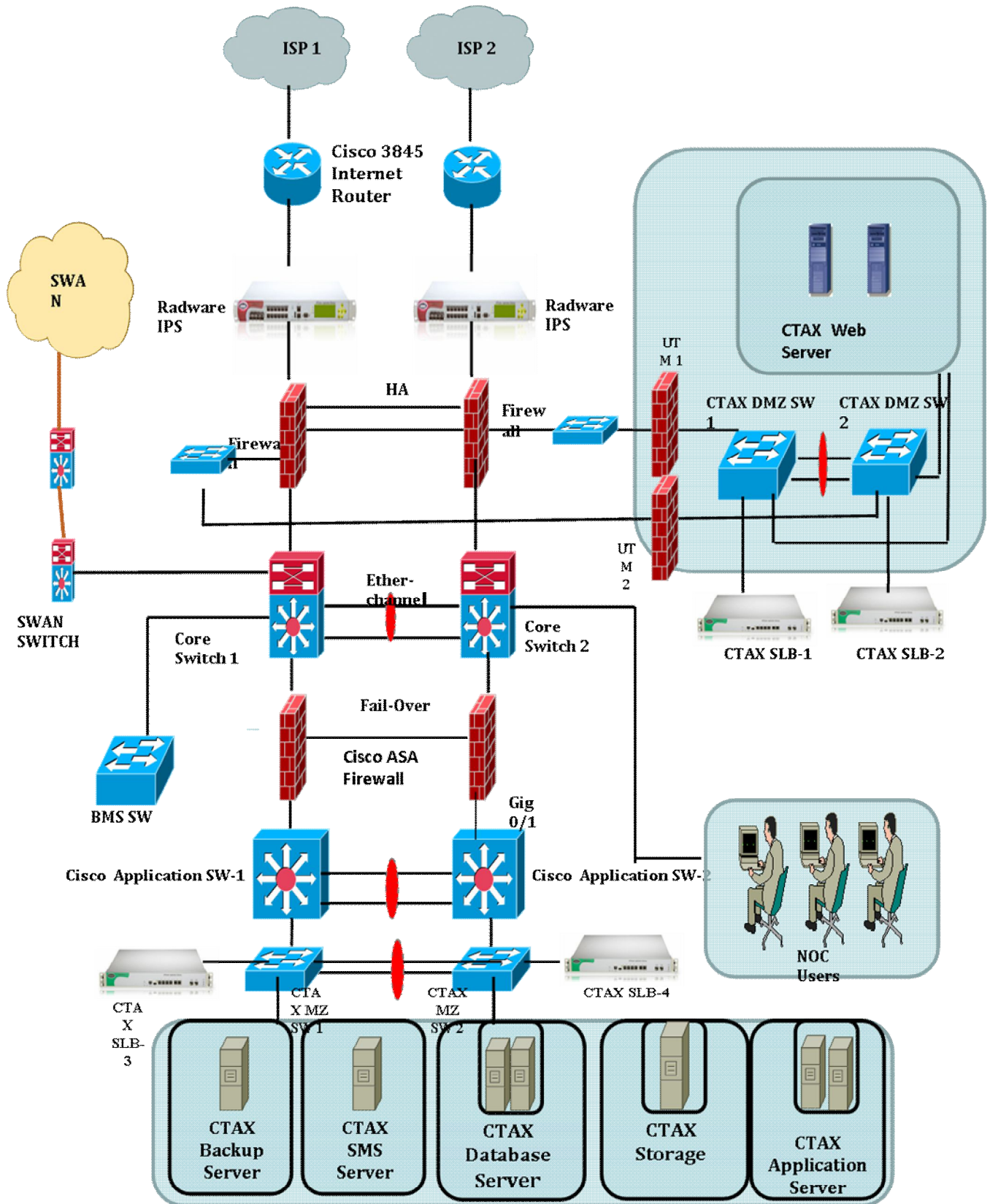
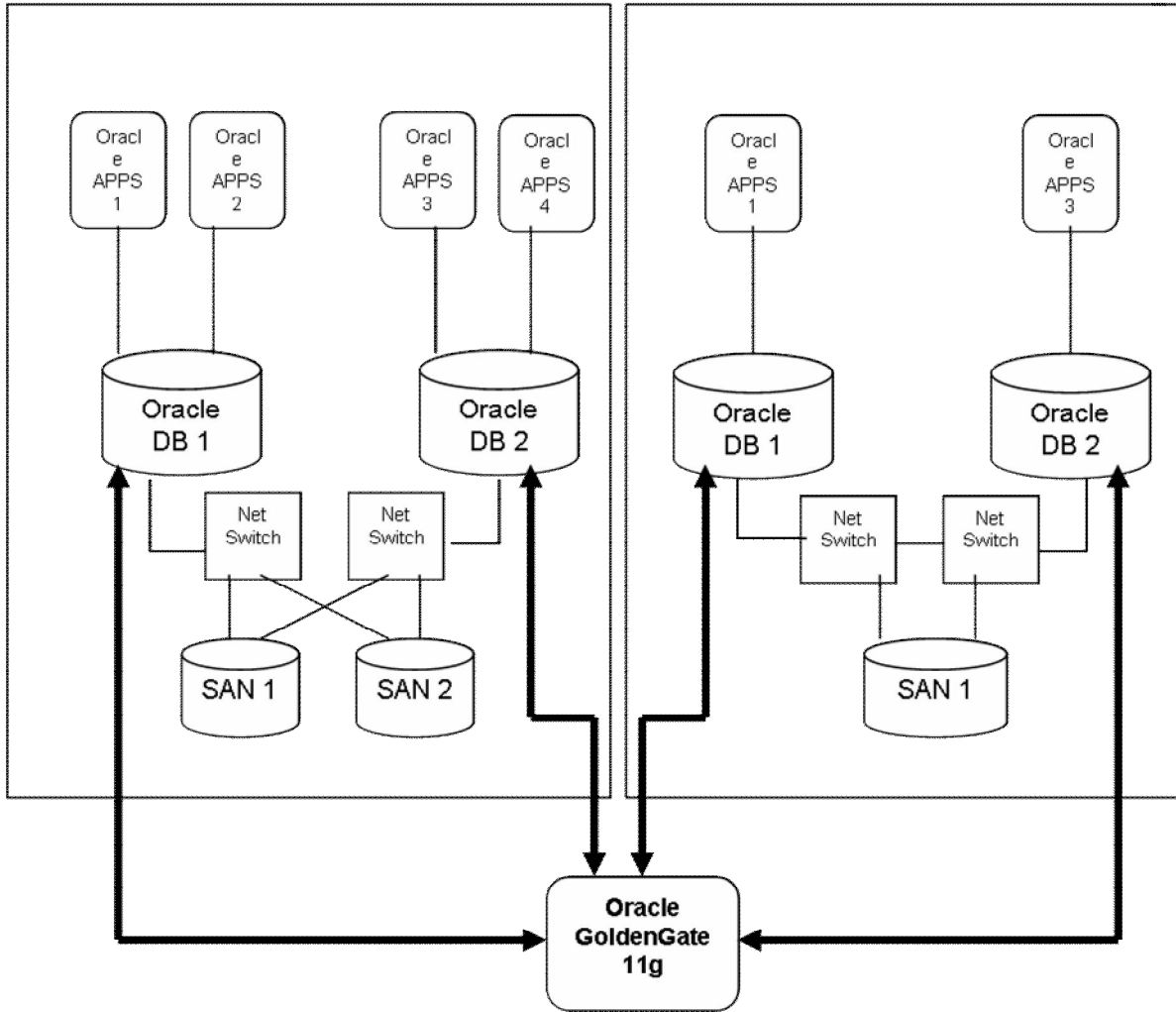


Diagram - I

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

Sl. No.	Type of Equipment / Component / Supply / Works	Qty.	Remarks
A. For WEB SERVER (DC) to be hosted at WBSDC, Kolkata			
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, LSB 4.x 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. For WEB SERVER (DR) to be hosted at NDC, New Delhi			
1.	Web Server (Server Type – A2)	01	As per Table A2 of Section – I
2.	Application Server (Server Type – A2) * 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 (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, LSB 4.x 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
C. Internal Central Server (DR) to be hosted at NDC, New Delhi			
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 (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

Quantity :		04 (Four) Nos.			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remarks
0	Server Core Factor	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 <i>P / C / T</i>			
1.1	Architecture	64 Bit architecture for all cores (if any) and all processors			
1.2	Processor Frequency	i Proc Freq. (in GHz), ii Proc. Freq. Boost (in MHz)			
1.3	Cache	i L1 cache ii L2 cache iii L3 cache all in MB			
1.4	Processor-Memory transport	i Bye / transfer ii Transfer / Sec, iii Bandwidth			
2	SPEC- CPU2006 Rates	SPEC CPU2006 Rates: SPECint_rate_base2006 >= 600 (Make and Model of quoted servers must be certified for SPECint_rate_base2006 (version 1.2) as per www.spec.org a. Provide printout of certifications from www.spec.org b. the same will be verified as applicable from www.spec.org)			
3	Memory	i Memory >= 512 GB using on minimum 1333Mhz. Memory module ii Max Memory support >= 768GB iii ECC / Equivalent, iv Online Spare or equivalent, v Lockstep or Equivalent vi RDIMM vii DDR 3 viii DDR Freq. 10660 Minimum			

4	VGA & Others	Separate VGA Memory >= <ul style="list-style-type: none"> i 16MB ii 1 No. of Video Port. iii 6 Nos. of USB port 			
5	RAID	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	Hot-swap , small form factor SAS drives	<ul style="list-style-type: none"> i Min. 2 nos, ii 15K rpm, iii Dual ported SAS 2.5" iv Min 300 GB raw capacity each 			
7	SAS Casing	<ul style="list-style-type: none"> i Min 8 , 2.5" ii Hot-swap / Hot Plug iii Dual ported casing 			
8	DVD-DL RW	1 no. of DVD-DL RW for each server.			
9	FC HBA	2 Nos. of dual Port 8 Gbps Fiber Channel HBA for connecting Storage in redundancy (Total 4 ports in two separate cards)			
10	Ethernet	<ul style="list-style-type: none"> i Min. 4 nos. of Gigabit Ethernet Port ii TCP/IP Offload Engine 			
11	Free Slot for adapters	Min. 4 nos., Mention type & Parameter			
12	Server Environment, Management	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	Power Supply (per server / per enclosure)	<ul style="list-style-type: none"> i Min. 2 nos. of hot-swap power- supply, ii Watt of each > fully configured and all components working requirements iii Efficiency Level min. 80 PLUS Platinum Certification 			
14	Certified Operating System	RHEL / SLES / Windows latest version			
15	Form Factor	Form Factor: Rack			
16	Non Destructive upgradeability	<ul style="list-style-type: none"> i software components, ii firmware iii Hardware components 			
17	RoHS, UL and FCC	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	Server Core Factor	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 P / C / T			
1.1	Architecture	64 Bit architecture for all cores (if any) and all processors			
1.2	Processor Frequency	i Proc Freq. (in GHz), ii Proc. Freq. Boost (in MHz)			
1.3	Cache	i L1 cache ii L2 cache iii L3 cache all in MB			
1.4	Processor-Memory transport	i Bye / transfer ii Transfer / Sec, iii Bandwidth			
2	SPEC- CPU2006 Rates	SPECPU2006 Rates: SPECint_rate_base2006>=350 Make and Model of quoted servers must be certified for SPECint_rate_base2006 (version 1.2) as per www.spec.org a. Provide printout of certifications from www.spec.org b. the same will be verified as applicable from www.spec.org			
3	Memory	i Memory>= 192 GB using on minimum 1333Mhz. Memory module ii Max Memory support >=384GB iii ECC / Equivalent, iv Online Spare or equivalent, v Lockstep or Equivalent vi RDIMM vii DDR 3 viii DDR Freq. 1066 Minimum			
4	VGA & Others	Separate VGA Memory>= i 16MB ii 1 No. of Video Port. iii 6 Nos. of USB port			
5	RAID	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	Hot-swap , small form factor SAS drives	i Min. 2 nos, ii 15K rpm, iii Dual ported SAS 2.5" iv Min 300 GB raw capacity each			

7	SAS Casing	i Min 8 , 2.5" , ii Hot-swap / Hot Plug iii Dual ported casing			
8	DVD-DL RW	1 no. of DVD-DL RW for each server.			
9	FC HBA For all Servers	1 No. of dual Port 8 Gbps Fiber Channel HBA for connecting Storage in redundancy (Total 2 ports in one card)			
10	Ethernet	i Min. 4 nos. of Gigabit Ethernet Port ii TCP/IP Offload Engine			
11	Free Slot for adapters	Min. 4 nos., Mention type & Parameter			
12	Server Environment, Management	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	Power Supply (per server / per enclosure)	i Min. 2 nos. of hot-swap power-supply, ii Watt of each > fully configured and all components working requirements iii Efficiency Level min. 80 PLUS Platinum Certification			
14	Certified Operating System	RHEL / SLES / Windows latest version			
15	Form Factor	Form Factor: Rack			
16	Non Destructive upgradeability	iv software components, v firmware vi Hardware components			
17	RoHS, UL and FCC	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

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

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

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

4	Nos. of Disks and RPM (Production)	<p>a) 4 x 200GB SSD</p> <p>b) 20 TB useable capacity (7D + 1P array) using maximum 600 GB disks.</p> <p>c) Any disks required for storage system OS etc should be provided additionally</p>			
5	Nos. of Disks & Capacity (Non Production)	<p>a) 24 TB useable capacity (7D + 1P array)</p> <p>b) NL-SAS/MDL-SAS disk.</p>			
6	Power, Cooling & Host Connectivity	<p>Power supply & Fans :</p> <p>a) Redundant</p> <p>b) Hot-swap</p> <p>Host Connectivity</p> <p>c) Minimum 20 Server to be supported</p>			
7	Mandatory features to be provided	<p>Unless specifically stated as "support only", specified functionalities should be included in offer.</p> <p>a) No single point of failure architecture.</p> <p>b) Clone copy / Incremental clone copy</p> <p>c) Point-in-time pointer based copy</p> <p>d) Thin provisioning and Storage Management software to be offered for full scalable capacity of the storage</p>			
8		<p>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.</p>			
		<p>b) It should be possible to span a volume and stripe data across all controllers / nodes for the maximum scalability configuration</p>			
		<p>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</p>			

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	Interfaces	Minimum a) 8 Gbps FC host port >=8 b) Device lanes >= 16			
2	Controller	a) Active -Active RAID controllers supporting RAID - 1, 5, 6 & 10 b) 16 GB usable Read/Write DRAM cache with host servers having direct access to the total cache for Data.			
3	Max nos. of Disks	a) Min. 200 SAS disks in the same disk system b) Partition supported >=128			
4	Nos. of Disks and RPM (Production)	a) 10 TB useable capacity (7D + 1P array) using maximum 600 GB disks. b) Any disks required for storage system OS etc should be provided additionally			
5	Nos. of Disks & Capacity (Non Production)	a) 10 TB useable capacity (7D+1P array) b) NL-SAS/MDL-SAS disk. c) 7.2K RPM			
6	Power, Cooling & Host Connectivity	Power supply & Fans : a) Redundant b) Hot-swap Host Connectivity Minimum 10 Server to be supported			
7	Mandatory features to be provided	Unless specifically stated as "support only", specified functionalities should be included in offer. a) No single point of failure architecture. b) Hot-spare disks support c) Clone copy / Incremental clone copy d) Point-in-time pointer based copy 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			
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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

Quantity :		03 (Three) Nos.			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remarks
1	Drives	a) 4 Tape drives of LTO Ultrium-6 b) 8 Gbps FC interface			
2	Tapes	a) 48 nos. of Ultrium-6 cartridge slots b) 60 nos. Barcode labeled cartridges, >=2500GB uncompressed, c) 5 cleaning cartridge.			
3	Features	a) Encryption b) web based management c) Linear tape file system or equivalent d) Path fail-over			
4	Power Supply & Cooling	a) Dual hot-swap power supply, b) Dual fans			
5	Backup Software and Licenses	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	IPv6 Compliant	a) Networking components b) Software components c) Firmware d) Hardware components			
7	Non destructive Upgradeability	a) Software components, b) Firmware 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

Quantity :		07 (Seven) Nos.			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remark
1	Interface	i) 24 x 10/100/1000 Gigabit Ethernet Ports ii) 4 Fiber uplinks (uplink port should support 1000 Base SX, 1000 Base ZX, 1000 Base LX modules iii) Uplink port shall support 10G modules			
	Power Supply & Fan	i) Redundant Power supply ii) Fan			
2	Performance	i) 75 Gbps switching fabric ii) Forwarding rate – atleast 50 Mbps iii) Configurable 5000 MAC address			
3	Protocol	L2 Protocol i) 802.1s ii) 802.1d iii) 802.1w iv) 802.3ad			
4	Layer-2 Features	i) IEEE 802.1Q VLAN encapsulation ii) 1000 VLANs support iii) Max. VLAN IDs = 4000 vi) Centralized VLAN Management v) Spanning-tree vi) Link Aggregation Protocol (LACP) vii) IPv6 compliance			
	Layer-3 Features	i) Static, RIPv1, RIPv2, RIPng ii) support for OSPF, BGP iii) support for PIM-SM, PIM-DM			
6	Management & Security	i) (Command Line Interface (CLI) ii) SNMPv1 iii) SNMPv2c iv) SNMPv3 v) Telnet vi) SSHv2 vii) RADIUS viii) 500 ACL entries ix) RMON I x) Port based ACL xi)NTP based on RFC 1305			
7	Quality of Service (QoS) &	i) Standard 802.1p CoS and DSCP			

	Control	ii) Control & data plane QoS ACLs			
8	Non destructive Upgradeability	i) Software components, ii) Firmware iii) Hardware components			
9	RoHS	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

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

4.	Network IPS Requirements	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.	Security Management Requirements	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	DDoS Specifications	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

Quantity :		04 (Four) Nos.			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remarks
1.	Architecture	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 4 Gbps L7 throughput form day one			
		The device should have minimum 2 Gbps of SSL throughput upgradeable upto minimum 3 Gbps			
		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 20000 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"> • Routing Mode : where client-side and server-side VLANs are on different subnets • Bridge Mode : where client-side and server-side VLANs are on the same subnets. • 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. 			
2.	Load Balancing Features	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"> • Cyclic - Round Robin • Weighted Cyclic • Least Connections • Least Bandwidth / proximity • Least Response time 			
		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"> • HTTP Header based redirection • URL-Based Redirection • Browser Type Based Redirection • Preferential Treatment (Cookie-Based) <p>Support End-to-End SSL Encryption (Backend Encryption)</p>			
3.	Server Management Features	i) Support Graceful shutdown of Servers			
		ii) Support Graceful Activation of Servers			
		iii) Support SSL initiation (SSL between SLB & Servers)			

4.	Virtualization	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.	Health Monitoring	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.	Redundancy	i) 1no. Power Supply			
		ii) 1no. 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.	Security	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.	Application Acceleration	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.	Management	i) Should support following Management Applications <ul style="list-style-type: none"> • Telnet • SSH • HTTPS • Console • SNMP • Should support GUI for configuration & monitoring 			
10.	Quality of Service (QoS)	i) Should have the capability to set the type of service (ToS /CBO)			
		ii) Should have the capability to set the Differentiated Services Code Point (DSCP /CBO)			
		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

Quantity :		At actual (please specify)			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remark
1	OS with cluster kit (Preferably Open Source)	For all Servers, Preferably POSIX compliant, LSB 4.x 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

Quantity :	04 (Four) Nos.
Make:	
Model:	

Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable - by the bidder)	Complied (Yes / No)	Remark
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: ●Administrator ●User ●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 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

Quantity :		04 (Four) Nos.			
Make:					
Model:					
Part No.					
Sl. No.	Component / Performance / Utility	Minimum Specification	Specification (Quoted / Applicable - by the bidder)	Complied (Yes / No)	Remark
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. 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 (1) Web Service, (2) DB service, (3) AS service, (4) SMS Service, (5) Backup service, (6) Storage Service (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, , Security Device, Hardware Load Balancer as per design & policy doc on EAL-4+ , LSB-4.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.I & 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, SMS & all HW & System Software Services installation, implementation with go-live certification	(1) Web Server (2) DB Server, (3) Application Server (4) SMS Servers, (5) backup Servers & 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

Sl. No.	Component / Performance / Utility	Minimum Requirement	Complied (Yes/ No)
A) FMS Management Service			
1.	Facility Manager	<p><u>Bidder should post at WBSDC during normal office hours including Saturday, Sunday and holidays:</u></p> <ul style="list-style-type: none"> ● 1 (one) BE/B. Tech with 5 years experience in FMS team lead <p><u>To be provided by the successful SI before signing of contract</u></p> <ul style="list-style-type: none"> ● Related certificates for the named engineer ● Certificate / engagement doc from relevant / user organization for the named engineer <p><u>Scope of Work of Facility Manager:</u></p> <ol style="list-style-type: none"> 1. Co-ordination with Authorized User Official 2. Vertical management of FMS staff 3. Weekly Review meeting with User, with minutes of the meeting 4. Support Service 5. Network design/redesign, vendor/manufacturer neutral ICT specifications etc. through FMS staff 7. Single point of contact for CTD and Data Center & DR Operator 8. Other related job as applicable 	
2.	System Administration (Installation, Diagnosis, configuration, configuration tuning, patching, backup & storage admin)	<p><u>Bidder should post at WBSDC during normal office hours including Saturday, Sunday and holidays:</u></p> <ul style="list-style-type: none"> ● 1 (one) BE/B. Tech with 3 years experience in Data centre with the relevant OS, Storage & Backup. <p><u>To be provided by the successful bidder before signing of contract</u></p> <ul style="list-style-type: none"> ● Related certificates for the named engineer ● Certificate / engagement doc from relevant / user organization for the named engineer <p><u>Scope of Work :</u></p> <ol style="list-style-type: none"> 1. Diagnosis of HW faults / problems 2. OS installation, patching, configuration & tuning 3. OS security and user administration 4. Storage & backup mgmt 5. New System design & specs 6. HW, OS, Storage & backup vendor activity co-ordination 7. Other related job as applicable. 	

3.	Technical Support team (posting not required)	<p>Scope of Work</p> <p>A: RDBMS Admin</p> <ol style="list-style-type: none"> 1. Diagnosis of problem in RDBMS 2. RDBMS installation, patching, configuration, & tuning 3. RDBMS security administration 4. Database backup & restoration 5. Management of RDBMS 6. RDBMS vendor activity co-ordination 7. Other related as applicable <p>B: Server Admin</p> <ol style="list-style-type: none"> 1. Diagnosis of problem in Web, Application Server, SMS Server & Application (as applicable) 2. Web, Application Server, SMS Server & Application installation, patching, configuration, & tuning 3. Web, Application Server, SMS Server (as applicable) & Application backup & restoration 4. Management of Web Server & Application, SMS Server & SMS Services Application, Application Server & Application, with security administration 5. Application, SMS Server vendor activity coordination 6. Other related as applicable <p>C: Network & Security Administration</p> <ol style="list-style-type: none"> 1. Installation, configuration, firmware updating of active components in LAN (switches, security device, Hardware LBS etc) 2. Network (LAN, WAN) security administration 3. Diagnosis of network connectivity failures, failure recovery tracking 4. LAN cable patching on demand 5. Integration with exiting / new LAN 6. Network Service Provider, Switches vendors activity co-ordination 7. Client OS service & security patching, troubleshooting and fixing 8. New LAN design, specs, integration with LAN/WAN 9. Other related job as applicable 	
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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) SMS Service, (5) Backup service, (6) Storage Service (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 (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 with go-live Certification	(1) Web Server (2) DB Server (3) Application Server (4) SMS Server (5) backup Server & 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)
A) FMS Management Service			
1.	Technical Support team (posting not required)	<p><u>Scope of Work</u></p> <p><u>A: RDBMS Admin</u></p> <ol style="list-style-type: none"> 1. Diagnosis of problem in RDBMS 2. RDBMS installation, patching, configuration, & tuning 3. RDBMS security administration 4. Database backup & restoration 5. Management of RDBMS 6. RDBMS vendor activity co-ordination 7. Other related as applicable <p><u>B: Server Admin, Storage and others</u></p> <ol style="list-style-type: none"> 1. Diagnosis of HW faults / problems 2. OS installation, patching, configuration & tuning 3. OS security and user administration 4. Storage & backup mgmt 5. New System design & specs 6. HW, OS, Storage & backup vendor activity co-ordination 7. Diagnosis of problem in Web, Application Server, SMS Server & Application (as applicable) 8. Web, Application Server, SMS Server & Application installation, patching, configuration, & tuning 9. Web, Application Server, SMS Server (as applicable) & Application backup & restoration 10. Management of Web Server & Application, SMS Server with security administration 11. Application, SMS Server vendor activity coordination 12. Other related as applicable <p><u>C: Network & Security Administration</u></p> <ol style="list-style-type: none"> 1. Installation, configuration, firmware updating of active components in LAN (switches, security device, Hardware LBS etc) 2. Network (LAN, WAN) security administration 3. Diagnosis of network connectivity failures, failure recovery tracking 4. LAN cable patching on demand 5. Integration with exiting / new LAN 6. Network Service Provider, Switches vendors activity co-ordination 7. Client OS service & security patching, troubleshooting and fixing 8. New LAN design, specs, integration with LAN/WAN 9. Other related job as applicable 	

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

Sl. No.	Component / Performance / Utility	Minimum Requirement	Complied (Yes / No)
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.I & 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 with go-live certification	(1) Web Server(2) DB server (3) Application server (4) SMS Server (5) backup server & 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

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

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.

**TABLE A22.1 – Oracle RDBMS & Application Software Component Requirements
For all Server (Web Server- DC-DR & Central Server- DR)**

Item	Version	Matrix	Term	License	Product Support (For five years)	Software Update (For Five years)
Oracle Database Enterprise Edition including software update and Product support	11g R2	Processor	Perpetual	Yes	Yes	Yes

Oracle Real Application Cluster Edition including software update and Product support	As applicable	Processor	Perpetual	Yes	Yes	Yes
Oracle Diagnostic Pack Edition including software update and Product support	As applicable	Processor	Perpetual	Yes	Yes	Yes
Oracle Tuning Pack Edition including software update and Product support	As applicable	Processor	Perpetual	Yes	Yes	Yes
Oracle Weblogic Suite Edition including software update and Product support	10.3.6	Processor	Perpetual	Yes	Yes	Yes
Oracle Web tier Edition including software update and Product support	As applicable	Processor	Perpetual	Yes	Yes	Yes
Weblogic Server Management Pack Enterprise Edition Edition including software update and Product support	As applicable	Processor	Perpetual	Yes	Yes	Yes
Oracle Golden Gate including software update and Product support	11g R2	Processor	Perpetual	Yes	Yes	Yes
Oracle Database 11g Standard edition	11g R2	Processor	Perpetual	Yes	Yes	Yes

TABLE – A22 – ORDBMS & Application Software with Features / Specification

Sl. No.	Software with License (nos. as applicable / Minimum 5 years / Perpetual License)	Nos. of Processor License (As per quoted Hardware) to be field in by the bidder
1	Oracle Database Enterprise Edition including software update and Product support	
2	Oracle Real Application Cluster Edition including software update and Product support	
3	Oracle Diagnostic Pack Edition including software update and Product support	
4	Oracle Tuning Pack Edition including software update and Product support	
5	Oracle Weblogic Suite Edition including software update and Product support	
6	Oracle Web tier Edition including software update and Product support	
7	Weblogic Server Management Pack Enterprise Edition Edition including software update and Product support	
8	Oracle Golden Gate Enterprise Edition including software update and Product support	
9	Oracle Database 11g Standard edition	04

Other Requirements:

1. All software to be provided with appropriate media and license (as applicable).
2. The bidder should provide the Annual Technical Support cost for the First (1st) year separately and not clubbed with the license cost. The Annual technical support should contain the software update and upgrade within the scope.
3. The bidder should separately provide the Annual Technical Support cost in a year-wise break up from the second year onwards till the five years.
4. Selected Bidder to provide Manpower support at user site for installation, maintenance and tuning of Database and Web logic Suite.

SECTION – J

FORMAT FOR TECHNICAL CAPABILITY OF BIDDER

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

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

(A) Project manager (5 Marks)				
Sl. No.	Name of Project Manager	Qualification (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) Server & Operating System (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech) : Maximum marks - 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – Maximum marks 0.5
1.				
2.				
(C) Storage & Backup (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech) : Maximum marks - 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – Maximum marks 0.5
1.				
2.				
(D) Network with Security expertise (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech) : Maximum marks - 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – Maximum marks 0.5
1.				
2.				
(E) Oracle Database (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech) : Maximum marks - 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – Maximum marks 0.5
1.				
2.				
(F) Oracle Web Logic (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech) : Maximum marks – 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – Maximum marks 0.5
1.				
2.				
(G) Facility Manager (2.5 marks for each resource)				
Sl. No.	Name of Engineers.	Qualification (Minimum B.E/B. Tech with MBA) : Maximum marks - 01	Minimum 5Years of Experience : Maximum marks 1	Certification (Certificate should Enclosed) – 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	<p>Is the firm</p> <ul style="list-style-type: none"> ▪ a Government/ Public Sector Undertaking ▪ a propriety firm ▪ a partnership firm (if yes, give partnership deed) ▪ a limited company or limited corporation ▪ a member of a group of companies, (if yes, give name and address and description of other companies) ▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project. 	
8	Is the firm registered with Sales Tax department? If yes, submit valid 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	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply , Integration, O&M) ▪ IT Company 	
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, Version – 2.0

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

Sl. No.	Name of Documents	Enclosed (Y/N)	Page No.
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 - O

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 filled against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

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

(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 Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

SECTION - R

PRICE BID

(Tender No. WTL/CT/HW/13-14/002, Version – 2.0)

Table – I : Price Details

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.)
A. For all Hardware, OS, LAN supply & work & Rack										
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	*							
TOTAL (RS.)										
Rupees										
B. For System Integration Charge										
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)									
TOTAL (RS.)										
Rupees										

C. For Facility Management Support Charge & Change Request Management charge										
Sl. No.	Item Description	Qty.	Unit	1 st Year Charge	2 nd Year Charge	3 rd Year Charge	4 th year Charge	5 th 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 Table A16 of Section-I)	05	Year							
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							
TOTAL AMOUNT (RS.)										
SERVICE TAX AMOUNT @12.36% (RS.)										
TOTAL AMOUNT WITH SERVICE TAX (RS.)										
Rupees (in words)										
D. For All Oracle Software, Update & Support										
D1. For Oracle License cost										
Sl. No.	Item Description	Qty. (To be filled by Bidder except Sl. No. 9)	Unit	Unit Price (Rs.)	Total Amount (Rs.)	VAT Rate (%)	VAT Amount (Rs.)	Service Tax Rate (%)	Service Tax Amount (Rs.)	Total Amount including Tax (Rs.)
1.	Oracle Database Enterprise Edition		No							
2.	Oracle Real Application Cluster Edition		No							
3.	Oracle Diagnostic Pack Edition		No							
4.	Oracle Tuning Pack Edition		No							
5.	Oracle Weblogic Suite Edition		No							
6.	Oracle Web tier Edition		No							
7.	Weblogic Server Management Pack Enterprise Edition Edition		No							
8.	Oracle Golden Gate Enterprise Edition		No							
9.	Oracle 11g Standard edition	04	No							
Sub Total										
Rupees (in words)										
D2. For Oracle Update and Support										
Sl. No.	Item Description	Qty.	Unit	1 st Year Charge	2 nd Year Charge	3 rd Year Charge	4 th year Charge	5 th Year Charge		
1.	Oracle Database Enterprise Edition software update and Product support		Year							
2.	Oracle Real Application Cluster Edition software update and Product support		Year							
3.	Oracle Diagnostic Pack Edition software update and Product support		Year							
4.	Oracle Tuning Pack Edition software update and Product		Year							

	support									
5.	Oracle Weblogic Suite Edition software update and Product support		Year							
6.	Oracle Web tier Edition software update and Product support		Year							
7.	Weblogic Server Management Pack Enterprise Edition Edition software update and Product support		Year							
8.	Oracle Golden Gate Enterprise Edition software update and Product support		Year							
9.	Oracle 11g Standard edition software update and Product support	04	Year							
SUB TOTAL AMOUNT (RS.)										
SERVICE TAX AMOUNT @12.36% (RS.)										
TOTAL AMOUNT WITH SERVICE TAX (RS.)										
Rupees (in words)										
Total Amount of D (Rs.) = D1 + D2										
Rupees (in words)										

(*) Bidder has to fill the blank unit & quantity where ever applicable in the table

Table – II : Price Summary

Sl. No.	Section	Total Amount including Taxes (Rs.)
1.	A. For all Hardware, OS, LAN supply & work & Rack	
2.	B. For System Integration Charge	
3.	C. For Facility Management Support Charge & Change Request Management charge	
4.	D. All Oracle Software, Update & Support	
TOTAL AMOUNT INCLUDING TAXES		
Rupees		

(*) All entry of Table – II Price Summary should come from the relevant rows of Table – I Price Details. Incase of any mismatch, Table – I entries to be considered.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of Company: _____

SECTION - S

DECLARATION OF ELIGIBILITY CRITERIA

Sl. No.	Criteria	Documents to be submitted	Document Submitted	Reference Page No.
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 Gol 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 Bidder 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.