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RFP Reference No.: EIII/66(2)/IT System/2022

Date: 02.05.2022

**Request for Proposal (RFP) for
Selection of Service Integrator for IT Facility Management Services
at Directorate General of Commercial Intelligence and Statistics**

Directorate General of Commercial Intelligence and Statistics
565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP,
Kolkata, West Bengal 700107
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BID SUMMARY - Datasheet

1.	Publication of Bidding Documents	02-05-2022
2.	Last date and time for receipt of Bidding Documents	17-05-2022, 1100 Hrs.
3.	Date and Time of Technical Bid Opening	17-05-2022, 12:00 Hrs.
4.	Bid Security	As per current Government orders, in lieu of bid security, bidders must furnish Bid Securing Declaration (BSD) as per format prescribed in Annexure-K2
5.	Place of opening of Bids <i>(Will be intimated to bidders over email if conducting through VC)</i>	Directorate General of Commercial Intelligence and Statistics 565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP, Kolkata, West Bengal 700107

Note:-

- Notice of any changes will be provided through e-mail from designated contact personnel only or website publishing.
- Further, please note that Financial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.
- All data/information, submitted vide documentary proofs/company records along this RFP, must be reported & will be treated as on date of publication of this RFP.

Glossary

Abbreviation	Description
DGCIS	Directorate General of Commercial Intelligence and Statistics
DC	Data Centre Site
DR	Disaster Recovery Site
RTO	Recovery Time Objective

RPO	Recovery Point Objective
ITD	Information and Technology Department
PSU	Public Sector Unit
TCO	Total Cost of Ownership
RFP	Request for Proposal
PBG	Performance DGCIS Guarantee
AMC	Annual Maintenance Cost
CAMC	Comprehensive Annual Maintenance Cost

Interpretation: The terms RFP, Tender, Bid have been used interchangeably and it shall be treated as one and the same for the purpose of this RFP document. All clarifications, amendments, modifications, supplemental RFP that may be issued in relation to this RFP shall be treated as part and parcel of the RFP and shall together constitute the RFP document.

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1. Introduction

1.1 Purpose

The Directorate General of Commercial Intelligence and Statistics (DGCIS), M/o Commerce and Industry, intends to select a Service Integrator for outsourcing of its Facility Management Services comprising of Comprehensive Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for Data Centre & Disaster Recovery site for a period of 2 years on TCO basis with the following objectives and envisaged outcomes that the successful bidder has to ensure throughout the contract period.

- ✓ Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems
- ✓ Observe best practices required to Operate, Maintain, Manage, Support and Service
- ✓ Help DGCIS to focus on the core business activities, service delivery to its customers & administration.
- ✓ Help DGCIS in freeing from the problems relating to vendor management, infrastructure, security, and performance management.
- ✓ Incorporate/adhere the security and Interoperability guidelines issued by DGCIS during the contract.
- ✓ Reduce costs of Infrastructure Monitoring and Management for DGCIS.
- ✓ Ensure compliance to the audits and the observations of regulatory bodies.
- ✓ Provide effective FMS as per the detailed scope defined in this RFP document.

1.2 Document Structure

This RFP is broadly organized into 9 sections as follows :

Section Number	Description
Section 1: Introduction	Describes the purpose of the document as well as the details contained in each section.
Section 2: About DGCIS	Provides a brief overview of DGCIS
Section 3: Instruction to Bidders	Provides detailed instructions to bidders
Section 4: Scope of Work	Provides bidders with the scope of work
Section 5: Service Level Agreement & Penalty	Provides the details on SLA and Penalty
Section 6: Bids and Bid Evaluation	Provides the process and criteria for evaluation of proposal
Section 7: Financial Terms and Conditions	Provides commercial terms & conditions

Section Number	Description
Section 8: General Terms and Conditions	Provides general terms & conditions
Annexures	Provides bidders with annexures format
Appendices	Provides bidders with Asset details

2. About Directorate General of Commercial Intelligence and Statistics (DGCIS)

The Directorate General of Commercial Intelligence and Statistics (DGCIS), M/o Commerce and Industry, is the premier organisation for compilation and dissemination of all trade related statistics of India. For this huge task, over time, it has created a Data Centre (DC) and a Data Recovery (DR) centre and has been implementing IT solutions through software packages written and maintained by its own officers.

3. Instruction to Bidders

3.1. General

- The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.
- All costs and expenses incurred by the Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by DGCIS, will be borne entirely and exclusively by the Bidder.
- No binding legal relationship will exist between any of the Bidders and DGCIS until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that DGCIS may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible System Integrator. The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Bidder.
- Every Bidder will, by submitting his Bid in response to this RFP, be deemed to have accepted the terms of this RFP and the Disclaimer.
- Bidders are required to direct all communications related to this RFP and Pre-bid queries,

Name: Shri Srijan Acharya	Email ID : s[dot]acharya[dot]dgcis[at]gov[dot]in
Designation : Deputy Director	Contact number : 98737 25055

- DGCIS may, in its absolute discretion, seek additional information or material from any Bidder/s even after the tender/RFP closes and all such information and material provided must be taken to form part of that Bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If DGCIS, in its absolute discretion, deems that the originator of any query will gain an advantage by any response to such query, then DGCIS reserves the right to communicate such response to all Bidders.
- Queries/Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 6.00 pm on any working days (Monday to Friday except holidays).
- DGCIS may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify any response.
- Bidder should not have been blacklisted/debarred from participation in the Bid process by any of the Govt. Departments/PSUs/DGCISs/Financial Institutes in India.
- DGCIS will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. DGCIS is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualify the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualify both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Financial Evaluation.

3.2. Pre-bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, DGCIS intends to hold an online Pre-Bid meeting on the date and time as indicated in the RFP. The link for the meeting shall be shared on the below mentioned websites. **The queries of all the Bidders, in writing, should reach by e-mail in the e-mail id mentioned above, minimum 24**

hours before the date of pre-bid meeting, on the email as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, will be allowed to attend the Pre-Bid meeting.

3.3. Publication of Tender/RFP Document

The soft copy of the Tender/ RFP document will be made available on

1. DGCIS's website: <http://www.dgciskol.gov.in/>

3.4. Non-Transferability of Tender/RFP

This tender/ RFP document is not transferable.

3.5. Statement of Confidentiality

This document contains information that is proprietary and confidential to Directorate General of Commercial Intelligence and Statistics (DGCIS), which shall not be disclosed outside the bidder's company, transmitted, or duplicated, used in whole or in part for any purpose other than its intended purpose. Any use or disclosure in whole or in part of this information without explicit written permission of DGCIS is prohibited. The RFP document is provided to the Bidder on the basis of the undertaking of confidentiality given by the Bidder to DGCIS. DGCIS may update or revise the RFP document or any part of it. The Bidder acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking. The Bidder will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with DGCIS or any of its customers, suppliers, or agents without the prior written consent of DGCIS. Any use or disclosure in whole or in part of this information without explicit written permission of DGCIS is prohibited.

3.6. Amendment to the Bidding/ Tender/ RFP document

- At any time prior to the deadline for submission of Bids, DGCIS, for any reason, may modify the Bidding/Tender/RFP document, by amendment or corrigendum.
- The amendment will be posted on DGCIS's website: <http://www.dgciskol.gov.in/>
- All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the Bid. DGCIS will not have any responsibility in case of any omission by Bidder/s.
- DGCIS at its discretion may extend the deadline for the submission of Bids.
- DGCIS shall not be liable for any communication gap. Further DGCIS reserve the right to scrap the tender or drop the tendering process at any stage without assigning any reason.

3.7. Language of Bid

The Bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and DGCIS and supporting documents and printed literature shall be written in English.

3.8. Documents Comprising the Bid

The bid consists of two proposals viz., technical proposal and financial proposal.

- Documents comprising the TECHNICAL PROPOSAL should be:
 - Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., Minimum Eligibility Criteria as per Annexure – ‘C’.
 - Technical Bid as per Annexure – ‘E’. Any technical Bid containing price information will be rejected.
 - Soft copy of minimum eligibility criteria along with documentary evidence, technical bid.
- Documents comprising the FINANCIAL PROPOSAL should be:
 - Complete Financial bid as per Annexure – ‘L’ with covering letter as per Annexure ‘K’.

Note: Soft copy of financial bid Price bids containing any deviations or similar clauses may be summarily rejected.

The Annexures to the RFP are

- a) Bidder’s information in the format as prescribed in **Annexure-A**;
- b) Bidder’s Financial details in the format as prescribed in **Annexure-B**;
- c) Information on Minimum Eligibility in the format as prescribed in **Annexure-C**;
- d) The Technical Proposal: The Technical Bid should be submitted in the format as prescribed in **Annexure-E** along with the covering letter in the format as prescribed in **Annexure-D**.
- e) Bidder’s competence declaration in the format prescribed in **Annexure – F**.
- f) Confidentiality-cum-Non-Disclosure Agreement in the format in **Annexure – G**.
- g) Confidentiality –cum- nondisclosure agreement as per **Annexure – H**.
- h) Resolution/Escalation Matrix in the format provided in **Annexure-I**;
- i) Non-Blacklisting Declaration in the format provided in **Annexure-J**;
- j) Performance Bank Guarantee format prescribed in **Annexure-K1**;

- k) The Financial Proposal: The Financial Bid should be submitted in the format as prescribed in **Annexure - M** along with the covering letter in the format as prescribed in **Annexure - L**.
- l) Scanned copy of the Bid Security Declaration as per format prescribed in **Annexure-K2**;

3.9. Bid Currency

Bids to be quoted in Indian Rupee only. Bids in currencies other than INR will not be considered.

3.10. Bid Security

In lieu of Bid Security Bid Securing Declaration is to be submitted by all bidders as per format prescribed in Annexure-K2.

3.11 Implementation schedule

- The Bidder shall be responsible for delivery of the services as indicated in the scope of work for a duration of two years from the date of signing of contract. The bidder shall commence all services after completion of Transition Period.
- Billing cycle will commence only after execution of SLA as per terms of the RFP.

3.12. Performance Bank Guarantee (PBG)

The selected Bidder will be required to provide a 3% of the total value of contract (**Please refer Total value of contract 'Z' of Annexure 'M'**) as Performance Guarantee (**Format at Annexure 'K'**), in the form of DGCIS guarantee from a Scheduled Financial Bank. The performance guarantee should be valid till at least three months period beyond the expiry of contract period i.e., 2 years. The same is required to be extended if the contract period is extended as per terms of RFP. The PBG is required to protect the interest of DGCIS against the risk of non-performance or default in RFP Term/s, including noncompliance of applicable statutory provisions including labour laws and any other laws/rules/regulations, by the successful Bidder. Default in successful implementation of the conditions of the contract, may warrant the invoking of PBG, and also if any act of the bidder results into imposition of Liquidity Damages/Penalty, then DGCIS reserves the right to invoke the submitted Bank Guarantee.

3.13. Liquidity Damages

Please refer to **Section 5: Service Level Agreement and Penalty** for detailed Service Level Requirement and Penalty.

3.14. Period of Validity of Bids

- Prices and other terms offered by Bidders must be valid for a period of 180 days from the date of submission of commercial Bid for acceptance by DGCIS.
- In exceptional circumstances DGCIS may solicit the Bidders' consent for extension of the period of validity. Any such request and response thereto shall be made in writing. The Bid security provided shall also be extended.

3.15. Format and Signing of Bids

- Each Bid shall be submitted in two parts:
- Part I: consists of Minimum Eligibility Criteria, Technical Bid and Masked Financial Bid [price Bids without any price]. The above contents will be referred to as "Technical Proposal".
- Part II: covering only the Financial Bid herein referred to as "Financial Proposal"
- The Original Bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall put their initials on all pages of the Bids, except for un-amended printed literature.

3.16. Deadline for submission of Bids

- The Bids must be received not later than the last date of Bid submission as indicated in the Bid Summary – Datasheet (Page no.2)
- DGCIS may, at its discretion, extend the deadline for submission of Bids by amending the Bid documents with intimation on the mentioned website, in which case, all rights and obligations of DGCIS and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

3.17. Late Bids

Any Bid received by DGCIS after the deadline for submission of Bids prescribed by DGCIS will be rejected and returned unopened to the Bidder.

3.18. Opening of Bids by DGCIS

On the scheduled date and time, Bids will be opened by DGCIS Committee on the specified date and time.

3.19. Clarification of Bids

During evaluation of Bids, DGCIS, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

3.20. Preliminary Examinations

- DGCIS will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the Bids are generally in order etc.
- DGCIS may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of DGCIS is final towards evaluation of the Bid documents.

3.21. Proposal Ownership

The proposal and all supporting documentation submitted by the Bidder shall become the property of DGCIS unless DGCIS agrees to the Bidder's specific request/s, in writing that the proposal and documentation be returned or destroyed.

3.22. Consortium or Sub-Contracting

The Bidder may choose to form Joint-Venture or Consortium with one or more partner to bid for this tender. The Bidder may also outsource the work assigned by DGCIS, to third party or sub-contractor and attend all complaints registered by DGCIS through its own and the permitted sub-contracted service/support infrastructure only. The resources / personnel provided by the bidder should adhere to the requirements (qualifications and experiences) as specified in the original RFP. In any case, the prime bidder will be responsible for the ownership of the project. All queries and complaints will be attended to and resolved by the Prime Bidders official personnel only.

3.23. Price Composition & Variation

- The Bidder should clearly furnish the cost matrix strictly as per the structure, if any. Any deviation may lead to Bid rejection. Also, no options should be quoted other than as per the Financial Bid. Wherever options are given, the Bid is liable to be rejected.
- The commercial offer shall be on a fixed price basis. No price variation relating to cost of consultancy excl. taxes (present and future) will be entertained for any work assigned during the period of contract.
- Only GST will be paid as actual as per statutory revision.
- Date of initiation of project shall be date of the sign-off. The same date shall be considered for renewal of support services etc., if applicable.

3.24. Timely availability of Support Services

The Bidder should have proper and adequate support mechanism in place at Kolkata, to provide all necessary support under this project.

3.25. Manuals/Drawings

The Bidder shall provide complete technical and other documentation/s for the services supplied during the period of contract. All the manuals shall be in English and must be clearly indicative of services supplied.

3.26. Bid Evaluation

- DGCIS may use the services of external consultant for normalization of bids and evaluation of bids
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) as per terms of RFP.
- **Detailed bid evaluation methodology and selection of bidder is given in Section 6.**

3.27. Modification and Withdrawal

- Every Bidder shall submit only one proposal. If any Bidder submits more than one proposal, all such proposals shall be disqualified.
- The Bidders are advised to submit the Bids only after the Pre-Bid Meeting as the Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be allowed to be modified after the deadline for submission of Bids. No Bidder shall be allowed to withdraw the Bid if Bidder happens to be successful Bidder.
- DGCIS has the right to reject any or all Bids received without assigning any reason whatsoever. DGCIS shall not be responsible for non-receipt / non- delivery of the Bid documents due to any reason whatsoever.

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid if bidder happens to be successful bidder.

3.28. Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the Bid except in the Financial Bid. Failure to do so will make the Bid liable to be rejected.

3.29. Terms and Conditions of the Bidding firms

The Bidding firms are not required to impose their own terms and conditions to the Bid and if submitted will not be considered as forming part of their Bids. The Bidders are advised to clearly specify the deviations as per Annexure-C in case terms and conditions of the contract applicable to this RFP are not acceptable to them. The Bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

3.30. Local conditions

Bidders must acquaint themselves with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

3.31. Contacting DGCIS or putting outside influence

Bidders are forbidden to contact DGCIS or its Consultants on any matter relating to this Bid from the time of submission of Financial Bid to the time the contract is awarded. Any effort on the part of the Bidder to influence Bid evaluation process, or contract award decision may result in the rejection of the Bid.

3.32. Proposal Content

The Bidders' proposals are central to the evaluation and selection process. Therefore, it is important that the Bidders carefully prepare the proposal. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder's interest in the project.

3.33. Banned or Delisted Bidder

Bidders have to give a declaration that they have not been banned or delisted by any Government, PSUs and its subsidiaries. If this declaration is not given, the Bid will be rejected as non-responsive. This declaration will be submitted along with the Technical Bid. The format for such declaration is as provided in Annexure – M.

3.34. Compliance with Laws

- a) The Bidder shall undertake to observe, adhere to, abide by, comply with and notify DGCIS about all laws in force or as are made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep DGCIS indemnified, hold harmless, defend and protect DGCIS and its employees/officers/staff/ personnel/representatives from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- b) The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project/contract, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate DGCIS and its employees/ officers/ staff/ personnel/ representatives from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and DGCIS shall give notice of any such claim or demand of liability within reasonable time to the Vendor.

3.35. Intellectual Property Rights

The Bidder warrants that in the event of its selection as the Service Integrator : -

- A. The Inputs to be provided by it shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.
- B. It further warrants that the Deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.
- C. The Bidder acknowledges that business logics, workflows, delegation and decision-making processes of DGCIS are of business sensitive nature and hence shall not be referred to other clients or Original Equipment Manufacturer (OEM) of the software.

The project shall be deemed as incomplete in case the desired objectives of the project as mentioned in the scope of the project are not met and in case the system is unable to facilitate the processes duly supported by various requirements as envisaged in the RFP.

3.36. False / Incomplete statement

Any statement/declaration made by the Bidder, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender/Bid process or in the event of his Bid/tender having been accepted, at any stage of the contract, shall render his/their Bid(s)/tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- a) If such statement is found at the tender stage, tender/Bid will be summarily rejected.
- b) In case such a statement is found at the contract stage, DGCIS may take at its discretion appropriate action as provided in the RFP for termination of the contract including invocation of the PBG.

3.37. Force Majeure

In the event of either Party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the Contract, the relative obligation of the Party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire, Flood and Acts and Regulations of respective government of the two Parties directly affecting the performance of the Contract.

Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions lasting for more than 3 (three) months, DGCIS shall have the option of cancelling this Contract in whole or part at its discretion without any liability on its part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

4. Scope of Work

DGCIS intends to select a Service Integrator for outsourcing of its Facility Management Services comprising of Comprehensive Annual Maintenance Contract (AMC) and Facility Management Services for Data Centre & Disaster Recovery site for a period of 2 years on TCO basis with the following objectives and envisaged outcomes that the Service Integrator has to ensure throughout the contract period.

- ✓ Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems
- ✓ Observe best practices required to Operate, Maintain, Manage, Support and Service
- ✓ Help DGCIS to focus on the core business activities, service delivery to its customers & administration.
- ✓ Help DGCIS in freeing from the problems relating to vendor management, infrastructure, security, and performance management.
- ✓ Incorporate/adhere the security and Interoperability guidelines issued by DGCIS during the contract.
- ✓ Reduce costs of Infrastructure Monitoring and Management for DGCIS.
- ✓ Ensure compliance to the audits and the observations of regulatory bodies.
- ✓ Provide effective FMS as per the detailed scope defined in this RFP document.

The following section provides an overview on the present IT Infrastructure setup at DGCIS.

Present IT Infrastructure setup at DGCIS.

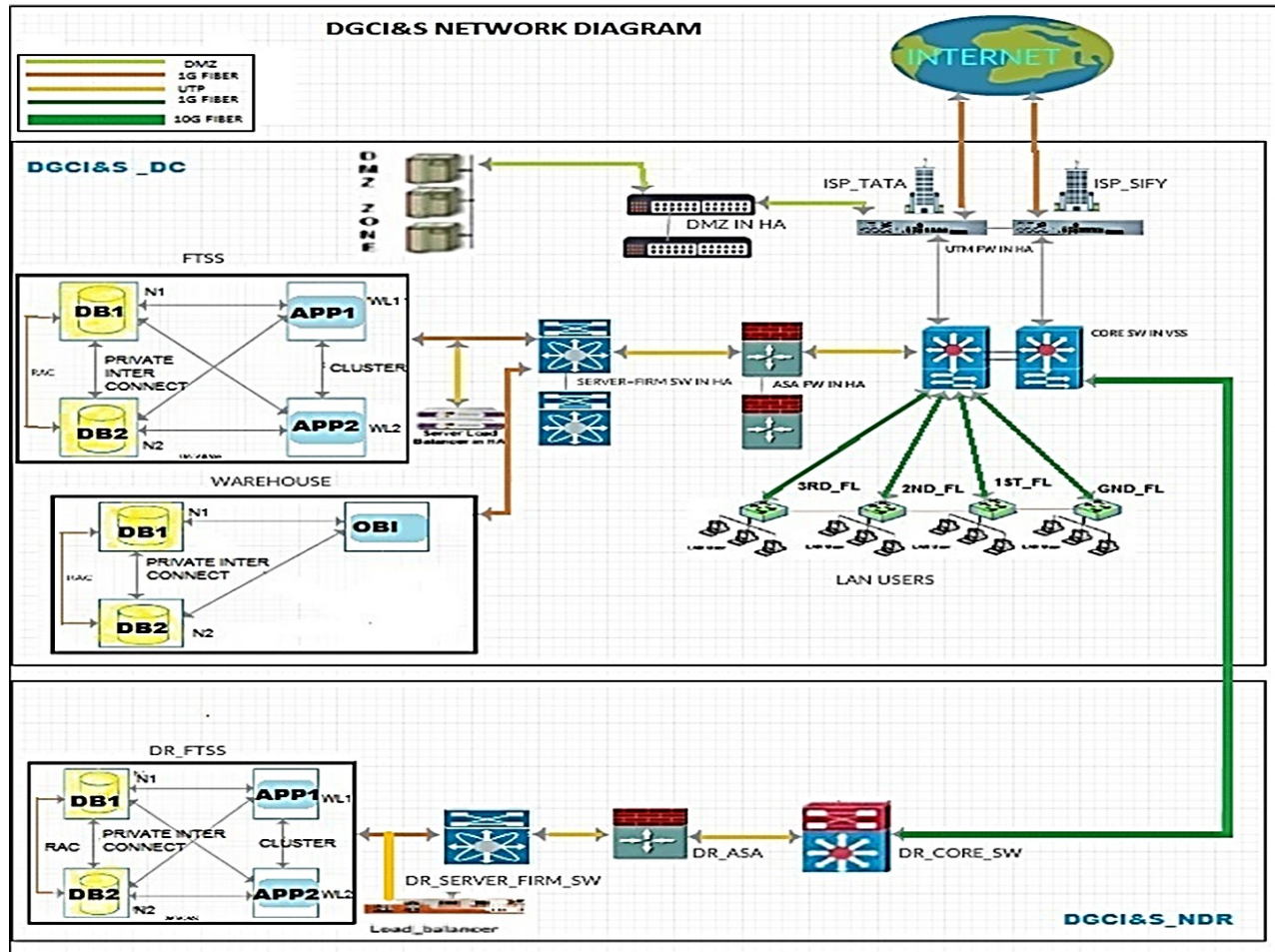
DGCIS has centralized setup with Data Centre [DC] and Disaster Recovery [DR] Site at its premises in Kolkata. All applications are hosted at Data Centre, Kolkata and are accessed by all end users over LAN. All the sections/units of the DGCIS office are connected through LAN. Following provides a brief overview about DGCIS's present IT infrastructure:

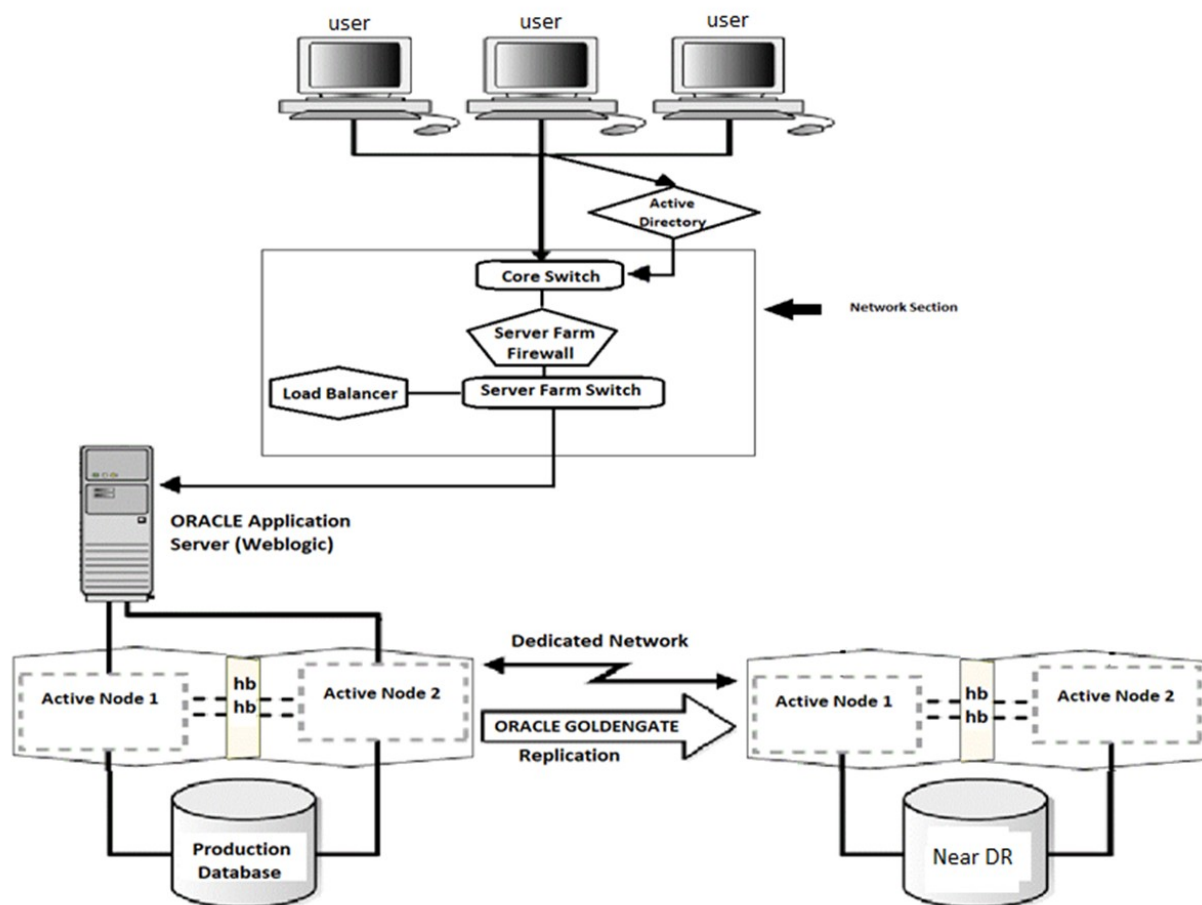
- **Core-Switch:** Core switches are backbone of whole network system of DGCI&S, It is responsible for routing and forwarding at the highest level. DC to DR connectivity is established by DC to DR site core switch, core switch is configured in VSS(Virtual Switching System) mode which provides fault tolerance and high availability.
- **Fortinet Firewall:** Fortinet Firewall is configured in High Availability mode; it provides security and protection to whole DGCI&S network with its rich set of security policies and antivirus feature, cisco ASA is between server farm switch to core switch which provides add-on security to server.
- **DMZ :** All web applications are broadcasted to public network via DMZ network of firewall in order to provide security to web applications.

- **Active Directory:** All clients are joined in domain and each are authenticated with AD server and different authorization and access level are defined at this server.
- **Oracle Database:** Production and Warehouse oracle database is configured as 2 node RAC(Real Application Cluster), which provides High Availability, Fault Tolerance and Load balancing.
- **Oracle Golden Gate:** Database objects are being replicated with Oracle Golden Gate utility.
- **Oracle WebLogic:** In the Application server, Oracle Forms and Reports Services are provided with Oracle WebLogic Server (Middleware), Business Intelligence Application is also running beyond WebLogic Platform (Different Server).
- **SPARC T7-1 Server:** Oracle's SPARC T7-1 server is also present which acts as a resilient system that ensures security and performance. This system is based on the SPARC M7 processor. DGCIS has four T7-1 servers for Production Environment
- **Oracle FS1-2 Storage:** The Oracle FS1-2 flash storage system delivers enterprise-grade storage capabilities that are optimized for flash media and engineered with Oracle software. DGCIS currently has two FS1-2 Storage for DC-DR environments
- **Symantec NetBackup:** It is backup solution from Symantec v7.7.3, which is used to run automated backup and restore functions in Tape devices. Oracle X5-2 server is used as a backup Server.& SL150 as a tape drive
- **LDOM: Solaris:** LDOM is a server virtualization and partitioning technology that is used to host multiple instances of Solaris virtual machines (VMs) on an Oracle server. Solaris 11.3 is used as OS in production environment.
- **Brocade SAN S/W:** SAN switch is used to connect servers, storage and tape library in SAN environment.
- **LDAP:** LDAP Server is used to authenticate Internet Users.

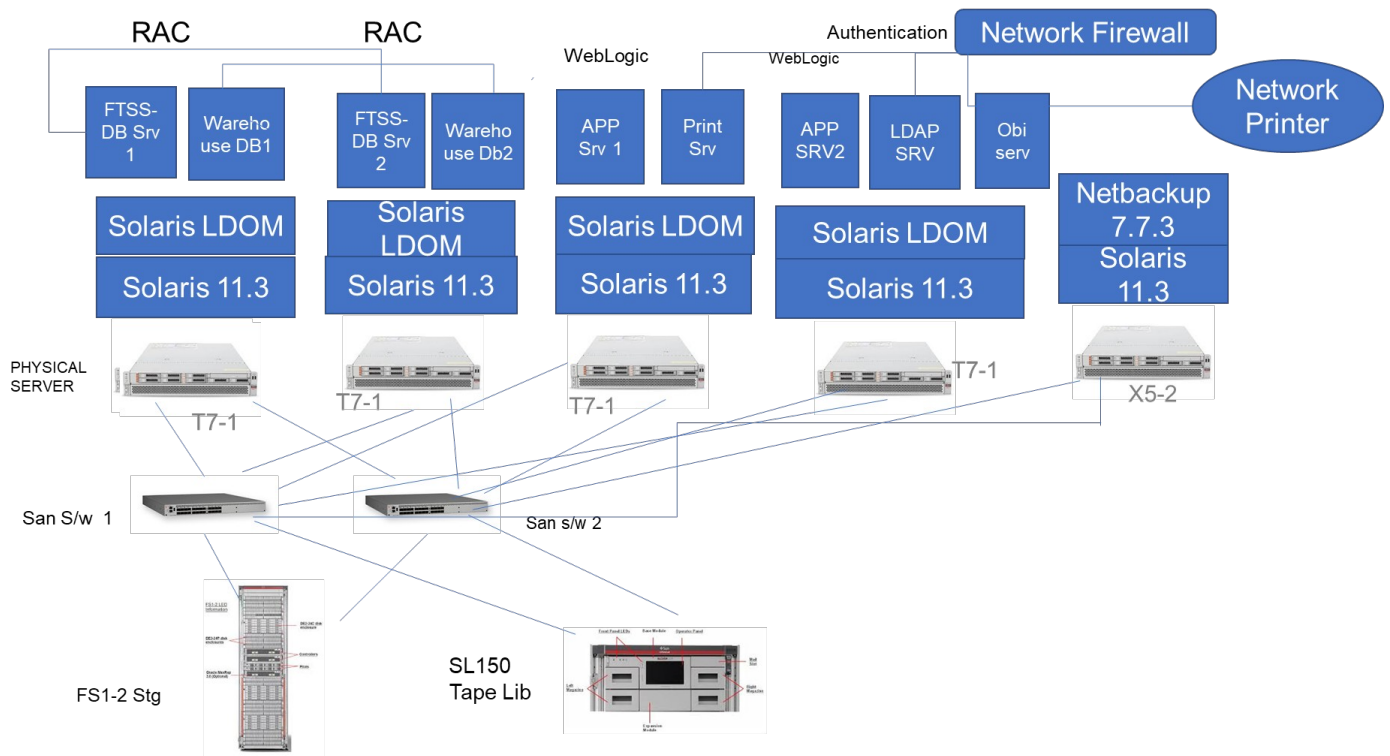
The following diagrams provide a broad overview of the IT Infrastructure presently available in DGCIS:

IT Infrastructure Diagram (DC/DR)





Server & Storage Architecture- DC



A. Wide Area Network

Presently DGCIS has two connectivity modes, through primary (Tata) and secondary (Sify) Internet Service Providers (ISPs).

B. Local Area Network

In DGCIS' office the LAN is based on Layer 3 and Layer 2 switches. The switches used at the different floors of the office buildings are managed. All switches are property of DGCIS and are under AMC with respective vendors.

- Refer Appendix - 6 for broad list of network inventory.

C. Applications

- Refer Appendix - 6 for broad list of applications.

D. Hardware and Licensed Software

- Refer Appendix - 6 for broad list of Hardware and Licensed Software

Detailed Scope of Work

The Selected Bidder shall provide Facility Management Services including Comprehensive Annual Maintenance Services for Data Centre and Disaster Recovery Site equipment which are not covered under warranty which inter-alia include replacement of parts as and when required at DGCIS's office in Kolkata.

Facility Management Services shall be provided by the Bidder for all the equipment indicated in the Annexure irrespective of they are under AMC.

The Bidder shall submit complete details of Personnel to be deployed at DGCIS. The bidder shall carryout due-diligence, background verification and submit referral check including Police verification for all their personnel deployed at DGCIS. DGCIS reserves the right to accept/reject the proposed personnel.

Bidder shall be required to deliver all the following services and improve upon them on continuous basis throughout the project lifecycle. The scope of work includes the following items but to limited to them. The detailed scope of work is given below:

4.1. Project Management and Governance

Bidder shall follow the Project Management and Governance methodology having comprehensive set of methods, practices, and techniques to support successful delivery of the proposed project to achieve the objectives of the project. Bidder needs to focus in the following areas as part of its comprehensive Project Methodology.

- a) Aligning the project plans with DGCIS's objectives to verify the project meets DGCIS's requirements and timelines
- b) Defining project expectations, objectives, milestones, and deliverables to reduce the risk associated.
- c) Assigning direct ownership of project deliverables and dependencies with clarity and focused approach.
- d) Executing effective and flexible communication methods to bring common understanding on the status of the project.
- e) Monitoring the risk plan and executing contingency plans to minimize the impact on the project.
- f) Managing changes to scope which impact the schedule, quality and costs to align the changes with DGCIS's priorities.
- g) Continuous improvement in service delivery throughout the project lifecycle.
- h) Innovative use of the available technology to meet the expectation of DGCIS in achieving its objectives.

The Bidder shall deploy required personnel at DGCIS's premises as specified in the RFP. The Operation Team Lead cum DBA will manage the project as a whole and act as an

interface between DGCIS and the Bidder during the contract period. He will be single point of contact on behalf of Bidder.

4.2. Delivery of services based on ITIL framework

The Bidder shall use ITIL based framework for the delivery of services under the project. The bidder shall submit at the start of project, detailed methodology including organizational setup, project management and transition plan which is proposed to be followed by itself for the delivery of services during the contract period using ITIL framework.

4.3. Transition Management

The Bidder shall have his team onsite for takeover from existing vendor for a minimum transition period of 14 calendar days prior to beginning of the contract. This will be treated as knowledge transfer phase and no payments will be made for this period. During this transition period, the Bidder shall maintain steady operation of all services and maintenance of current service and takeover controls and responsibility from the existing vendor. The bidder shall be required to improve and optimize on the current processes by studying and analysing the existing processes with reference to ITIL framework. The gaps in the current process shall be reported and improvement plans shall be implemented in consultation with DGCIS.

4.4. Data Centre (DC) and Disaster Recovery Site (DR) management

The broad scope of work for DC and DR infrastructure maintenance is given below:

4.4.1 The Bidder shall ensure and take necessary steps to ensure Data Centre operations and maintenance. Further, bidder shall recommend solutions, prepare documentations, and project plans to ensure:

- (i) Efficient power usage without impacting the data centre operations
- (ii) Scalability to meet future IT requirements.
- (iii) Availability and redundancy for all critical components to provide maximum uptime
- (iv) End to end security to protect against malicious attacks, theft
- (v) Monitor ongoing health of data centre equipment (such as compute, storage etc.) and detect failures

4.4.2 Maintenance of the necessary basic Infrastructure of the Data Centre equipment is provided in **Appendix - 6**.

4.4.3 Successful bidder will undertake Facility Management service for Data Centre Infrastructure onsite from 9 am to 7 pm Monday to Friday on every week. In case of emergency, the successful bidder shall provide support services as and when required in consultation with DGCIS. The work involves monitoring, operations and

management of Data Centre Infrastructure with 98.00 % up time measured on monthly basis. All the critical calls will be attended at response time not more than 15 minutes.

- 4.4.4 To monitor, manage and troubleshoot the various components of the data centre components and to provide the first level support in case of any issues.
- 4.4.5 Selected Bidder should perform periodic Drills at Data Centre for smooth operation of Data Centre. **Reports of Drills (minimum quarterly) should be submitted to DGCIS.**
- 4.4.6 As this is a comprehensive contract, maintenance of equipment and replacement of all new original spares in original packing for proper functioning of all systems and includes all Hardware under AMC. The services consist of preventive and corrective maintenance and include carrying out necessary repairs
- 4.4.7 The Bidder shall carry out preventive and corrective maintenance activities on quarterly basis. The bidder shall maintain the LogBook for such preventive and corrective maintenance activities. For such preventive maintenance, the Bidder shall inform DGCIS prior to 3 days and undertake the activity with written consent of DGCIS. For Scheduled and Preventive Maintenance by Bidder for the Hardware /or Software /or Active /or Passive shall be done with written prior intimation to DGCIS at least 72 hours in advance.
- 4.4.8 Preventive Maintenance Activities should include the following
 - a. Checking for any loose contacts in the cables & connections for the respective infrastructure and equipment.
 - b. Run diagnostics tests on respective infrastructure and equipment.
 - c. Cleaning and removal of dust and dirt from the interior and exterior of the equipment.
 - d. Ensuring that cabling diagrams are updated, whenever there are modifications.
 - e. Ensuring the management of rack space equipment as needed.
 - f. Ensuring that all Media (CD/DVD) of Software/Tools, OEM Documentation (Knowledge base), Manuals, backup tapes, disks and other media are kept properly labelled and organized in Catalogue. Carrying out and verifying back-ups consistency on regular interval.
 - g. Checking and listing all wear and tear of the equipment and site environment
 - h. Ensuring no flammable material is present.
 - i. Bidder needs to ensure cleanliness within Data centre. Data Centre need to be cleaned regularly.
- 4.4.9 Corrective Maintenance Services should include the following.
 - a. AMC / troubleshooting of hardware problem of IT Infrastructure including network (active / passive) equipment's, Security and Non-IT infrastructure equipment's, UPS, Servo Stabiliser, Rack, and others and rectification of the same.
 - b. Troubleshooting of problems arising in the network and resolving the same.
 - c. Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
 - d. The Bidder shall keep a format (including registration of complaints/ problems) of corrective maintenance services and shall provide to DGCIS as and when required.

- 4.4.10 Selected bidder should maintain all the equipment as per OEM guidelines and should take corrective action suggested in preventive maintenance report. No additional payment will be made for any equipment/accessory replacement recommended by OEM i.e., **replacement of equipment and/or associated accessories should be covered under AMC itself.** In case any of the equipment attains EOS/EOL/EOSL and is not supported by OEM within the contract period, Vendor to provide support on best effort basis or alternate arrangement for that equipment without SLA.
- 4.4.11 The selected bidder shall have to maintain necessary onsite spares to ensure that the SLA is met for the entire contract period. The selected bidder should directly provide necessary Comprehensive AMC arrangement.
- 4.4.12 Component that is reported to be down should be either fully repaired or replaced by suitable temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA) till such time of permanent remedy. In case the selected bidder fails to meet these standards, penalty will be imposed, as specified in the SLA.
- 4.4.13 Selected bidder will be handed over the data centre equipment's for maintenance on AS IS condition and must maintain the same.
- 4.4.14 The selected bidder shall provide necessary manuals/documentation/Policy to provide periodical Reports of IT equipment based on standard Data Centre Practice as per ISO.
- 4.4.15 The selected bidder shall maintain time schedules on operation of the DC, monitor its smooth running of the system, observe for Alarms, and take appropriate action, perform periodical audits, maintain logs of all operations and schedule corrective action if required for smooth functioning of Data Centre. The plans for such activities must be provided to DGCIS for approval.
- 4.4.16 The selected bidder shall monitor working of all access control doors of Data Centre, monitor access card events in the access control software, monitor communication status of access doors in access control software, submission of access card event report for the client and keep record of the system.
- 4.4.17 The selected bidder shall physically monitor UPS and Racks and take corrective action for abnormality and co-ordinate with equipment supplier for immediate resolution. Bidder should report the critical events immediately and take the corrective action. The bidder should conduct periodic drills (planned) to ensure smooth working of all equipment.
- 4.4.18 The bidder shall ensure that the engineers deputed are professional, trained Engineers whose role would be to ensure overall co-ordination with the client apart from ensuring smooth functioning of the system.
- 4.4.19 The bidder shall facilitate various internal & external audits e.g., Security Audit, Compliance Audit, regulatory audits etc. during which coordination and information support is to be provided by the bidder and undertake compliance to the observations made during audit(s). Bidder shall also suggest and recommend infrastructural requirement, if any, to DGCIS for the purpose of giving audit compliance.

4.5. Server Administration/ Management

Bidder shall provide the server administration and monitoring service to keep servers stable, operating efficiently and reliably.

- 4.5.1 Administrative support for creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, and providing administrative support for print, file, and directory services.
- 4.5.2 Management of the usernames, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- 4.5.3 Setting up and configuring servers as per configurations documents/ guidelines provided by DGCIS.
- 4.5.4 Installation/Upgrade/re-installation of the server operating systems and operating system utilities on existing or new servers. In case of servers with OEM vendor support, bidder shall co-ordinate with the OEM vendor for the performance of such activities.
- 4.5.5 OS Administration including troubleshooting, hardening, patch deployment for all kind of operating systems viz. Solaris, MS Windows, UNIX, Linux etc. and Virtualization software (Solaris, VMWARE, Hypervisor, Linux etc.).
- 4.5.6 Managing file systems and configuration.
- 4.5.7 Ensure proper configuration of server parameters, operating systems administration, hardening, tuning as per the requirement of DGCIS.
- 4.5.8 Regular backup of servers as per backup policies of DGCIS and its restoration as and when required by DGCIS with appropriate permissions. Proper check of restorability of backup media needs to be carried out periodically as defined by DGCIS.
- 4.5.9 Regularly monitor and maintain a log of the performance monitoring of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc.
- 4.5.10 Regular analysis of events and logs and maintain the reports for future audit purpose.
- 4.5.11 Apply OS Patches and updates.
- 4.5.12 Installation/updating/Rollback of DGCIS's business applications based on guidelines provided by DGCIS. Period installation/updating/Rollback of business applications patches as and when released by DGCIS or Software/Hardware OEM(s). However, the patch testing shall not be the responsibility of Bidder.
- 4.5.13 Responsible for periodic health check of the hardware IT equipment, troubleshooting problems, analysing and implementing rectification measures.
- 4.5.14 Logical access control of user and groups on system.
- 4.5.15 Responsible for managing uptime of servers as per SLAs.
- 4.5.16 Take appropriate steps to comply with the audit observations made by various internal/ external auditors.
- 4.5.17 Inform to DGCIS about any gaps & improvement related with security, performance, organization in the current setup.

- 4.5.18 Regular BIOS & firmware upgrade of IT Infrastructure.
- 4.5.19 Depending on the nature of applications deployed, Bidder shall suggest appropriate security measures to be applied on various servers.
- 4.5.20 Installation of other software e.g., Application Server (IIS/Tomcat/JBoss/ Application Server), etc.
- 4.5.21 Installation porting & configure of SSL certificates wherever required. SSL Certificates shall be provided by DGCIS.
- 4.5.22 Co-ordinate with SSL vendor for issuing and deployment of SSL certificates.
- 4.5.23 Installation, Management including installation/ re-installation, patch deployment, maintenance including Coordination with OEM for Hardware and Software.
- 4.5.24 Up-gradation & Maintenance of Microsoft's Active Directory.
- 4.5.25 Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001, ISO 20000 guidelines.
- 4.5.26 Operating system hardening through appropriate configuration and patch updates.
- 4.5.27 Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- 4.5.28 Periodic reviews of domain level rights and privileges.
- 4.5.29 Preparation/updating of the new and existing Standard Operating Procedure (SOP) documents for all activities.

4.6. Database Administration (DBA) Services

Bidder will provide Database administration services including performance monitoring, performance tuning/ optimization, predictive maintenance of table spaces, log files, etc. as also administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.

- 4.6.1 End-to-end management of databases on an ongoing basis to ensure smooth functioning of the same.
- 4.6.2 Management of changes to databases schema, disk space, storage, user roles.
- 4.6.3 Conduct code and configuration reviews to provide tuning inputs to DGCIS's IT Support Personnel in order to improve the application performance or resolve bottlenecks, if any. The code refers to the code written in the backend procedures/ packages in Database. The DBA will be required to review the code purely in terms of performance and syntax and not in terms of business logic.
- 4.6.4 Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the databases.
- 4.6.5 Management of database upgrade or patch upgrade as and when required with minimal downtime.
- 4.6.6 Regular backups for all databases in accordance with the backup and archive policies of the DGCIS. Also conduct recovery whenever required with appropriate permissions.

- 4.6.7 The DBA services shall be required for all the existing or new, production, development, or test database, created during the contract period at Data Centre and DR Site.
- 4.6.8 Installation/re-installation, configuration of ORACLE software (or any other Database software) on Solaris, Linux or on any other platform deployed by DGCIS during the contract period.
- 4.6.9 Create and maintain database required for development, testing and production environments.
- 4.6.10 Upgradation of ORACLE (or any other Database software) database versions, patches etc. as decided by DGCIS.
- 4.6.11 Plan for changes in the size of databases due to business growth and project implementation based on information supplied by DGCIS and reviewing plans with DGCIS on a regular basis for comment and approval.
- 4.6.12 Performing database shutdowns and restarts, as necessary.
- 4.6.13 Undertake tasks including managing changes to database schema, disk space, storage, user roles and privileges as per DGCIS's requirement and maintain security as per DGCIS's IT security policy.
- 4.6.14 Performing reorganizations to optimize performance when required.
- 4.6.15 Maintaining the databases to meet performance standards, maximize efficiency and minimize outages, as necessary and proactively reviewing database logs and alert logs and taking appropriate actions
- 4.6.16 Maintaining, updating, and implementing database archive processes and procedures to recover from an outage or corruption in a timely manner, to meet DGCIS's BCP document and business requirements.
- 4.6.17 Proactively providing capacity planning to prevent situations caused by lack of capacity (for example, dataset or table space capacity events, full log files etc.).
- 4.6.18 Setting and tuning system parameters for optimum database response and functions.
- 4.6.19 Provide performance monitoring and tuning services on the server databases.
- 4.6.20 Building appropriate indexes, specifying large enough buffers and caches, aligning the database implementation with IT infrastructure, monitoring databases and applications, reorganizing databases, etc.
- 4.6.21 Developing, documenting and maintaining physical database standards and procedures.
- 4.6.22 Manage database upgrade or patch upgrade as and when required with minimal downtime as per DGCIS.
- 4.6.23 Backup and restoration of databases as per DGCIS's backup policy.
- 4.6.24 Synchronization of database of DR site (Standby Database) with that of production database as per prevalent Policy of DGCIS.
- 4.6.25 Maintaining critical application databases in high availability. Management of Cluster Manager, instance monitoring/tuning, instance failover and recovery as well as cluster interconnects.
- 4.6.26 Perform general technical trouble shooting and give consultation to application development teams/vendor of DGCIS.

- 4.6.27 Deploying patches/releases/scripts/ad-hoc reports for applications (In-house/ products) as advised by DGCIS's team.
- 4.6.28 Help application development teams in troubleshooting of ORACLE specific (technical) errors/ issues and ORACLE tuning.
- 4.6.29 Log support cases as necessary and effectively work with Microsoft (OEM/database service support provider)
- 4.6.30 Maintaining databases on a Storage Area Network (SAN) utilizing disk storage from various vendors.
- 4.6.31 Troubleshoots with problems regarding the databases, applications and development tools etc.
- 4.6.32 Administer all database objects, including tables, clusters, indexes, views, sequences, packages and procedures.
- 4.6.33 Performance of all database related activities for implementation and maintenance of application software.
- 4.6.34 Database License management as per OEM policies
- 4.6.35 Updating and maintenance of SOPs.
- 4.6.36 All Clusters (OS, Database, Application, etc.) will be maintained by the successful bidder.
- 4.6.37 Troubleshooting of critical database and application error
- 4.6.38 Addressing database backup issues
- 4.6.39 Oracle database binaries installation (single instance)
- 4.6.40 Oracle server health check ups
- 4.6.41 Oracle network related issues
- 4.6.42 Listener configuration issues for SQL-Net connection, Configuration of DB
- 4.6.43 Connectivity modes (dedicated and shared)
- 4.6.44 Quarterly Health Check-ups
 - 4.6.45 Installing and configuring of DB monitoring tools, client SW, DB Connect and Stat Packs
- 4.6.46 Detailed analysis of DB using Stat Pack
- 4.6.47 Analysing application Server Logs
- 4.6.48 Recommendations on patching and installation
- 4.6.49 Configuration check
- 4.6.50 Monitoring hit-ratio, reloads and orientation
- 4.6.51 Monitoring table space available for storage
- 4.6.52 Checking adherence for security policy
- 4.6.53 Submission of health reports
- 4.6.54 Database re-organization
- 4.6.55 De-fragment of index and tables
- 4.6.56 Table space reorganization
- 4.6.57 Database Crash recovery
- 4.6.58 Database recovery and addressing internal errors like ORA-600/7445
- 4.6.59 Software corruption in binaries

4.6.60 Oracle Application server crash and repair and Database Installation. • Plain vanilla installation for oracle database

4.7. Server Virtualization Services

- 4.7.1 Installation/re-installation, Configuration, management of Server Virtualization software.
- 4.7.2 Currently, DGCIS is using Solaris11.3 for server virtualization. During contract period, DGCIS may install any other Server virtualization product which also needs to be managed.
- 4.7.3 Creation, configuration and resource allocation of guest machines (VMs) on the host servers as per DGCIS's requirements.
- 4.7.4 Deployment of OS, security patches, anti-virus and applications on the VMs.
- 4.7.5 Allocation of Logical Unit Numbers (LUNs) to VMs from SAN or any other storage box provided by DGCIS.
- 4.7.6 Ensure optimum performance and high availability of VMs making use of critical features of virtualization such as, High availability, Dynamic workload management, dynamic provisioning services etc.
- 4.7.7 Backup and restoration of host server and VMs as per DGCIS's backup policy.
- 4.7.8 Preparation of the new and updating of the existing Standard Operating Procedure documents.
- 4.7.9 Conduct regular internal audits of all deployments at Data Centre and DR Site to identify the security gaps and improvement in current setup. Finding/recommendations, if any, may be submitted to DGCIS.

4.8. Anti- Virus (AV) Management

DGCIS is currently using eScan Total Security Suite for Business Antivirus software installed on Servers and desktops across DGCIS. AV management service includes virus detection, eradication, logon administration, synchronization across servers / PCs / Laptops and support for required security classifications. The scope of services is applicable to all current and future versions of the AV software.

- 4.8.1 Support for virus control and loading of antivirus patches/signatures as and when available.
- 4.8.2 Installation/upgrade/support of Antivirus software clients on servers/desktops.
- 4.8.3 Keep all the servers/desktops updated with latest virus definition on real time basis.
- 4.8.4 Implementation policy of automatic updation of virus definition and patches.
- 4.8.5 Based on criticality of the service for this requirement, Bidder must act on proactive basis rather than act on reactive basis.
- 4.8.6 Problem analysis and its resolution related to Antivirus.
- 4.8.7 Periodic review and reporting of logs and corrective action.

- 4.8.8 Register and update anti-virus tools periodically as per DGCIS's contract with the anti-virus tool vendor.
- 4.8.9 Must scan storage media viz. CD/DVD, Network Drives, pen drive etc. automatically in real-time when accessed.
- 4.8.10 Must scan formats supported by antivirus software.
- 4.8.11 Diagnose and rectify any virus, spam, worm problems, which can be fixed by the anti-virus tool.
- 4.8.12 Provide feedback to DGCIS on any new viruses detected or possible virus attack and take up promptly with OEM/ Support vendor for getting the vaccine and carry out the timely vaccination.
- 4.8.13 Provide Weekly and monthly proactive and reactive performance reports.
- 4.8.14 Guide/suggest DGCIS on the effectiveness of anti-virus management and alternate remedial action, if any.
- 4.8.15 Conduct regular Internal Audits to identify the best possible solution architect for DGCIS's environment so as to use resources effectively & get the same implemented with the approval of DGCIS.
- 4.8.16 Prepare and update the Standard Operating Procedure (SOP) document on the A/v deployment architecture in DGCIS.

4.9. Back Up / Restore Management

Bidder will perform backup and restore management in accordance with DGCIS's policy and procedures for backup and restore, including performance of daily, weekly, monthly, quarterly, and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using DGCIS's Backup Solution.

- 4.9.1 Backup and restoration of Operating System, application, databases, and file system etc. in accordance with defined process / procedure / policy.
- 4.9.2 Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- 4.9.3 Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system.
- 4.9.4 Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- 4.9.5 Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fireproof cabinets.
- 4.9.6 Installation, re-installation, upgrade and patch deployment of the Backup Software in the event of hardware/ Software failure, OS issues, release of new version or patches by the OEM etc.
- 4.9.7 Performance analysis of infrastructure and rework of backup schedule for optimum utilization.

- 4.9.8 Generation and publishing of backup reports periodically.
- 4.9.9 Re-cycling of off-site tapes from the Off-site backup location (Kolkata) as identified by the DGCIS.
- 4.9.10 Coordination for maintaining inventory of offsite tapes (at Kolkata).
- 4.9.11 Tape/ LTO library management – loading and unloading tapes, etc.
- 4.9.12 Coordinating to retrieve off-site media for in the event of any disaster recovery.
- 4.9.13 Forecasting tape requirements for backup.
- 4.9.14 Ensuring failed backups are restarted and completed successfully within the backup cycle.
- 4.9.15 Periodic Restoration Testing of the Backup.
- 4.9.16 Interacting with Process Owners in developing/maintaining Backup & Restoration Policies / Procedures.
- 4.9.17 Guide/suggest DGCIS for improvement/optimization of the existing backup/ restore policy.
- 4.9.18 Coordination with Backup Solution hardware / software vendor for resolution of problems as per SLA.
- 4.9.19 Maintain log of backup/restoration.
- 4.9.20 Update/ Maintain Standard Operating Procedure (SOP) documents.

4.10. Storage Administration and Management

- 4.11.1 Installation and configuration of the storage system at Data Centre and DR Site, as and when procured by DGCIS.
- 4.11.2 Management of storage environment to maintain performance at desired optimum levels.
- 4.11.3 Development of storage management policy, configuration and management of disk array, storage virtualization, SAN fabric / switches, NAS, tape library, etc.
- 4.11.4 Configuration of SAN whenever a new application is hosted in the Data Centre or at DR Site. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc.
- 4.11.5 Preparation of Standard Operating Procedure (SoP) document for the Storage Administration.

4.11 Security Administration Services

Bidder shall be responsible for physical and electronic protection of data: access control, intrusion detection, virus protection, self-audit, incident response, security engineering, development and implementation of security policies and procedures, monitoring of logs of network / security devices / servers etc.

The Bidder must carry out tasks related to security devices (current and proposed to be added by DGCIS) independently. If required, for servers, network, AV etc. has to coordinate

with service providers and ensure that all the devices are secured, and entire DGCIS computing environment is protected.

4.11.1 Write and implement the policies to govern an organization's network environment and the systems that are connected to it.

4.11.2 Protect the entire network from malicious entities such as hackers, viruses, spyware etc.

4.11.3 Ensure the security of traffic that passes through the network.

4.11.4 Identify threats and work to create steps to defend against them

4.11.5 Defend systems against unauthorized access, modification and/or destruction

4.11.6 Upgrade, diagnose, manage and maintain IDS/IPS, Firewalls, Web Gateway Security and other Security / Network equipment added time to time by DGCIS.

4.11.7 Apply operating system updates, signatures, patches and make configuration changes to tighten security. For servers, network devices to coordinate with respective teams.

4.11.8 Implementation / management of various security solutions as and when procured by DGCIS.

4.11.9 Analyse current security requirements and make suggestions for improvements based on DGCIS IT Security policy and Industry best practices.

4.11.10 Designing architecture, configuration and management of security for online applications and services hosted or proposed to be hosted by DGCIS.

4.11.11 Installation of security solutions and coordination with various teams during hosting of online services.

4.11.12 Implementation of various security measures, which DGCIS proposes to implement during the period of this contract.

4.11.13 Hardening of network & security devices, various operating systems on servers etc. For network devices, servers and operating systems assisting the respective teams for carrying out the same.

4.11.14 Continuous monitoring of logs generated by various network/security devices and coordinating with other teams for monitoring of logs generated by other systems.

4.11.15 Find security gaps by performing routine audits of hardware and software entities on the network and closing those gaps.

4.11.16 Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.

4.11.17 Coordination with Information Security auditors during audit of systems.

4.11.18 One-time Documentation of all the policies, security architecture etc. across the systems and periodic review and upgrade.

4.11.19 Documents and provide upgrade to all information security policies and processes.

4.11.20 Maintain an inventory of security devices, servers and other access devices that are attached to the Network by coordinating with various teams.

4.11.21 Notify the responsible DGCIS IT support personnel of any suspected incidents in a timely manner, and investigation of incidents / blocking them.

- 4.11.22 Perform vulnerability and penetration tests across all network segments as and when DGCIS engages them.
- 4.11.23 Manage and implement all network security processes and maintain proper reports for same.
- 4.11.24 Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001, ISO 20000 guidelines.
- 4.11.25 Implementation of IT security policies, Rules and other security configuration as advised by DGCIS from time to time.
- 4.11.26 Advise DGCIS in improving network/ security to protect DGCIS's data / information from both internal and external persons/attack.
- 4.11.27 Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- 4.11.28 Resolution and restoration of services in case of any possible attack and necessary disaster management.
- 4.11.29 Alert/advise DGCIS about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.
- 4.11.30 Ensure that network equipment, servers and other computing devices are physically secure.
- 4.11.31 Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software.
- 4.11.32 Configuration backups for all security devices and time synchronization.
- 4.11.33 Implementing SSL, VPN, IPSEC etc.
- 4.11.34 Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.

4.12 Internet Management

4.12.1 Internet

- a. Monitoring of Internet links and co-ordination with ISP for restoration of failed link(s).
- b. Coordinating with Internet service provider for carrying out configuration changes as and when required by DGCIS.
- c. Coordinating with Internet service provider for carrying out configuration changes, additional hardening etc. as and when observed by DGCIS.
- d. Implementation of Internet links in coordination with ISP as and when procured by DGCIS.
- e. Periodic monitoring of internet links for bandwidth utilization.
- f. Coordination with internet service providers for hardening of routers.

- g. Maintenance of daily/weekly/monthly uptime report.
- h. Coordination with third party for management of external DNS entries.

4.12.2 Load balancers

- a. Installation/Configuration/re-installation/Management/Hardening of load balancers. Support of OEM to be taken during configuration.

4.12.3 Others

- a) Backup, Up-gradation and restoration of OS/configuration/logs of the device.
- b) Create/ update the Standard Operating Procedure (SOP), hardening, Internet access Policy document etc.
- c) Implementation of various audit observations.
- d) Server, Storage, SAN Switch, Storage & Tape Library monitoring , administration and configuration.
- e) Solaris OS administration & User Management Solaris and other OS
- f) LDOMs Administration & Management Solaris and other OS
- g) Virtual Service Administration Solaris and other OS
- h) File System & Disk administration of Solaris and other OS
- i) Checking & clearing junk processes of Solaris and other OS
- j) Server Management & Troubleshooting of Solaris and other OS
- k) Patch & Image Packaging System Management of Solaris and other OS.
- l) Config, Zone & Alias Administration of Storage
- m) SAN Switch Administration and configuration
- n) Storage Administration and configuration
- o) Configuration of Storage Disk, Disk Group, Hosts, Volume Administration.
- p) Management & Troubleshooting of SAN switch and Storage
- q) DNS Server Administration with Forward lookup zone & Reverse Lookup zone administration.
- r) Installing and implementing of security patches
- s) Ensuring uptime of Server, Storage, SAN Switch & other devices
- t) Raising Hardware replacement request with OEM in case of hardware fault
- u) Preparing daily call/performance report
- v) Log collection & checking of all devices
- w) Uptime & Utilization report preparation for the devices
- x) Stop/Disable un-used services in Solaris Operating System

4.13 Network

Following is the brief scope in this regard;

4.13.1 Configuration Management

- a. Configuration of L2 and L3 switches for administration, VLAN creation, hardening etc.
- b. Hardening of routers (DGCIS's own)
- c. Installation & Upgrade of IOS on switches / routers (DGCISs own) as and when required by DGCIS without extra cost.
- d. Changing network, security, server , storage, backup etc. configuration based on DGCIS requirement
- e. Configuration of routers/switches with syslog server / SIEM tool for log shipment.
- f. Configuration of switch port security (binding MAC address with port).
- g. Network Monitoring including active and passive components,
- h. Incorporating needed updates and implementing security.
- i. Placing E-Mail & internet filters and ensuring uptime for all network devices.
- j. Raising call with ISP and coordination till the issue is resolved for WAN.
- k. Raising Hardware replacement request with OEM/service provider in case of hardware fault. Preparing daily call report.
- l. Taking Backup for all network devices with customer concern.
- m. Applying upgrade/security Patch for Network devices.
- n. Log checking of all updates.
- o. Uptime report preparation for network devices.
- p. Configuration assessment and report preparation of all devices.
- q. Preventive maintenance activity for all the networking devices.
- r. Backup and restoration of configuration as and when required.

4.13.2 Reporting

- a. Maintenance of daily/Weekly and monthly uptime/downtime report.
- b. Collection of monthly uptime/downtime report from internet service provider.
- c. Periodic forwarding of uptime/downtime report to DGCIS .
- d. Report shall submit in the form of pdf, word, excel etc. format as agreed.
- e. Backup, Antivirus report shall submit on weekly basis.
- f. Server, Storage, Network and Security and other active equipment uptime report shall submit on monthly basis.

4.13.3 Others

- a. Maintaining / Updating the WAN/LAN diagram at DC and DR
- b. Maintaining / updating inventory of network hardware along with interfaces, IP address, IOS version etc.
- c. Backup of configuration files as per backup policy of DGCIS and during any configuration changes etc.
- d. Labelling of all the cables, MUX, Patch Panels etc, at DC and DR.
- e. Re-arranging of network equipment in the same / different rack at DC and DR.
- f. Maintaining / Updating of SOP, hardening documents etc.

4.14 Patch Management Services

- 4.14.1 Install and test patches and updates in Test environment. Test environment to be provided by DGCIS. Wherever, test environment is not available, the patches need to be applied first in Development / UAT / DR environment and thereafter at production environment after approval from DGCIS.
- 4.14.2 Install / implement security measures / patches based on approval from DGCIS
- 4.14.3 Roll back if acceptance fails.
- 4.14.4 Take necessary approval from DGCIS for shutdown, if required, for patch or update implementation.
- 4.14.5 Raise Change Management for deployment of patches or updates.
- 4.14.6 Schedule shutdown of production system and inform users.
- 4.14.7 Implement patches as per approved deployment strategy.
- 4.14.8 Follow up and co-ordinate with OEM for patch deployment on devices.
- 4.14.9 Root Cause Analysis (RCA) for Security incidents.
- 4.14.10. Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the service.

4.15 Disaster Recovery (DR) Site Management services

- 4.15.1 Currently DGCIS has a DR Site at its Kolkata Office with necessary infrastructure.
- 4.15.2 Critical Application servers are synchronized with DC Servers by applying the application releases/patches/updates. Databases of these Applications are synchronized by sending and applying the archive logs to respective databases at DR Site at regular intervals.
- 4.15.3 Periodic Business Continuity Plan (BCP) testing/DR Live operations are conducted (quarterly) to re-assess the effectiveness of the DR site. DR Live operation involves the users carrying out their normal business operations from DR site for a specific period decided by DGCIS.
- 4.15.4 In the event of any disaster or for DR Live operations, Activation and de-activation of DR Site is the responsibility of Bidder. Bidder are required to perform their roles and duties as prescribed in the guidelines given by DGCIS from time to time.
- 4.15.5 Normal Operations
 - a. Performing all the activities as mentioned in the document for DC operation will also be required to be performed for DR Site.
 - b. Ensuring synchronization of database of DR site with that of production database at DC.
 - c. Ensuring backup and restoration of Application and Database servers as per DGCIS's backup policy.
 - d. Arranging for the compliance to the observations made during IT and other internal audits of the DR Site. Bidder shall suggest and recommend

infrastructural requirement, if any to DGCIS for the purpose of giving audit compliance.

- e. Provide support for BCP testing and DR live operation.

4.15.6 Disaster Management

In case of disaster at Data Centre, following activities need to be performed at the DR Site till the Main Data Centre is recovered and operational.

- a. Coordination with Bidder's Team at DR for the activation/ de-activation of the DR Site.
- b. Coordination with the users and Application support teams at DGCIS's Office to ensure that the users are able to access and perform operations from DR Site.
- c. Database Administration of DR Site databases. (Including activation of database at DR Site for operations)
- d. Active Directory administration.
- e. Network Management and Security Monitoring.
- f. If required, Bidder may be required to deploy additional resources at DR Site to provide necessary support till the restoration of primary site.

4.16 User Management Services

- 4.16.1 Provide an interface for user requests, such as new user IDs, address changes, routing requests, and password changes.
- 4.16.2 Provide an interface for user requests to support various requirements viz. coordinating with Data Centre team for providing user id, configure user id, password change, email, network and internet access, etc.
- 4.16.3 Advise the End User to take reasonable steps to backup information,

4.17 Install, Moves, Adds, Changes (IMAC) Services

- 4.17.1 Bidder shall act as the single point-of-contact for IMAC requests and provide the services for coordinating, scheduling, and performance of install, move, add, and change activities for Hardware and Software.
- 4.17.2 Upgrade of hardware/ software items which are under AMC shall be the responsibility of system integrator. However, Bidder shall coordinate with the vendor for the successful upgrade as per DGCIS's requirements.

4.18 Asset/ Inventory Management

Bidder should provide Asset Tracking and Management Services to this end and should coordinate and ensure the regular updation of inventory database for both software and hardware and keep it upto date .

- 4.18.1 This service provides for performing asset tracking and includes performing an initial verification of inventory of Hardware and Software to validate and establish the Configuration Management Database (CMDB).
- 4.18.2 Bidder shall define the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.
- 4.18.3 Record installation of all new machines, movement within site/locations, changes in configuration/upgrade of machines.
- 4.18.4 Track assets, check quality, maintain utilization level.
- 4.18.5 Asset tagging (Labelling/Barcoding). While maintaining the existing asset tags, the Bidder shall also arrange to print the asset tags in DGCIS's prescribed format for new IT hardware procured during the contract period and fix the tags on respective items.
- 4.18.6 Ensure asset verification at all DGCIS's offices, once in a year, reconcile with hardware database and submit a report to DGCIS.
- 4.18.7 Maintain software library as part of software inventory and issue software media on request as per DGCIS's policy.
- 4.18.8 Maintain Asset Database of IT Assets and updates the asset management database to track the move add change and Installation.
- 4.18.9 Maintain up to date inventory of all Hardware and Software assets giving information like locations, configuration details, serial number, asset, code, warranty and AMC details.
- 4.18.10 Track Licensed software and Application, movement within site changes in configurations etc.
- 4.18.12 Consolidate all license information.
- 4.18.13 Monitoring AMC details to notify contract renewals (Intimate 60 days in advance.)
- 4.18.14 Hardware upgrade with vendors and update the asset database.
- 4.18.15 Repairs and Replacement and assist in scrap management.
- 4.18.16 Maintain the inventory of stock in stores.

4.19 Vendor Management Services

Bidder shall be required to provide vendor management services to ensure proper coordination, timely support/ resolution and seamless operations. Bidder's responsibilities

- 4.19.1 Coordinate with the vendors for support services.
- 4.19.2 Maintain good relations with them on behalf of DGCIS.
- 4.19.3 Logging calls, co-ordination and follow-up with vendors.
- 4.19.4 Escalation of calls to the higher levels at vendor side in case of requirement.
- 4.19.5 Vendors SLA tracking and monitoring with alerts and escalations
- 4.19.6 AMC Support Tracking
- 4.19.7 Providing necessary and advance information for entering into/renewal of AMC.
(However, order and payment for AMC to the vendor will be made by DGCIS)

- 4.19.8 Management of assets sent for repair.
- 4.19.9 Maintain database of the various vendors with details like contact person, Tel. Nos., escalation matrix, and response time and resolution time commitments. Log calls with vendors Coordinate and follow up with the vendors and get the necessary spares exchanged.
- 4.19.10 Keep DGCIS updated on the services and performance of these vendors.

4.20 License Management

Bidder shall track software usage throughout the IT setup so as to effectively manage the risk of unauthorized usage or under-licensing of software installed in the DGCIS.

4.20 Comprehensive Annual Maintenance Contract (AMC) Services

- 4.20.1 Comprehensive AMC Services for various items like Data Centre equipment, Servers, network devices, Switches, etc. at all DGCIS's locations are required with effect from start of the contract. **Details of the items along with the effective end date of AMC are given in Appendix 6**
- 4.20.2 Any equipment coming out of AMC shall automatically come under Comprehensive AMC with the Bidder from the next date of the expiry of warranty/AMC. Therefore, all such items must be taken into consideration for AMC calculation for the remaining period of the contract.
- 4.20.3 The CAMC would be comprehensive in nature i.e., maintenance of equipment and replacement of all new original spares in original packing for proper functioning of all systems and includes all Hardware i.e., DC equipment, Servers, Networking equipment, Security equipment etc. The services consist of preventive and corrective maintenance and include carrying out necessary repairs.
- 4.20.4 All the components required to be replaced will be of original make. In the service report, the details of the part number and serial number (if any) must be brought out clearly.
- 4.20.5 Bidder will be required to provide AMC for hardware items directly. The type of maintenance will be fully comprehensive on-site including repair/replacement of parts or full item in case not repairable with same or better configuration/technical specifications. Maintenance Services shall consist of preventive and breakdown maintenance of Servers and Network hardware etc. at all DGCIS's locations.
- 4.20.6 At any stage of the contract, DGCIS reserves the right to terminate the AMC for any of the item(s), with due prior notice to the Bidder. Payment made in advance towards the AMC charges of the items being taken out of AMC shall be adjusted with the payment for the next period. Bidder shall raise invoices for all the subsequent period after deducting the AMC charges for the items taken out of AMC.
- 4.20.7 If 'End of Service Life' (as mutually agreed between DGCIS and the Bidder) of an asset falls in between any period during contract period, However, Bidder shall continue to provide AMC and FMS for these items till DGCIS replaces with new items.

- 4.20.8 AMC for the items listed in Appendices 1 to 4 is required from 'AMC End Date' till the end of Contract Period of the Bidder. In case DGCIS desires to have the AMC of these items beyond the contract period, the bidders shall continue to provide the AMC services till the replacement of these items at the AMC rate quoted by the Bidder against the individual item.
- 4.20.9 If DGCIS acquires new IT asset(s) after the start of this contract and after the expiry of essential warranty period DGCIS decides to go for the AMC of these items with Bidder, rate for the same will be determined based on the unit rate already decided for the similar other item.
- 4.20.10 Quarterly Preventive Maintenance (PM) for all equipment under AMC. The bidder shall conduct PM (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment etc) quarterly basis during the currency of this agreement on a day & time to be mutually agreed upon. **The Quarterly Preventive Maintenance Report has to be submitted to DGCIS.**
- 4.20.11 Fault identification and troubleshooting.
- 4.20.13 Identify spares requirement for problem resolution
- 4.20.14 Make sure that calls are attended and resolved as per agreed SLAs.
- 4.20.15 Make sure that spares are made available at the earliest for hardware call resolution.
- 4.20.16 Plan for standby equipment to be located at strategic locations to ensure that hardware downtime is minimal.
- 4.20.17 Maintain requisite level of inventory of spares for the hardware items especially the servers under AMC at strategic locations.
- 4.20.18 Proper recording of calls details, response and resolution details with sign-off (manual or electronic).
- 4.20.19 Reports for downtime, problem resolution and response details should be available to DGCIS.
- 4.20.20 The Bidder should provide standby hardware of equivalent or higher configuration in case the problem is not resolved as per SLA. The original equipment is to be repaired and brought back within 2 weeks. In case Bidder fails to provide the standby or fails to repair equipment, DGCIS will be at liberty to take the equipment on rent or get the system repaired through an alternate source and debit the charges from the consolidated AMC charges payable. DGCIS shall entertain no correspondence or counter claim in this regard.
- 4.20.21 The AMC should include all parts of all items except consumables. In case of any component failures, the same shall be replaced by the Bidder with a new or equivalent capacity.

4.21 LAN Management

Scope of work for LAN management would be:

- 4.21.1 Preparation of inventory of network hardware (LAN/WAN), which includes in-use and in stores hardware installed, service provider to whom it belongs etc.
- 4.21.2 Preparation of detailed LAN / WAN network diagram. The LAN diagram should include IP address, Physical Port numbers at Patch panel and user workstation/ cabin/ cubical, Switch port number etc.
- 4.21.3 Rack mounting of all the network hardware.
- 4.21.4 Labelling and tagging of all the patch panels, cables, network equipment like Routers, switches, in-door units, out-door units etc. Tags for cables to be brought in by the Bidder and no additional cost whatsoever would be paid by DGCIS.
- 4.21.5 Checking of non-working LAN points in case of any fault.
- 4.21.6 Assisting DGCIS's offices in getting faulty points/cables etc. repaired/replaced, structured cabling.
- 4.21.7 Assisting DGCIS's offices in LAN cabling (structured) during shifting of premises/ modification at existing location.
- 4.21.8 Ensuring that DGCIS's Offices network equipment (routers, switches and other LAN/ WAN equipment) is connected on UPS power.
- 4.21.9 Assigning IPs to switches at offices for management. IP assignment to be done in coordination with network team.
- 4.21.11 Call logging and Coordination with Warranty/ AMC vendors of network equipment for rectification of any problem in the equipment.
- 4.21.12 Coordination with on-site WAN service provider engineer during implementation of new link, shifting of premises, upgradation of bandwidth, installation of additional hardware etc.
- 4.21.13 IP address assignment/re-assignment as and when required by DGCIS or on instructions from network team.
- 4.21.14 Maintaining up-to-date list of IPs and their assignments to users and other network devices.
- 4.21.15 The FM to be present at site in case of any requirement by the Service Integrator (s) during troubleshooting/configuration/re-configuration of WAN links/network devices.

4.22 Miscellaneous services

Bidder will be required to provide following miscellaneous services:

- 4.22.1 Carry out Quality Inspection of hardware and consumables procured by DGCIS at the time of delivery.
- 4.22.2 Along with Asset inventory, the Bidder shall be responsible for maintaining stock of the consumable inventory (such as tape cartridges etc.). The Bidder must ensure that adequate consumables are available in store and should alert DGCIS in advance before the exhaustion of stock.
- 4.22.3 Periodic (at least once in a quarter) checking of power and earthing parameters and submission of report.

4. 22.4 Suggestions/Recommendation to improve the current infrastructure architecture for better response & security.

4.23 Miscellaneous Activities

Documentation and Reporting

Bidder shall be required to provide at least following documents at different phases during the contract period. If need be, Bidder shall also update the existing documents like process documents, system/ user manuals etc. This is an indicative but not exhaustive list of documents. Actual requirement will be spelt out during signing of contract or during the lifecycle of the projector Additional documents may also be required to be provided based on requirements during the lifecycle of the project.

Documentation

1. Project Management Plan.
2. Project Schedule.
3. Process documentation – updating the documents for current processes and preparation for the newly introduced processes, if any.
4. Bidder should maintain below mentioned document for each of the area of the data centre
 - Standard Operating Procedure (SOP)
 - Technical Architecture Manual (TAM)
 - Technical Operational Manual (TOM)
5. User requirements: Document for newly introduced processes, if any. Existing documents shall have to be updated in case of requirements change.

Reports

Bidder shall prepare & submit the reports on a regular basis in a mutually decided format. The following is only an indicative list of reports. Based on the requirement Bidder will be required to prepare & provide additional reports. Softcopy of these reports shall be delivered automatically via email/Dashboard at specific frequency and to the pre-decided list of recipients.

Bidder shall submit certain information as part of periodic review as and when required by the DGCIS.

Following is the indicative list of reports:

1. Daily reports (to be submitted on next working day)
 - Summary of issues/complaints logged at the Help Desk.
 - Summary of resolved, unresolved and escalated issues / complaints.
 - Summary of resolved, unresolved and escalated issues / complaints to OEMs/ vendors/DGCIS's support teams.
 - Log of backup and restoration undertaken.
2. Weekly Reports (to be submitted on the first working day of the following week)

- Issues/Complaints Analysis report for virus calls, call trend, call history etc.
 - Summary of systems rebooted.
 - Summary of issues/complaints logged with the OEMs.
 - Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
3. Monthly reports (to be submitted by 10th of the following month)
- Component wise physical as well as IT infrastructure availability and resource utilization
 - Summary of component wise Data Centre uptime.
 - Summary of changes in the Data Centre.
 - Log of preventive/scheduled maintenance undertaken
 - Log of break-fix maintenance undertaken
 - Configuration Management summary report.
 - Change Management summary report.
 - Release Management summary report.
 - Capacity Management summary report of servers.
 - Service Level Management – priority/ severity wise response and resolution.
 - Service Failure Analysis, listing out escalations and downtime/ outages, if any.
 - Account Dashboard, listing out:
 - Planned activities carried out during the month.
 - Unplanned activities carried out during the month.
 - Activities planned but missed along with reasons.
 - Challenges faced during the month.
 - Service Operations, listing out:
 - Helpdesk Management, listing out priority/severity wise calls logged with comparison for past three months.
 - Incident Management, giving category wise call details for critical service areas with comparison for past three months.
 - Operational Activities
 - Service wise performance of activities as per scope of individual service areas.
 - Service Improvement Plan, listing out:
 - Concerns/Escalations with action plan.
 - Planned activities/initiatives.
 - Improvements planned, if any.
4. Incident Reporting (to be submitted within 48 hours of the incident)
- Detection of security vulnerability with the available solutions / workarounds for fixing.

- Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.
- Software license violations.

4.24 Staffing requirements

Bidders may kindly note that the quality of staff deployed to manage the contracted services of DGCIS is of utmost importance to DGCIS. It is needless to mention that DGCIS will reserve the right not to accept any of the staff members deployed if he/ she is not found up to the mark as per DGCIS's expectations/ requirements. Bidder will be responsible for any delay in delivery on account of such non-acceptance of staff by DGCIS consequent upon deployment of inappropriate staff/personnel.

4.25 Resource Qualification & Experience

Minimum desired educational qualifications and the experience possessed by resources is given below. The Bidder shall ensure that deployed resources should work as a team & interact in cohesive environment to resolve potential conflicts and implement positive changes.

S. No.	Resource Details	Qty	Minimum Educational Qualifications	Minimum Experience
1.	Team Lead cum DBA (L3)	1	B.E./B.Tech/MCA/MSc (IT) in relevant fields	5+ years' experience in handling similar Database management projects.
2.	Network Support (L2)	1	B.E./B.Tech/MCA/MSc (IT) / BSc from a recognized institute/ university	5+ years' experience in handling similar IT Infrastructure management projects.
3.	Server Support(L2)	1	BE/B.Tech. in relevant fields	5+ years' experience in handling similar IT Infrastructure Server management projects.

All the above-mentioned resources shall be available onsite in DGCIS's premises in Kolkata. No provision of remote support available without prior permission from DGCIS

4.26 Service Window

Service Area	Service Window	Time Period*
Data Centre Operations	Monday to Friday	9 AM – 7PM
DR Site Operations	Monday to Friday	9 AM – 7PM
Facility Management Support	Monday to Friday	9 AM – 7PM

** Time period is indicative and is subjected to change.*

4.27 Resource Deployment

The Bidder may please note the following in connection with resource deployment.

- A standby resource shall be available at the site when deployed resource are in leave or absent.
- In addition to the service window indicated as against each service vertical, depending on DGCIS's requirements the services may be occasionally required on DGCIS holidays /Sundays/ State Government Holidays and beyond the specified service window. Provision must be built by the bidder to provide these occasional services without any additional cost.
- DGCIS would like to have prior discussion with the staff members, being posted for the job by the Bidder, to find out their suitability for the job and decide to accept his/her services.
- Necessary stand-by arrangement has to be made during absence of any regular staff on account of leave or any other reason.
- Whenever required, standby resources with similar profile should be arranged from separate pool i.e., the standby resource should not be taken from the pool of resources already deployed at DGCIS.
- Frequent change of staff will not be acceptable. In case of unavoidable circumstances, change of staff must be done in consultation of DGCIS.
- Bidder and all the deployed staff members will be required to sign the declaration form as per DGCIS's IT security policy or any other similar guideline.
- Staff members deployed by Bidder will be subjected to the disciplines, office decorum, etiquettes, good behaviours as applicable to any other staff member of the DGCIS.
- In case of services of an existing staff resigned sole responsibility of the Bidder, same needs to be inform to DGCIS minimum 30 days in advance. This is required for smooth take over/hand over of the desk. Any short fall in notice period will be treated as absence by the respective staff member.

4.28 Active Directory

- Host and maintain server (i.e., IIS, business specific service, etc.)
- Patching/software upgrades
- Volume/partition space management
- Hardware migration
- Software licenses for all member server(s) added to their OU hierarchy
- Maintain level of member server system security by applying Service Packs and security patches
- Department application, file service, workstation and printer support
- Full disaster recovery plan and practice recovery
- Computers group, Group Policy Creator Owners group, and OU Admins mail list. It also includes setting appropriate permissions on the created objects and linking of default GPOs.
- Use the domain admin account only for actions that require the privilege level of this account
- Monitoring changes to domain root and domain controllers OU to ensure unauthorized changes do not occur
- Day-to-day management of the domain controllers
- Monitoring connectivity, synchronization, replication, netlogon, time services, FSMO roles, schema, NTDS database partitions, DNS settings, SRV records, and trust relationships
- Review DC event and security logs and take corrective actions
- Monitor and resolve security situations at all levels of the domain to ensure a stable and secure domain
- Physical security of the domain controllers . Backups and restores on domain controllers. Full disaster recovery plan and practice recovery of DCs and core Directory objects Provide OU Admins with assistance when requested
- Secure remote administration of the DCs
- Manage group policy at root of domain and for Domain Controllers OU
- Manage the root Users and the root Computers OUs
- Install and manage security reporting tools used to monitor changes to the Active Directory
- Coordinate and configure alarm distribution to OU Admins for OU-related events
- Plan and manage all migrations and upgrades related to the AD
- Ensure overall security and integrity of managed OU hierarchy
- Account management
- Creation/deletion/management of objects, i.e., local user accounts, groups, workstations, servers, printers, etc. in their OU hierarchy
- Regularly perform housekeeping duties to keep their OU hierarchy clear of stale, unused, expired, and other no longer needed objects

- Process requests for access control authorized by data owner
- Process requests for group drive mappings via login script
- Event log monitoring Audit check etc.
- Create new computer accounts and join to directory services
 - Group Policy Object (GPO) creation, troubleshooting, and management
 - Manage Group Policy Object (GPO) links within their OU hierarchy
 - Verify new software deployments and GPO policies work by testing them in a test domain as appropriate.

5. Service Level Agreement and Penalty

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

The DGCIS will regularly review the performance of the services being provided by the selected bidder and impose penalties if any deficiency is found in the services. Performance Reports will be produced as and when required and forwarded to DGCIS.

Three consecutive quarterly penalties (on actual) of more than 10% put together of the applicable fee on account of any reasons may be deemed to be an event of default and termination.

It is acknowledged that service levels may change as service needs evolves over the course of the contract. The present SLAs have been worked out on the basis of current expectations. Any changes to the levels of services provided during the project period will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to the contract.

The SLA has been segregated in the following categories:

5.1 Data Centre Services

5.2 Other Managed Services

5.3 Human Resources

5.1 Data Centre Services

This service level will be applicable on existing IT equipment's and additional hardware which would be deployed during the contract period:

Sl. No.	Description of DC/DR-Infrastructure	Uptime (Monthly)	Penalty
1.	Critical Infrastructure at DC and DR like Sever, Storage, Backup, SAN Switch, Network Switch, Security equipment, UPS, AP etc.	98.0%	₹5000/- for every 0.01% default
2.	Resource (Onsite Manpower) Availability	100%	Man-day charge* of the resource + ₹5000/- Per person

**man-day charge for the resource shall be calculated by dividing the man-month charge by 22.*

- All the faults to be attended onsite within 10 minutes of Response Time and to be resolved within 4 hours.

- For Item 1 Downtime will be applicable only in the event both primary and redundant fail together.
- SLA will be applicable on final acceptance of the entire Infrastructure.
- Successful Bidder to provide replacement for the Manpower Resource on leave.
- Bidder shall submit monthly uptime report
- Penalty will be capped to the 10% of total quarterly charges

For the purpose of computation of Uptime of Data Centre, the following formula shall be used.

$$\text{Uptime (\%)} = \{1 - (\text{Services Downtime}) / (\text{Total Time} - \text{Planned Downtime})\} * 100$$

Equipment/Services Downtime is the time in hours that the equipment/Services is not available and excludes planned downtime, which are approved by DGCIS and the link failures that are taken from third party. The downtime shall be calculated from the Tool, as may be applicable. In case, downtime of any equipment/ Services is not available on Tool, it shall be calculated from the helpdesk.

Total time is equal to total number of hours in the given month

Planned Downtime means any time when the equipment is unavailable because of maintenance, configuration/reconfiguration or other services with the prior approval of DGCIS. Such services may include but are not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring storage allocation, reloading data and making DNS & firewall changes to close security holes.

Note: It is clarified that the downtime on account of delay by the OEM/service provider in repairing/replacing equipment's/Services for which warranty/maintenance contract already exists (or was taken by DGCIS) shall not be counted for downtime calculation, subject to timely call logging and subsequent pursuance for vendor management.

5.2 Other Managed Services

For all other services other than Data Centre operations, the Service Level and Penalty and shall be on the basis of the Criticality and Severity of the calls, the severity level is defined as follows:

Severity Level	Severity Type	Definition
S1	Critical Problems	A problem that affects entire DGCIS / network or > 80% of the users of the DGCIS e.g., Outage of Data Centre Services,

		Server, Application(s), Internet, Backup, Database, Severe Virus attack, Storage, Network and Security Infrastructure etc.
S2	Major Problems	A problem that affects a particular floor. e.g., Network Connectivity, Failure of a Switch, Failure of AP etc.
S3	Moderate Problems	A problem that affects a typical user group e.g., Failure of a department or a floor, an application meant for a particular department or user group, failure of a Network, failure of a Switch catering to the group say a department or a floor etc.
S4	Minor Problems	A problem that affects a typical user e.g., Individual PC, printer or scanner is down or Connectivity to LAN is affected, Virus attack etc.

5.2.1 Service Level Targets Based Severity Levels

Following table defines Service Level Targets for Response and Resolution time.

Severity Level	Service Type	Response Time	Resolution Time	Calculation Window
S4	On-site	60 min	4 hrs	Monthly
	On-call	4 hrs	8 hrs	
S3	On-site	30 min	2 hrs	
	On-call	22 hrs	8 hrs	
S2	On-site	15 min	2 hrs	
	On-call	60 min	8 hrs	
S1	On-site	15 min	2 hrs	

5.2.2 Service Level Compliance

The Bidder needs to ensure following compliance level for each of the Service Levels:

Severity Level	Required Compliance Level- Quarter	
	Response Time	Resolution Time

S1	97%	98%
S2	96%	97%
S3	95%	96%
S4	94%	95%

5.2.3 Measurement Metrics

Actual Response and Resolution time will be measured as follows:

$$\text{Response time (\%)} = \frac{\text{Calls attended within stipulated response time}}{\text{Total number of calls received in the month}} \times 100$$

$$\text{Resolution time (\%)} = \frac{\text{Calls closed within stipulated resolution time}}{\text{Total number of calls received in the month}} \times 100$$

5.2.4 Penalty Calculation

1. Actual vs targeted compliance level for each of the respective service areas will be measured separately in every month.
2. Shortfall in achieving SLA compliance, if any, will be calculated on the monthly basis.
3. For Penalty calculation, Monthly cost of services will be arrived based on proportionate monthly of the corresponding quarterly cost.
Monthly cost = (Total services Cost for respective service area for the quarter) / 3
4. Penalty for the month will be calculated as:
Penalty amount = Penalty (%) X Monthly Cost
5. Applicable Penalty (%) would be as under:

Shortfall in SLA Target/Compliance by	Penalty (%)
<=1%	1
>1% and <=3%	3
>3% and <=5%	5
>5% and <=6%	6
>6% and <=8%	8
>8%	10

6. However, the aggregate penalties that may be levied in a month towards the aforesaid managed services shall be limited to 10% of the monthly cost of the Managed Services.

7. Downtime of services on holidays or scheduled downtime will not be considered for calculation of compliance level and penalty.
8. The calculation of penalties would be as per DGCIS's (Client's) discretion.

5.3 Human Resources

Although this project is SLA based, the bidder is required to propose and maintain a minimum level of resources in each of the service area throughout the contract period. The Bidder shall deploy manpower resources as per staffing requirement prescribed in this document. Bidder shall ensure the availability of resources as per defined Service Window for each resource category.

Monthly applicable penalties in the event of default of respective manpower resources would be as under:

1. Leave of absence: Each on-site resource shall be granted a maximum up to 02 (Two) day leave per month.
2. Any absence beyond the prescribed leave of absence shall attract a penalty as under in case no substitute is arranged by the Bidder as per defined requirement:

Resource	Allowed Leave of Absence per month	Penalty beyond leave of absence
Onsite Resource	02	Rs.2,000/- per day per resource maximum Rs.10,000/- per month per resource.

5.4 Disclaimer

In case Bidder fails to achieve compliance level of services successively in two quarters or any three quarters in a financial year, DGCIS will reserve the right to re-look at the contract and redefine Service level requirement and penalty clauses to safeguard its interest.

6. Bids (Technical & Financial) And Bid Evaluation Methodology

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Financial bid Part II

The bidder will have to upload the Technical bid and Financial portion of the bid separately in two separate folders, duly named as “**RFP for Selection of Service Integrator for IT Facility Management Services at DGCIS**”, “**TECHNICAL BID**” or “**FINANCIAL BID**” respectively.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a power of attorney in organisation’s letterhead accompanying the Bid. All pages of the Bid shall be initialled by the person(s) signing the Bid.

6.1. Bid Evaluation Methodology

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet DGCIS’s requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by DGCIS, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by DGCIS is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that DGCIS may adopt. DGCIS reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation DGCIS may seek specific clarifications from any or all the Bidder.

It may please be noted that DGCIS reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document.

The details of ‘**Minimum Eligibility Criteria**’, provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in **Section 6.2**. The technical and commercial responses to this **RFP will be considered further only for those vendors who**

meet the Minimum Eligibility Criteria. Bidders must provide their responses in the format given in Annexure – ‘C’.

Techno-Financial Evaluation i.e., Quality cum Cost Based System (QCBS):

- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where **Technical Bid Score will get a weightage of 70 and Financial Bid Score a weightage of 30.**
- The technical and commercial response evaluation will be based on the criteria described in following section onwards.

6.2. Minimum Eligibility Criteria

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

S. No.	Financial and other Requirements	Supporting documents to be submitted
1.	The Bidder should be a Registered Partnership Firm/ LLP/ Company/ Public Sector undertaking with more than 10 years of operations in India	<ul style="list-style-type: none"> • Certificate of Incorporation / • Registration Certificate
2.	Should have been in the business of IT Facility Management and AMC services for at least 10 years as on December 31, 2021 in India.	Certificate from authorized signatory/Company Secretary of the bidder indicating that they are providing IT Facility Management and AMC services for last 10 years as on December 31, 2021.
3.	Should have Average Annual Turnover of Rs. 200 crore per annum or more during last 3 financial years ending March 2020 (FYs 2017-18; 2018-19; 2019-20), from IT infrastructure/ IT Enabled Services in Indian Operations only	The Bidder must produce a certificate from Company's Chartered Accountant to this effect. Audited balance sheet of financial years 2017-18, 2018-19 and 2019-20 and to be submitted.

S. No.	Financial and other Requirements	Supporting documents to be submitted
4.	Bidder must be a Profitable organization for the last three financial years.	The Bidder must produce a certificate from Company's Chartered Accountant to this effect.
5.	The bidder must have on its payroll at least 200 technically qualified professionals holding BE / B. Tech / MCA / MSc. degree and experience of working in the domain of Data Centres / cloud computing / IT security / networking / systems integration services / IT operations as on date of Bid Submission.	The Bidder has to provide Certificate from bidder's HR Department for number of technically qualified professionals employed by the company
6.	Bidder must have experience of commissioning and providing IT managed services to at least One Data centres in Private / Govt Sector in India during last ten calendar years as on December 31, 2021	<ul style="list-style-type: none"> • The Bidder has to provide work order copy/Contract extract indicating the scope of work. • Bidder should submit satisfactory service certificate / Sign off certificate from the client of respective projects.
7.	Bidder should have valid ISO 9001:2015, ISO/IEC 27001:2013 and ISO/IEC 20000-1:2018 standards certificates. The certificate/s should be valid as on the last date of submission of the bid.	Copy of relevant certificates.
8.	The bidder should not have been blacklisted by any Government agencies.	Self-declaration certificate on Bidder's letter head signed by Company's Authorized Signatory.
9.	Bidder must submit an OEM (Oracle) issued MAF (Manufacturer's Authorization Form) or Partnership Certificate in standard format which shows Bidder has partnership with that OEM for support and services of OEM products and a self-declaration stating that within 6 weeks of award of contract, successful bidder would submit OEM (Oracle) issued back-to-back support Certificate specifying the DGCIS owned equipment and the duration of the contract period.	Declarations / Valid Certifications from OEM

- i. Bidder should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfil the above criteria or who fail to submit documentary evidence to the satisfaction would be rejected.
- ii. Bidders fulfilling the Minimum Eligibility Criteria will only be considered for further technical evaluation.
- iii. The Bidder may choose to form Joint-Venture or Consortium with one or more partner to bid for this tender.

6.3. Evaluation of Technical Bids

- i. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation. Proposals, which are not meeting the Minimum Eligibility Criteria as mentioned in **Section 6.2** above, will not be considered further for technical evaluation.
- ii. **The Technical Bids obtaining the Technical Score of 75 or more in (Sl. No. 1 to 6 in Mark Distribution) would be eligible for Financial Bid opening.**
- iii. The Parameters of the Technical evaluation are provided in Technical Bid Format (**Section 6.4**)
- iv. The technical bid will be analysed and evaluated, based on which the Technical Score (TS) shall be assigned to each bid. The mark distribution criteria of the Technical evaluation are as follows:

6.4. Technical Bids (Mark Distributions)

Technical Evaluation Parameters	Maximum Points 100
	Criteria points
1. Total experience in onsite Facility Management of IT Services and Comprehensive Annual Maintenance of IT Equipment in Years as on 31.12.2021	Max. Marks 15
<i>Documentary Evidence required: Copy of Work order / agreement for ongoing projects along with completion certificate for completed projects.</i>	
5 years	10
For each additional years of Experience	1 (for a maximum upto

Technical Evaluation Parameters	Maximum Points 100
	Criteria points
	5 marks)
2. No. of Projects in Facility Management of IT Services and Onsite Comprehensive Annual Maintenance of IT Equipment Orders with similar nature of CAMC/FMS with minimum order value of Rs. 2.5 Crore in last 10 Calendar Years i.e., 1st January 2012 to 31st December 2021.	Max. Marks 20
<i>Documentary Evidence required: Copy of Work order/agreement clearly indicating the Order Value along with completion certificate for completed projects.</i>	
5 or more projects	20
3 - 4 projects	15
2 projects	10
3. Bidder must have experience in Facility Management Services of at least 2 Data Centre projects/ networking infrastructure setup & maintenance projects in India during last 10 financial years	Max. Marks 20
<i>Documentary Evidence required: Copy of Work order/ agreement along with completion certificate for completed projects.</i>	
5 or more	20
3 - 4	15
2	10

Technical Evaluation Parameters	Criteria points
4. Average Annual Turnover during last 3 financial years ending March 2020 (FYs 2017-18;18- 19;2019-20;), from IT infrastructure/ IT Enabled Services in Indian Operations only	Max. Marks 20
<i>Documentary Evidence required: The Bidder must produce a certificate from Company's Chartered Accountant to this effect.</i>	
More than Rs.300 crores	20
> 250 crores to 300 crores	15
>= 200 crores to 250 crores	12
5. Technical & Qualified Manpower - The bidder must have on its payroll number of technically qualified professionals holding BE/ B.Tech. / BCA/ M.Sc. (IT)/ MCA degree and experience of working in the domain of Data Centres/ cloud computing/ IT security / networking/ systems integration services as on date of Bid Submission.	Max. Marks 20
No. of professionals with above qualification(s)	
<i>Documentary Evidence required: The Bidder has to provide Certificate from bidder's HR Department for number of technically qualified professionals employed by the company .</i>	
More than 500 technically qualified personnel	20
>400-500 technically qualified personnel	15
200-400 technically qualified personnel	10
6. Additional Experience Criteria	Max. Marks 5
<i>Documentary Evidence required: Copy of Work order/ agreement along with completion certificate for completed projects and Client Certificate for Ongoing projects, specifically mentioning the below mentioned criteria in the Scope of Work of the Work Order/ agreement</i>	
a. Working experience Oracle SPARC Server	1
b. Working experience to handle SUN Solaris OS	1
c. Working experience on Oracle RAC Cluster configuration	1
d. Working experience to handle 24x7x365 operation in Data Centre/ Network Infrastructure environment	1
e. Working experience with CISCO L2 and L3 switches	1
Total Technical Score	Max. Marks 100

- i. Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected. **Bidders will submit index page of the supporting documents while submitting response.**
- ii. **The minimum qualification score for the Technical Bid would be 75 (cut-off marks) out of Total 100 marks to be eligible for financial bid opening.** The DGCIS however retains the right to lower the cut off score if adequate number of bids do not qualify with the minimum score specified above.

6.5. Financial Bid

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round.

The evaluation of the Financial Bids would be as follows:

- The lowest bid (As per **Total Cost "Z" of Annexure 'H'**) will be assigned the maximum Financial Score of 100 points.
- The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- The Financial Score computing methodology is as follows:

$\text{Financial Score (Bid under Consideration)} = \frac{100 \times \text{Price (Lowest Bid)}}{\text{Price (Bid under consideration)}}$
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6.6. Final Processing

Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times T + \text{Financial Score} \times F$$

(T – Weightage given to the Technical Bid, F – Weightage given to the Financial Bid, T + F = 1)

Weightage for the bids are as follows:

Technical Bid T	70%
Financial Bid F	30%
Total Weightage	100%

- The firm achieving the highest combined Technical and Financial Score will be invited for negotiations, if required.

- The DGCIS reserves the right to revise the evaluation criteria, methodology, distribution points and weightage; if it finds it necessary to do so.

7. Financial Terms and Conditions

Bidders are requested to note the following commercial terms and conditions for this project.

7.1. Price

The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

- The Price quoted by the Bidder should be on annual basis and must include all type of costs.
- The price should be inclusive of all taxes (except GST), duties, levies charges, transportation, insurance, as per Financial Bid.
- The price quoted by the Bidder shall remain firm during the Bidder's performance of the contract i.e., for a period of 2 years which may be extended, if required, by DGCIS.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- Based on the contracted rates, DGCIS at its discretion may place repeat order/s annually after performance review of the previous year/assignment. Please note that the bidder will conduct project reviews on quarterly basis at DGCIS' HO. All payments will be subject to positive review of the same by DGCIS.
- For any future requirement, order will be placed at the contracted man-day/man-month rate as mentioned in the Financial Proposal & as per applicable terms of this RFP. Failure in accepting the order will attract terms of penalty & termination of this RFP, at discretion of DGCIS.
- The DGCIS reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 2 years from the date of award/Purchase Order
- In case of mismatch between the quoted price mentioned in figure and word, the word shall supersede the price quoted in figure

7.2. Payment Terms

AMC charges for Servers and other equipment for which upfront payment is done by the vendor to OEM will be released after procurement of back-to-back OEM support. The vendor needs to submit documentation from OEM certifying Vendor has completed payment of AMC charges on behalf of DGCIS to the OEM and confirmation of OEM support specifically mentioning the duration of the contractual period and ownership of DGCIS equipment.

Facility Management, AMC charges (without OEM backlining) shall be paid by DGCIS on quarterly basis at the end of each quarter. The quarterly AMC amount shall be calculated as

Quarterly CAMC = Total amount quoted for 2 years / 8 quarters

Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty (as per SLA norms mentioned in **Section 5**) pertaining to the quarter.

The Bidder shall submit the breakup of the CAMC and Facility Management Cost for which the quarterly invoice is being raised. In addition to the invoice, the Bidder shall submit the Monthly Reports and Incident Reports as mentioned in section 4.23 for the months of the Quarter based on which, the payment shall be processed.

Documentary evidence to be provided by the agency for the payment to the respective OEMs for their CAMC on behalf of DGCIS.

7.3. Payment in case of termination of contract

Subject to the terms of the RFP, in case the contract is terminated, total AMC payment for OEM backlined components for which upfront payment has been made (based on documentary evidence submitted) will be done however, payment towards services will be made on pro rata basis, for the services already delivered satisfactorily, after deducting applicable penalty and TDS/other applicable taxes.

8. General Terms and Conditions

8.1 The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.

8.2 All such amendments made by DGCIS to the RFP shall become part and parcel of the RFP and same will be notified on DGCIS's website. The Bidders are required to have a watch on DGCIS's website for any such amendment.

8.3 Bidders must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidders are requested to get any issue clarified by DGCIS before submitting the responses/Bids. The Bids submitted should be complete in all respect meeting all deliverables under the project. It will be the sole responsibility of the successful Bidder to deliver each and everything as per the scope of the work during the contracted period. DGCIS will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right perspective.

- 8.4 DGCIS reserves the right to change the requirement specifications and ask for the revised Bids or the tendering process without assigning any reasons.
- 8.5 DGCIS shall be under no obligation to accept the lowest or any other offer/Bid received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. DGCIS reserves the right to make any changes in the terms and conditions of contract. DGCIS will not be obliged to meet and have discussions with any Bidder, and or to consider any representations. DGCIS reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of DGCIS in this regard is final and no further correspondence in this regard will be entertained.
- 8.6 Although service window has been defined in the RFP, the selected Bidder must provide services beyond the above time in case of urgent requirement of DGCIS without any extra cost.
- 8.7 Notwithstanding anything to the contrary contained in the contract, DGCIS shall be at liberty to invoke the Performance DGCIS Guarantee in addition to other remedies available to it under the contract or otherwise if the successful Bidder fails to fulfil any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- 8.8 On faithful and satisfactory execution of assignments under the contract in all respects, the PBG of the successful Bidder will be released by DGCIS, if not forfeited due to any reason as provided herein, after a period of 100 days after completion/execution of the assignments/contract.
- 8.9 Bidder must deploy manpower having requisite qualification, experience, skill set etc. for the project/contract.
- 8.10 DGCIS reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of DGCIS, the information furnished is incomplete or the Bidder does not qualify for the contract.
- 8.11 The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- 8.12 The Financial and Technical Bids will have to be signed on all pages of the Bid by the authorized signatory. Unsigned Bids would be treated as incomplete and would be rejected.
- 8.13 By submitting proposal/bid, the Bidder agrees to promptly execute contract with DGCIS for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract/service level agreement with DGCIS, will relieve DGCIS of any obligation to the Bidder, and a different Bidder may be selected.

8.14 Time and quality of the service are the essence of this agreement/contract. Failure to adhere to the same will be considered as breach of the terms and conditions of the contract.

8.15 The selected bidder will sign Service Level Agreement (SLA), Non-Disclosure Agreement (NDA), with DGCIS & provide Performance DGCIS Guarantee, as per format provided in the RFP.

8.17 All expenses related to execution of the agreements including costs of stamp paper, stamp duty to be borne by the selected vendor.

8.18 Removal and/or Replacement of Personnel

- a) If, for any reason beyond the reasonable control of the Bidder, it becomes necessary to replace any of the Key Personnel (personnel according to DGCIS engaged for key assignments under the contract by the Bidder), the Bidder shall forthwith provide as a replacement a person of equivalent or better qualifications and skills. In case of a critical vacancy, the Bidder shall provide a temporary resource for not more than 2 months. The temporary resource shall be of equivalent qualifications and shall be paid not more than 90% of the agreed rate of the personnel being replaced.
- b) If DGCIS finds that any of the Personnel have (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Bidder shall, at DGCIS's written request specifying the grounds, therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to DGCIS.
- c) For any of the Personnel provided as a replacement under Clauses (i) and (ii) above, the rate of remuneration applicable to such person as well as any reimbursable expenditures (including expenditures due to the number of eligible dependents) the Bidder may wish to claim as a result of such replacement, shall be subject to the prior written approval by DGCIS. Except as DGCIS may otherwise agree, (i) the Bidder shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the personnel replaced.

8.19 Acceptance of Work Order/Letter of Award

DGCIS will notify the successful Bidder in writing by issuing a letter of award/work order in duplicate. The successful Bidder has to return the duplicate copy to DGCIS within 7 working days from the date of the letter of award/work order duly accepted and signed by Authorized Signatory in token of acceptance. However, DGCIS has a right

to cancel the letter of award/work order, if the same is not accepted within the stipulated period.

8.20 Definitive Agreement

The successful Bidder will sign Service Level Agreement (SLA) substantially in the format as provided in Annexure L and the Confidentiality cum Non-Disclosure Agreement (NDA) in Annexure M with DGCIS within 15 days of the letter of award (LoA) or within such extended period as may be decided by DGCIS. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement/s as a result of this RFP process shall be borne by successful Bidder. Copy of Board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and non-disclosure agreement, should be submitted.

8.21 Taxes

Only GST will be paid by DGCIS on actual basis as per statutory rates prevalent during the period of service provided. All other taxes as applicable will be borne by the Bidder. DGCIS is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the Bidder.

8.22 Use of Contract Documents and Information

The Bidder shall not, without DGCIS's prior written consent, make use of any document or information provided by DGCIS in Bid document or otherwise except for purposes of performing the contract.

8.23 Duration of Contract

The contract will be valid for a period of 2 years from the date of the work order/letter of award and further extendable by 1 year based on performance and mutual agreement with the successful bidder and DGCIS.

8.24 Termination Clause

DGCIS reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- i. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a year.
- ii. Bidder fails to perform any other obligation(s) under the contract.

- iii. Any threat is perceived or observed on the security of DGCIS's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- iv. However, either party, in the case of termination, will give 3 months' (90 Calendar days) notice to the other party.
- v. The DGCIS, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to perform satisfactorily elapsing 4 weeks from the date of work order, due to any reason apart from related to DGCIS as mutually agreed.
- vi. The DGCIS may, at any time terminate the contract by giving written notice of 3 months (90 Calendar days) to the Service provide if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DGCIS.

8.27 Support

The Bidder is required to provide sound support by arranging timely attending of calls received from DGCIS's offices and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet timely requirements, the Bidder has to maintain sufficient inventory of spare parts/equipment at all the support Centres to avoid unnecessary delay in obtaining the spare parts/equipment.

The Bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers for all locations.

Bidder shall ensure availability of spare parts for the HW and SW covered under Comprehensive AMC to meet SLA requirement. The replacement must be carried out with peripheral/component of equivalent capacity or higher capacity at no additional charges to DGCIS, within the stipulated time as mentioned in SLA. However, lower capacity of such replacement shall be permitted by DGCIS on case-to-case basis subject to any practical limitations for which such replacement is required.

IT System procurement/improvement is an ongoing process and the additional item included during the maintenance period also needs to be maintained within the ambit.

The Bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers. The Bidder is required to

provide 24x7x365 service/support for the complaints received from DGCIS. The resolution matrix in **Annexure 'O'** should be adhered.

8.28 SUSPENSION OF WORK

The DGCIS reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The DGCIS will issue orders for suspension or reinstatement of the work to the Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

8.29 TERMINATION OF CONTRACT

The quality of support services given by the service providers will be reviewed by DGCIS every month and if the services are not found satisfactory, DGCIS reserves the right to cancel the contract by giving three months' notice to the service provider. The decision of DGCIS regarding quality of services shall be final and binding on the service provider.

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ANNEXURES

Annexure 'A' (Bidder Information)

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt. / PSU/ Pub.Ltd / Pvt.Ltd / partnership/ proprietary]	
4.	Registration No. and date of registration. Registration Certificate to be enclosed	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	GSTIN	
7.	PAN No	
8.	Contact Details of Bidder authorized to make commitments to DGCIS	
9.	Name	
10.	Designation	
11.	FAX No.	
12.	Mail ID	
13.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
15.	Whether the Bidder is blacklisted/ debarred at the time of submission of this Tender, by Government of India or Central PSU/PSE/PSB/FI/Regulatory Bodies. If yes, please give details	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)

Authorized Signatories

(Name & Designation, seal of the company)

Date: _

Annexure 'B'-(Bidder Financial Details)

Sl. No.	Details	Details to be furnished by the bidder		
1.	Please mention turnover and Net Profit/Loss for last three financial years.	Financial Year	Turnover	Net Profit/Loss(-)
	Audited/ CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be attached with Annexure - 'A'.	2017-18		
		2018-19		
		2019-20		

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Annexure 'C' - (Minimum Eligibility Criteria)

Following format has to be filled by the Bidder and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

Bidders will submit index page of the supporting documents while submitting response.

S. No.	Financial and other Requirements	Supporting documents to be submitted	Bidder's Response and supporting documents
1.	The Bidder should be a Registered Partnership Firm/ LLP/ Company/ Public Sector undertaking with more than 10 years of operations in India	<ul style="list-style-type: none"> • Certificate of Incorporation / • Registration Certificate 	
2.	Should have been in the business of IT Facility Management and AMC services for at least 10 years as on December 31, 2021 in India.	Certificate from authorized signatory/ Company Secretary of the bidder indicating that they are providing IT Facility Management and AMC services for last 10 years as on December 31, 2021.	
3.	Should have Average Annual Turnover of Rs. 200 crore per annum or more during last 3 financial years ending March 2020 (FYs 2017- 18; 2018-19; 2019-20), from IT infrastructure/ IT Enabled Services in Indian Operations only	The Bidder must produce a certificate from Company's Chartered Accountant to this effect. Audited balance sheet of financial years 2017-18, 2018-19 and 2019-20 and to be submitted.	
4.	Bidder must be a Profitable organization for the last three	The Bidder must produce a certificate	

S. No.	Financial and other Requirements	Supporting documents to be submitted	Bidder's Response and supporting documents
	financial years.	from Company's Chartered Accountant to this effect.	
5.	The bidder must have on its payroll at least 200 technically qualified professionals holding BE / B. Tech / MCA / MSc. degree and experience of working in the domain of Data Centres / cloud computing / IT security / networking / systems integration services / IT operations as on date of Bid Submission.	The Bidder has to provide Certificate from bidder's HR Department for number of technically qualified professionals employed by the company	
6.	Bidder must have experience of commissioning and providing IT managed services to at least One Data centres in Private / Govt Sector in India during last ten calendar years as on December 31, 2021	<ul style="list-style-type: none"> The Bidder has to provide work order copy/Contract extract indicating the scope of work. Bidder should submit satisfactory service certificate / Sign off certificate from the client of respective projects. 	
7.	Bidder should have valid ISO 9001:2015, ISO/IEC 27001:2013 and ISO/IEC 20000-1:2018 standards certificates. The certificate/s	Copy of relevant certificates.	

S. No.	Financial and other Requirements	Supporting documents to be submitted	Bidder's Response and supporting documents
	should be valid as on the last date of submission of the bid.		
8.	The bidder should not have been blacklisted by any Government agencies.	Self-declaration certificate on Bidder's letter head signed by Company's Authorized Signatory.	
9.	Bidder must submit an OEM (Oracle) issued MAF (Manufacturer's Authorization Form) or Partnership Certificate in standard format which shows Bidder has partnership with that OEM for support and services of OEM products and a self-declaration stating that within 6 weeks of award of contract, successful bidder would submit OEM (Oracle) issued back-to-back support Certificate specifying the DGCIS owned equipment and the duration of the contract period.	Declarations / Valid Certifications from OEM	

Note:

- Bidder response should be complete; Yes/No answer is not acceptable
- Documentary evidence must be furnished against each of the above criteria. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
- Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof

Annexure 'D'-(Technical Bid Covering Letter)

Date :

To
The Deputy Director,
Directorate General of Commercial Intelligence and Statistics (DGCIS)
565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP,
Kolkata, West Bengal 700107

Dear Sir,

Technical Bid: Selection of Service Integrator for IT Facility Management Services at
DGCIS

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RFP document [Insert RFP Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical Proposal and a commercial Proposal. The minimum eligibility criteria and technical proposal are put in one envelope and the commercial proposal in separate envelope.

We also enclose masked Financial Bid.

We understand you are not bound to accept any proposal you receive.

Dated at _____ / _____ day of _____ 2022.

Yours faithfully,
For

Signatur
e Name:

Address:
(Authorised Signatory)

Annexure 'E'-(Technical Bid Format)

Technical Bid Format

Bidder response to the Technical Bid of this Tender document must be provided as detailed in Section 8.4 of the RFP. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter.

1. Details as detailed under **Section 6**
2. Technical Proposal Covering Letter

Annexure 'F'- (Letter of Competence Format)

[To be submitted along with Technical Bid]

[To be submitted on Organisation's Letterhead]

Letter of Competence for Quoting against DGCIS's RFP No. /

This is to certify that we [Insert name of Bidder], Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for the purpose will be adequate to meet the requirement and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

Authorized Signatories

(Name & Designation, seal of the company) Date:

Annexure 'G'-(Service Level Agreement)

(To be executed on a non- judicial stamp paper)
Service Level Agreement

THIS SERVICE LEVEL AGREEMENT (hereinafter referred to "the Agreement") is made on this _____ day of the month of _____, 2022, by and between,

National Housing DGCIS, a DGCIS constituted under the Directorate General of Commercial Intelligence and Statistics Act, 1987, having its Head Office at Core 5A, 3rd -5th floors, India Habitat Centre, Lodhi Road, Kolkata-110003 (hereinafter called "DGCIS"), which expression shall include wherever the context so permits, its successors and assigns ; AND

_____, a company registered under the Companies Act, 1956, having its registered office at _____ (hereinafter called the "Vendor"), which expression shall include wherever the context so permits, its successors and permitted assigns.

(Hereinafter DGCIS and the Vendor are collectively referred to as "the Parties" and individually as "the Party")

WHEREAS

(A) DGCIS intends to hire the Vendor for _____, as detailed in the Request for Proposal no. _____

_____ on _____ (date)
(including Corrigendum/Clarification, if any, issued) (hereinafter collectively referred to the "RFP (attached hereto as Appendix- I).

(B) The Vendor has been selected through open tendering process by way of floating the RFP by DGCIS followed by evaluation of Technical & Financial Bids of the Bidders and accordingly the letter of award no. _____ dated _____ ("LoA") (attached hereto as Appendix- II) has been issued by DGCIS to the Vendor;

- (C) The Vendor has accepted and agreed to provide the Services in accordance with terms and conditions of RFP and the LoA.
- (D) In terms of the RFP, DGCIS and the Vendor have agreed to enter into this definitive Service Level Agreement in the manner hereinafter appearing:

NOW THEREFORE the Parties hereby agree as follows:

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Agreement have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;
- (b) "Contract" means and shall construe this Agreement;
- (c) "Deliverables" means and includes the major deliverables as specified in Clause _____ of the RFP.
- (d) "Effective Date" means the date on which this Agreement comes into force and effect pursuant to Clause 2.1 hereof;
- (e) "Personnel" means persons hired/to be hired by the Vendor as employees and assigned to the performance of the Services or any part thereof.
- (f) "Project" means collectively the Services and the Deliverables to be provided as detailed in the RFP.
- (g) "Services" or "Scope of Work" means and includes the scope of work to be performed by the Vendor as described/set out in Clause _____ of the RFP.
- (h) "Third Party" means any person or entity other than DGCIS and the Vendor.

1.2 Principles of Interpretation

In this Agreement , unless the context otherwise requires:

- a) All capitalized terms unless specifically defined in this Agreement shall have the meaning given to them in the RFP;
- b) Words and abbreviations, which have well known technical or trade/commercial meanings are used in this Agreement in accordance with such meanings;
- c) The RFP, the LoA and the NDA along with the Appendices/ Attachments hereto, shall form part and parcel of this Agreement and shall be read together for all purpose and effect.
- d) In case of any inconsistency or repugnancy between the provisions contained RFP, LoA and this Agreement, unless the context otherwise requires, the opinion of DGCIS shall prevail to the extent of such inconsistency or repugnancy and the same shall be binding on the Vendor.

1.3 Purpose

1.3.1 It is hereby agreed that the Vendor shall provide the Services to DGCIS as set out in the RFP till the completion of the Project. The objective of the Project is to make _____.

1.3.2 Performance of the Scope of Work

The Vendor shall perform all the services as set out in the Scope of Work and complete the Deliverables within the prescribed timelines in terms of the RFP and the entire assignment shall be completed within the Term of this Contract.

1.3.3 Term/Period of Contract

The entire assignment as detailed in the Scope of Work under this Contract shall be completed within a period of _____ ("Term") starting from _____ by the Vendor unless the period is extended in accordance with this Agreement.

1.3.4 Contract Price

The entire assignment to be performed under this Contract is fixed price contract and the Vendor shall be paid the total price consideration of Rs. _____ (Rupees _____) ("Contract Price") for the satisfactory performance/execution of the entire assignment under the Project. The Contract Price shall be paid by DGCIS as per the payment terms agreed at Clause 4.2 of this Agreement.

1.4 Relation between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between DGCIS and the Vendor. The Vendor, subject to this Agreement, has complete charge of personnel to be engaged by the Vendor for performing the Services and shall be fully responsible for the works to be performed by them or on their behalf hereunder and also for the quality of the work done by their personnel.

1.5 Language

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.6 Headings

The headings shall not limit, alter or affect the meaning of this Contract.

1.7 Notices

- 1.7.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram or facsimile to such Party at the following address:

For DGCIS:

Attention: _____

Fax: _____

For the Vendor:

Attention: _____

Fax: _____

1.7.2 Notice will be deemed to be effective as follows

- (a) In the case of personal delivery or registered mail, on delivery;
- (b) In case of telegrams, ninety-six (96) hours following confirmed transmission; and
- (c) In the case of facsimiles, seventy-two (72) hours following confirmed transmission.

1.7.3 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.

1.8 Location

The Services shall be performed at Delhi or at such location required/ approved by DGCIS.

1.9 Authority of Vendor

The Vendor hereby authorize _____ to act on their behalf in exercising the entire Vendor's rights and obligations towards DGCIS under this Contract, including without limitation for signing letters/communications, execution of agreements, for receiving instructions and payments from DGCIS.

1.10 Taxes and Duties

The Vendor and their personnel shall pay the taxes (excluding GST), duties, fees, levies and other impositions levied under the existing, amended or enacted laws during the tenure of this Agreement and DGCIS shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed from the payments to be made to the Vendor.

2.0 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract

This Agreement deemed to have taken effect from the date of acceptance of the Letter of Award (LoA) by the Vendor i.e., w.e.f.

2.2 Commencement of Services

The Vendor shall begin carrying out the Services immediately viz. from the date of acceptance of LoA, or on such date as the Parties may agree in writing.

2.3 Expiration of Contract

Unless terminated earlier pursuant to Clause-2.8 hereof, this Contract shall expire on the expiry of the Term as stated on Clause 1.3.3 herein unless the Term is extended in accordance with the Clause 2.6.4.

2.4 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

2.5 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services/Scope of Work, may only be made by written agreement between the Parties and shall not be effective until the consent of the Parties has been obtained, pursuant to Clause-5.2 hereof, however, each Party shall give due consideration to any proposals for modification made by the other Party.

2.6 Force Majeure

2.6.1 Definition

In the event of either Party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the Contract, the relative

obligation of the Party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire, Flood and Acts and Regulations of respective government of the two Parties directly affecting the performance of the Contract.

Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions lasting for more than 3 (three) months, DGCIS shall have the option of cancelling this Contract in whole or part at its discretion without any liability on its part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

2.6.2 No Breach of Contract

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

2.6.3 Measures to be taken

- (a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.
- (b) A Party affected by an event of Force Majeure shall notify the other Party such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of

the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.

- (c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

2.6.4 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6.5 Consultation

Not later than thirty (30) days after the Party, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

2.7 Suspension

DGCIS may, by written notice of suspension to the Vendor, suspend all payments to the Vendor hereunder if DGCIS is not satisfied with the performance of the Vendor or if the Vendor fails to perform any of their obligations under this Contract, including the carrying out of services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Vendor to provide remedy for such failure within a period not exceeding thirty (30) days after receipt by the Vendor of such notice of suspension and shall invoke contract performance guarantee.

2.8 Termination

2.8.1 By DGCIS

DGCIS reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- i. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a year.
- ii. Bidder fails to perform any other obligation(s) under the contract.

- iii. Any threat is perceived or observed on the security of DGCIS's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- iv. However, either party, in the case of termination, will give 3 months' (90 Calendar days) notice to the other party.
- v. The DGCIS, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to perform satisfactorily elapsing 4 weeks from the date of work order, due to any reason apart from related to DGCIS as mutually agreed.
- vi. The DGCIS may, at any time terminate the contract by giving written notice to the Service provide if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DGCIS.

2.8.2 Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clause- 2.8.1 hereof or upon expiration of this Contract pursuant to Clause-2.3 hereof, all rights and obligations of the Parties hereunder shall cease, except:

- (a) Such rights and obligations as may have accrued on the date of termination or expiration,
- (b) The obligation of confidentiality set forth in Clause-3.7 hereof,
- (c) Any right which a Party may have under the Applicable Law.

2.8.3 Cessation of Services

Upon termination of this Contract by notice pursuant to clauses-2.8.1 hereof, the Vendor shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

2.8.4 Payment in case of termination of contract

Subject to the terms of the RFP, in case the contract is terminated, total AMC payment for OEM backlined components for which upfront payment has been made will be done however, payment towards services will be made on pro rata basis, for the services already delivered, after deducting applicable penalty and TDS/other applicable taxes.

3.0 OBLIGATIONS OF THE VENDOR

3.1 Standard of Performance

The Vendor shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, technical and engineering practices, and employ appropriate advanced technology, safe and effective equipment, machinery, materials and methods. The Vendor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to DGCIS, and shall at all times support and safeguard DGCIS's legitimate interests in any dealings with third parties.

3.2 Law Governing contract

The Vendor shall perform the assignment in accordance with the applicable Law and shall take all practicable steps to ensure that the Personnel of the Vendor comply with the Applicable Law.

3.3 Conflict of Interest

The Vendor shall hold DGCIS's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.

3.4 Vendor Not to Benefit from Commissions/Discounts etc.

The payment of the Vendor by DGCIS shall constitute the Vendor's only payment in connection with this Contract or the Services, and the Vendor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Vendor shall

use their best efforts to ensure that its Personnel similarly shall not receive any such additional payment.

- 3.5 Vendor and Affiliates not to be otherwise interested in /benefited from the Project The Vendor agrees that, during the term of this Contract and after its termination, the Vendor shall not create any work/ opportunity for itself and for any of its affiliates from this Project/ assignment and/or derive any financial benefits directly or otherwise, other than what is agreed to be paid as professional fee as mentioned at Clause 4.2 for this assignment.

3.6 Prohibition of Conflicting Activities

The Vendor and its affiliates shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. The Vendor and its affiliates hired to provide services for the proposed assignment will be disqualified from services related to the initial assignment for the same Project subsequently.

3.7 Confidentiality

The Vendor and its Personnel shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Agreement or DGCIS's business or operations without the prior written consent of DGCIS.

A separate non-disclosure cum confidentiality agreement ("NDA") will be signed between the Vendor and DGCIS, if required.

3.8 Insurance to be taken out by the Vendor

The Vendor shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of the Vendor or their staff on the assignment

3.9 Liability of the Vendor

The Vendor shall be liable to DGCIS for the performance of the Services in accordance with the provisions of this Contract and for any loss suffered by DGCIS as a result of a default of the Vendor in such performance, subject to the following limitations:

- (a) The Vendor shall not be liable for any damage or injury caused by or arising out of any act, neglect, default or omission of any persons other than the Vendor and its Personnel; and
- (b) The Vendor shall not be liable for any loss or damage caused by or arising out of circumstances over which the Vendor had no control.

3.10 Indemnification of DGCIS by the Vendor

The Vendor shall indemnify DGCIS and shall always keep DGCIS, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by DGCIS or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Vendor or its personnel; and/or (ii) any negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are deployed by the Vendor against DGCIS; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statutes/various labour laws by the Vendor to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and /or NDA.

3.11 Limitation of Liability

- (i) The Vendor's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to One (1x) time of the total contract value.
- (ii) The Vendor's liability in case of claims against DGCIS resulting from infringement of patents, trademarks, copyrights or such other Intellectual

Property Rights or breach of confidentiality obligations committed by the Vendor shall be actual and unlimited.

- (iii) Under no circumstances, DGCIS shall be liable to the Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages.

3.12 Reporting Obligations

The Vendor shall submit to DGCIS the reports and documents within the timelines set forth in the Offer Letter, including any supporting data required by DGCIS.

3.13 Documents prepared by the Vendor to be the Property of DGCIS:

All software, algorithms, reports and other documents prepared/developed by the Vendor in performing the Services shall become and remain the property of DGCIS, and the Vendor shall, not later than upon termination or expiration of this Contract, deliver all such documents to DGCIS, together with a detailed inventory thereof. The Vendor may retain a copy of such documents and shall not use them for purposes unrelated to this Contract without the prior written approval of DGCIS.

3.14 Vendor's Personnel

The Vendor shall ensure that personnel/employees engaged by him in the project/contract, have appropriate qualifications and competence as stipulated under the RFP and are in all respects acceptable to DGCIS. The Vendor will do its utmost to ensure that the personnel identified by the Vendor to work under this Agreement completes the Term. If any such personnel resigns from his job and leaves the Vendor, the Vendor will provide DGCIS with other personnel of equivalent knowledge, skill and experience acceptable to DGCIS as his substitute.

The Vendor shall strictly comply with all applicable labour laws and such other laws in relation to the services to be provided and the personnel engaged by the Vendor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between DGCIS and said personnel so engaged by the Vendor.

The Vendor shall be responsible for making appropriate deductions in respect of income tax and any other statutory deductions under applicable laws in respect of its personnel/employees engaged by the Vendor under this Agreement. The Vendor agrees to indemnify DGCIS in respect of any claims that may be made by statutory authorities against DGCIS in respect of contributions relating to the personnel/employees engaged by the Vendor for performing the work under this Agreement. DGCIS is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the Vendor.

3.15 Non-Compete

The Vendor will neither approach nor make any proposal for work for any employee of DGCIS directly or indirectly during the validity of this Agreement and for one year from the date of termination of this Agreement.

3.16 Change in Ownership or Constitution:

The Vendor will inform DGCIS immediately about any change in its ownership or its constitution. The Vendor will ensure that the DGCIS's interest will be protected with utmost care. If DGCIS is not satisfied with the change of ownership or constitution of the Vendor and/or with the new owner, DGCIS shall have the right of termination and in that event, the payment, if any, upon termination may be made as provided in clause 2.8.4.

4.0 OBLIGATIONS OF DGCIS

4.1 Support:

DGCIS will provide the support as required necessary by it including giving access to the relevant and limited data maintained in its system to the Vendor for carrying out the assignment under the Contract.

4.2 Consideration & Payment Terms

In consideration of the Services performed by the Vendor under this Agreement, DGCIS shall make to the Vendor such payments and in such manner as specified in the RFP and/or the LoA.

The Vendor shall submit the bills to DGCIS of firms printed bill forms indicating the work done by them during the period for which payment is sought. DGCIS shall make payments to the Vendor as per the payment schedule given in the RFP. But if the progress is not satisfactory and according to agreed work program/schedule the payment may be withheld.

4.3 Non-Solicitation:

DGCIS agrees not to make an offer for employment to any personnel provided/deployed by the Vendor under this Agreement, and, not to accept any application for employment from him/her, while he is under the term of this Agreement, and, for up to twelve (12) months from the date of last assignment of the work under this Agreement with DGCIS.

5.0 FAIRNESS AND GOOD FAITH

5.1 Good Faith

The Parties undertake to act in all fairness and good faith in respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract

6.0 UNDERTAKINGS:

The Vendor hereby further undertakes:

- (i) That the Vendor has gone through all the required/relevant and extant instructions/ circulars of Government of India, Reserve DGCIS of India and /or any other concerned authority, GFR issued by Ministry of Finance, guidelines of CVC and provisions of the manual/relevant instructions of DGCIS, as applicable to the scope/area of its work/operation under this Agreement and the advice/services to be rendered by it as the Vendor and it complies/will comply with all such requirements.
- (ii) That the Vendor has the necessary expertise to work and execute the Project as per the scope of work set out in detail in the RFP and it has the capability

to deliver efficient and effective advice/services to DGCIS. It shall carry out the assignment under this Agreement with due diligence and with the highest standard of professionalism and business ethics.

4.38.3

- (iii) That being the Vendor of DGCIS for a consideration, it shall be accountable for (a) any improper discharge of the assignment under this Agreement and/or (b) any deviant conduct keeping in view the norms of ethical business and professionalism.
- (iv) That DGCIS shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/or any advice/service rendered in the views of DGCIS is found to be grossly faulty/negligent/deficient and/or any deviant conduct by the Vendor and as a consequence of it, DGCIS can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the Vendor by DGCIS under this Agreement and appropriate/adjust the same for the losses, if any, suffered by DGCIS without requiring DGCIS to prove the actual loss.
- (v) That the Vendor shall not do anything that will be of any conflict of interest to the Vendor while discharging the obligations under this Agreement and it shall bring to the notice/knowledge of DGCIS beforehand any possible instance of conflict of interest while rendering any advice or service. Further, the Vendor shall not receive any remuneration in connection with the assignment except as provided in this Agreement. The Vendor and/or any of its affiliates shall not engage in consulting or other activities that will be in conflict with the obligations under this Agreement.
- (vi) That the Vendor has not been hired for any assignment that would be in conflict with its prior or current obligations to DGCIS or that may place the Vendor in a position of being unable to carry out the assignment in the best interest of DGCIS.
- (vii) That the Vendor shall act at all times in the interest of DGCIS and render advice/service with highest professional integrity and shall cooperate fully with any legitimately provided/constituted investigative body, conducting inquiry into processing or execution of the consultancy contract/any other matter related with discharge of the contractual obligations by the Vendor.

7.0 SEVERABILITY:

Each clause of this Agreement is enforceable independently. Should any clause of this Agreement become not enforceable due to any reason, it will not affect the enforceability of the other clauses.

8.0 SETTLEMENT OF DISPUTES

In the event of any dispute or difference arising out of, in relation to, or in connection with this Agreement, or the breach thereof, shall be settled amicably through mutual discussions. If, however, the parties are not able to settle them amicably without undue delay, the same shall be settled by the process of arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 (as amended from time to time). The venue of such arbitration shall be at Kolkata and the proceedings shall be conducted in English. The arbitration tribunal shall consist of Sole i.e., 1(one) Arbitrator to be appointed jointly by the Parties within thirty (30) days from the date of first recommendation for appointment of arbitrator in written form one Party to the other. If the Parties fail to agree on appointment of such Sole Arbitrator, arbitral tribunal consisting of Sole Arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The award of arbitrator made in pursuance thereof shall be final and binding on the Parties. All costs and expenses of such arbitration shall be borne equally by the Parties at the first instance which however subject to the provisions of the said Act.

Notwithstanding, it is agreed that the Vendor shall continue the remaining work for the assignment under this Agreement during the pendency of arbitration proceedings unless otherwise directed in writing by DGCIS or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

9.0 JURISDICTION AND APPLICABLE LAW

This agreement including all matters connected with this Agreement, shall be governed by the laws of India (both substantive and procedural) for the time being in force and shall be subjected to exclusive jurisdiction of the Courts at Kolkata.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement signed in their respective names on the day and year first above written at Kolkata.

FOR AND ON BEHALF OF DIRECTORATE GENERAL OF
COMMERCIAL INTELLIGENCE AND STATISTICS

By _____
Authorized Representative

FOR AND ON BEHALF OF [VENDOR]

By _____
Authorized Representative

WITNESSES:

1. (Name and address)
2. (Name and address)

Annexure 'H'-(Confidentiality -cum- nondisclosure agreement)

(To be executed on a non- judicial stamp paper)

This Confidentiality -cum-Non-Disclosure Agreement is entered into at Kolkata on thisdayof _____, 2022_, by and between;

_____, a _____ incorporated
_____, having its Registered Office at
_____ (hereinafter referred to as "the Vendor"), which
expression shall include wherever the context so permits, its successors and
permitted assigns; and

The National Housing DGCIS, a DGCIS constituted under the Directorate General of Commercial Intelligence and Statistics Act, 1987 (Central act No. 53 of 1987) having its Head Office at Core-5A, 5th Floor, India Habitat Centre, Lodhi Road, Kolkata-110003; (herein after referred to as "DGCIS"), which expression shall include wherever the context so permits, its successors and permitted assigns:

WHEREAS the Vendor & DGCIS would be having discussions and negotiations concerning _____ ("Purpose") between them as per the Service Level Agreement dated (hereinafter referred to as "SLA"). In the course of such discussions & negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and

confidential & proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as “the Disclosing Party” & will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as “the Recipient/Receiving Party” and will include its affiliates & subsidiaries and its personnel.

Now this Agreement witnesseth:-

1. Proprietary Information: As used in this Agreement, the term Proprietary information shall mean as all trade secrets or confidential or Proprietary information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary information is disclosed by the Disclosing Party to the Recipient/Receiving Party. Notwithstanding the foregoing, information which is orally or visually disclosed to the Recipient/Receiving Party by the Disclosing party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party , within 10(ten) days after such disclosure, delivers to the Recipient/Receiving Party a written document or documents describing such Proprietary Information and referencing the place and date of such oral ,visual or written disclosure and the names of the employees or officers of the Recipient/ Receiving party to whom such disclosure was made.
2. Confidentiality:
 - a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far, this may be required for the proper exercise of the Parties respective rights and obligations under this Agreement.
 - b) The term confidential information shall mean and include all written or oral information (including information received from third parties that the Disclosing Party is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential Information shall also mean, software

programs, technical data, methodologies, know how, processes, designs, customer names, prospective customer's names, customer information and business information of the Disclosing Party.

c) Confidential information does not include information which:

- (i) is publicly available at the time of its disclosure; or
- (ii) becomes publicly available following disclosure; or
- (iii) is already known to or was in the possession of Recipient/Receiving party prior to disclosure under this Agreement; or
- (iv) is disclosed to the Recipient/Receiving party from a third party, which party is not bound by any obligation of confidentiality; or
- (v) is or has been independently developed by the Recipient/Receiving party without using the confidential information;
- (vi) is disclosed with the prior consent of the Disclosing Party.

3. Non -Disclosure of Proprietary Information: For the period during the agreement or its renewal, the Recipient/Receiving Party will:

- a) Use such Proprietary Information only for the purpose for which it was disclosed and without written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its own confidential information of similar importance and
- c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4. Limit on Obligations: The obligations of the Recipient/ Receiving Party specified in clause 3 above shall not apply and the Recipient/ Receiving Party shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary information :

- a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient/ Receiving Party;
 - b) is in the Recipient's/ Receiving Party's possession at the time of disclosure otherwise than as a result of the Recipient's/ Receiving Party's breach of an obligation of confidentiality owed to the Disclosing Party;
 - c) becomes known to the Recipient/ Receiving Party through disclosure by any other source, other than the Disclosing party, having the legal right to disclose such Proprietary Information.
 - d) is independently developed by the Recipient/ Receiving Party without reference to or reliance upon the Proprietary Information; or
 - e) is required to be disclosed by the Recipient/ Receiving Party to comply with applicable laws or governmental regulation, provided that the Recipient/ Receiving Party provides prior written notice of such disclosure to the Disclosing Party and take reasonable and lawful actions for such disclosure.
5. Return of Documents: The Recipient/ Receiving Party shall, upon request of the Disclosing Party , in writing ,return to the Disclosing party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient/ Receiving Party pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event, it is not inclined to proceed further with the engagement, business discussions and negotiations or in the event of termination of this Agreement, the Recipient/ Receiving Party will promptly return to the other part or with the consent of the other party, destroy the Proprietary Information of the other party. Provided however the Receiving Party shall retain copies to be in compliance with its statutory, regulatory, internal policy or professional obligations.
6. Communications: Written communications requesting transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing)

(Vendor)

7. Term: The obligation pursuant to clause 2 and 3 (Confidentiality & Non-Disclosure of Proprietary Information) will survive for a period of _____ years from the termination of the SLA.
8. The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach by one party, the other party shall be entitled to appropriate remedy, which may be available under law.
9. Notwithstanding anything stated in this Agreement, any report/finding/document delivered/submitted by the Vendor to DGCIS as a part of the outcome or deliverables under the SLA and which, in the opinion of DGCIS, requires any further study/analysis by any third party agency/institution depending on the requirement of the case, the same can be shared by DGCIS with such third party agency/institution for conducting such study/analysis and no prior consent of the Vendor is required for the same. Such report/finding/document delivered/ submitted by the Vendor to DGCIS shall become exclusive property of DGCIS and as such DGCIS shall not be bound by any restriction from disclosure of such report/ finding/ document or content thereof, being the Receiving Party.
10. This Agreement shall be governed and construed in accordance with the laws of India and shall be subjected to the Jurisdiction of courts at Delhi. It is agreed that any dispute or differences arising out of or touching this Agreement if not resolved amicably shall be referred to the arbitration as per clause _____ of the SLA executed between the parties hereto.

11. Miscellaneous

- a) This Agreement may not be modified, changed or discharged, in whole or in part, except by a further Agreement/amendment in writing signed by both the parties.
- b) This Agreement will be binding upon & ensure to the benefit of the parties hereto and it includes their respective successors & assigns
- c) The Agreement shall be construed & and interpreted in accordance with the laws prevailing in India.

In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

FOR _____

FOR Directorate General
of Commercial Intelligence and Statistics

Authorized Signatory

Authorized Signatory

Name:

Name:

Designation:

Designation:

Place:

Place:

Date:

Date:

WITNESSES:

1.

2.

Annexure 'I'- (Resolution / Escalation matrix)

(To be submitted along with Technical Bid)

We declare that we will adhere to following resolution matrix during our service contract period with DGCIS:

Situation	Expected response of Service Integrator
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Notification of Our Senior Executives Contact Person Name and Designation: e-mail Id: Contact No.:
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers Contact Person Name and Designation: e-mail Id: Contact No.:
Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours Contact Person Name and Designation: e-mail Id: Contact No.:
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only Contact Person Name and Designation: e-mail Id:

	Contact No.:
--	---------------------

Authorized Signatories

(Name & Designation, seal of the
company)

Date:

Annexure 'J'- (Non-Blacklisting Declaration)

The Bidder should give the following Undertaking/certificate on its letterhead

To
The Deputy Director,
Directorate General of Commercial Intelligence and Statistics (DGCIS)
565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP,
Kolkata, West Bengal 700107

I/We hereby certify that I/We am/are an authorized signatory in the Agency/Society/ Company/ Trust and hereby declare that Our Agency/Society/Company/Trust have not been blacklisted or delisted by any Government, PSUs and its subsidiaries.

Authorized Signatories
(Name & Designation, seal of the company)
Date:

Annexure 'K1'-(Format of Performance Bank Guarantee)

(To be executed on a non- judicial stamp paper)

To

In consideration of the Directorate General of Commercial Intelligence and Statistics (hereinafter referred to as "DGCIS", which expression shall, unless repugnant to the context or meaning, thereof include its successors, representatives and assignees), having awarded in favour of M/s. _____ having its registered office at _____ (hereinafter referred to as "the Vendor", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, representatives and assignees), a contract to provide _____ on terms and conditions set out in the Request for Proposal dated..... (the RFP") and the Service Level Agreement dated _____ ("the SLA") (hereinafter the RFP and the SLA are together referred to as "the Contract"), and the Vendor having agreed to provide a Performance Bank Guarantee for the faithful performance of the services as per the terms of the "Contract" including the warranty obligations /liabilities under the contract of equivalent value amounting to _____/ _____% of the value of the Contract if any, to DGCIS amounting to _____ (in words) in the form of a bank guarantee,

, we, _____ (Name) _____ (Address) (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representatives and assignees) at the request of the Vendor do hereby irrevocably guarantee for an amount of Rs. _____ (Rupees. _____) and undertake to pay DGCIS the guaranteed amount merely on demand, without any previous notice from DGCIS, without any demur or protest and without referring to any other source, any and all monies payable by the Vendor by reason of any breach by the said Vendor of any of the terms and conditions of the said Contract including non-execution of the Contract at any time till _____ (day /month/ year). Any such demand made by DGCIS on the Bank shall be conclusive and binding, absolute and unequivocal notwithstanding any disputes raised/pending before any court, tribunal, arbitration or any other authority by and between the Vendor and DGCIS. The Bank agrees that the guarantee herein contained shall continue to be enforceable till the sum due to DGCIS is fully paid and claims satisfied or till DGCIS discharges this Guarantee.

DGCIS shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time of performance by the Vendor. The Bank shall not be released from its liabilities under these presents by any exercise of DGCIS of the liberty with reference to the matter aforesaid.

DGCIS shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Vendor and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between DGCIS and the Vendor or any other course or remedy or security available to DGCIS and the Bank shall not be released of its obligations/ liabilities under these presents by any exercise by DGCIS of his liberty with reference to the matters aforesaid or any of them or by reasons of any other act or forbearance or other acts of omission or commission on part of DGCIS or any other indulgence shown by DGCIS or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank Guarantee. The Bank further undertakes not to revoke this guarantee during its currency without the previous consent of DGCIS in writing.

The Bank further agrees that the decision of DGCIS as to the failure on the part of the Vendor to fulfil their obligations as aforesaid and/or as to the amount payable by the Bank to DGCIS hereunder shall be final, conclusive and binding on the Bank.

The Bank also agrees that DGCIS shall be entitled at his option to enforce this guarantee against the Bank as a principal debtor, in the first instance notwithstanding any other security or guarantee that it may have in relation to the Vendor's liabilities.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor(s).

Notwithstanding anything contained herein:

(a) our liability under this bank guarantee shall not exceed Rs. _____
(Rupees _____ in words);

(b) this bank guarantee shall be valid up to _____; and

(c) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before _____.

(Signature)

Designation/Staff Code No.

Bank's seal

Attorney as per power of Attorney No. Dated

Annexure 'K2'-(Format of Bid Securing Declaration)

(To be executed on Company Letter-head)

Bidder's Name_____

[Address and Contact Details]

Bidder's Reference No._____

Date.....

To

The Deputy Director,

Directorate General of Commercial Intelligence and Statistics (DGCIS)

565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP,

Kolkata, West Bengal 700107

Ref: Tender Document No.: Selection of Service Integrator for IT
Facility Management Services at DGCIS

Sir/ Madam

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organisation for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- 1) withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
- 2) being notified within the bid validity of the acceptance of our bid by the Procuring Entity
 - a) refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
 - b) Fail or refuse to sign the contract.

We know that this bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

- 1) receipt by us of your notification
 - a) of cancellation of the entire tender process or rejection of all bids or
 - b) of the name of the successful bidder or
- 2) forty-five days after the expiration of bid validity any extension to it.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of Vendor]

Dated on day of [insert date of signing]

Place.....[insert place of signing]

DA:.....

Financial Bid Details

Annexure 'L'-(Financial Bid Covering Letter)

Date:

To
The Deputy Director,
Directorate General of Commercial Intelligence and Statistics (DGCIS)
565, Anandapur, Ward No. 108 Sector- 1 , Plot No. 22, ECADP,
Kolkata, West Bengal 700107

Dear Sir,

Financial Bid – Selection of Service Integrator for IT Facility Management Services at
DGCIS

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Request for Proposal [\[Insert RFP Number\]](#) dated [\[Date\]](#), and our Proposal (Technical and Financial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., [\[Insert date\]](#).

Yours faithfully,
For

Signature

Name
Address

(Authorised Signatory)

Annexure 'M'- (Financial Bid Format)

The structure of the Bidder's commercial response to this tender must be as per following order. The Financial Bid Response must be submitted with Financial Bid covering letter, format of which is given at the end this section.

Bidders are requested to note the following:

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- All the quoted costs must include all applicable taxes, charges and other levies.
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.
- The commercials quoted in the commercial bid are valid for six months from the date of opening of commercial bids.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

A. Price details

Table 1: Price Quotation for CAMC of all Hardware and Software for 2 years
(Amount in INR)

Sl. No.	Particulars	Total Amount (INR)	Total Taxes (INR)	Total Amount with taxes (INR)
1.	CAMC Price Quotation for Storage SAN Switch as mentioned in Appendix 1 (A1)			
2.	CAMC Price Quotation for Backup DB License AD Non-IT Equipment as mentioned in Appendix 2 (A2)			
3.	CAMC Price Quotation for Network Equipment as mentioned in Appendix 3 (A3)			
4.	CAMC Price Quotation for Security Equipment and AV Details as mentioned in Appendix 4 (A4)			
5.	CAMC Price Quotation for Server of DC-DR as mentioned in Appendix 5 (A5)			
Total Cost in Figures (A = A1+A2+A3+A4+A5)				
Total Cost in Words (A)				

* The payment towards FMS and AMC services shall be made as per details mentioned in section 7.2

Table 2: Price Quotation for Facility Management Services (FMS) for 2 years
(Amount in INR)

Sl. No.	Minimum Resource Required	Man-month Rate (INR)	Qty	Total Amount (INR)	Total Taxes (INR)	Total Amount with taxes (INR)
		A	B	$C=A*B*12$	D	$E=C+D$
1.	Team Lead cum DBA		1			
2.	Server Support		1			
3.	Network Support		1			
Total Cost in Figures (B= B1+B2+B3)						
Total Cost in Words (B)						

Total Financial Quotation

Total value be considered for Financial Evaluation:

Sl. No.	Item Description	Total Value (in INR)	Total Value in words
1.	Total Value for Financial evaluation. [Z = Total Cost of Ownership] = A + B		

Authorized Signatories

(Name & Designation, seal of the company)

Date

Appendix - 1 - Details of CAMC price quotation for Storage, SAN Switch and Tape Library

SAN Switch			
Sl. No	Make/Model/SL no	Total active license	CAMC Price for 2 years (INR)
1	Brocade 6510 48 Port	24	
2	Brocade 6510 48 Port	24	
3	Brocade 6505 16 Port	8	
4	Brocade 6505 16 Port	8	
5	Brocade 6505 16 Port 24 port	12	
6	Brocade 6505 16 Port 24 port	12	
Storage			
Sl. No	Storage Description	Model/SL no	CAMC Price for 2 years (INR)
1	Oracle FS1-2	AK00365446	
2	Oracle ZS3-2	1439NM2002	
3	SUN 6140 Stg	0810DHG050	
4	Oracle FS1-2	AK00365256	
Tape Library			
Sl. No	Tape Library SL No	Make/Model	CAMC Price for 2 years (INR)
1	464970G+1910SY7936	Oracle SL150	
Tape Cartridge			
Sl. No	Tape Cartridge	Make/Model	CAMC Price for 2 years (INR)
1	Oracle Ultrium 6 Data Cartridge (native 2.50 TB 1/2" tape Cartridge LTO 6) - 35 Nos.	Oracle Ultrium 6 Data Cartridge	

Total A1 - CAMC Price Quotation for 2 years (INR) :

Appendix - 2 - Details of CAMC price quotation for Backup DB License, Active Directory and Non-IT Equipment

Sl. no	Product Description	Version	Supported OS	CAMC Price for 2 years (INR)
1	Net Backup	8.3.0.1	Solaris 11	
Sl. No	Item description	Qty License	Vendor	CAMC Price for 2 years (INR)
1	VERITAS NETBACKUP 8.3 SHARED STORAGE OPTION LICENSE	8	Veritas	
2	VERITAS NETBACKUP 8.3 LIBRARY BASED TAPE DRIVE OPTION LICENSE	8	Veritas	
3	VERITAS NETBACKUP 8.3 ENTERPRISE SERVER UNIX LICENSE	1	Veritas	
4	VERITAS NETBACKUP 8.3 CLIENT APPLICATION AND DATABASE PACK UNIX LICENSE	2	Veritas	
5	VERITAS NETBACKUP V8.3, ENTERPRISE CLIENT, UNIX LICENSE	4	Veritas	
6	VERITAS NETBACKUP 8.3 CLIENT APPLICATION AND DATABASE PACK UNIX LICENSE	2	Veritas	

Active Directory			
Sl No	Item description	Vend or	CAMC Price for 2 years (INR)
1	Active Directory Configuration management and Administration	MS	

Non-IT Equipment				
Sl No	Make	Specification Description	Qty	CAMC Price for 2 years (INR)
1	RITTAL Smart Rack	1. No. Racks – 4 Nos. (Server – 1, Network - 3) Size – 42U 2. LCP Unit – 3 Nos. (12KW/15KVA) 3. Redundancy Control – 1 No. (CMC) 4. Fire System (DET-ACPlus) – 1 Master + 3 Slave 5. Vertical PDU – 32 Amp – 6 Nos. 6. Raw Power Distribution Panel – 1 No. 7. Network Camera – 1 No. 8. Door Access Control (with Biometric) – 1 No. 9. CMS-TC monitoring with Automatic Door kit, Signal Pillar and Hooter for Single Rack solution – 3 Nos.	01	
2	Consul Neowatt Power	25 KVA Servo Stabilizer 3-Phase Input/Output Air-cooled Input Voltage Range: 295V – 465V Output Voltage Range: 380V – 440V	1 no	
3	Electronics & Controls Power	20 KVA (2 x 10 KVA) Online UPS	2 sets	

Sl. no	Product Description	CSI (Customer Support Identification No.)	Version	Qty	CAMC Price for 2 years (INR)
1	Oracle Database Enterprise Edition ATS for Oracle 10g software, oracle	CSI# 15835692	12.1.0.2.0	01	

Sl. no	Product Description	CSI (Customer Support Identification No.)	Version	Qty	CAMC Price for 2 years (INR)
	database EE Processor perpetual license				
2	Oracle Database Enterprise Edition (Perpetual and Back support)	CSI#20625612	12.1.0.2.0	01	
3	Oracle Business Intelligence Suite Foundation Edition - Processor Perpetual	CSI#21894482	12.1.0.2.0	06	
4	Oracle OLAP - Processor Perpetual	CSI#21894482	12.1.0.2.0	06	
5	Oracle Database Standard Edition (Oracle ATS of Oracle Database SE Oracle 1 - Click Ordering Programmed U0073er plus Perpetual with Back Support	CSI#18963029	11.2.0.1.0	01	
6	Oracle Database Standard Edition Oracle ATS for providing on-site maintenance support of SUN Fire X4170 server	CSI#17568381	11.2.0.1.0	01	
7	Oracle Database Enterprise Edition (Web logic) (Perpetual) Golden Gate (Perpetual)	CSI#20625612	11.2.0.1.0	01	

Total A2 - CAMC Price Quotation for 2 years (INR) :

Appendix - 3 - Details of CAMC price quotation for Network Equipment (annual)

Network Switch			
Sl. No	Switch Description with (Model)	Make	CAMC Price for 2 years (INR)
1	Cisco Catalyst 2960 (L2 Switch)	Cisco	
2	Cisco Catalyst 2960 (L2 Switch)	Cisco	
3	Cisco Catalyst 2960 (L2 Switch)	Cisco	
4	Cisco Catalyst 2960 (L2 Switch)	Cisco	
5	Cisco Catalyst 2960 (L2 Switch)	Cisco	
6	Cisco Catalyst 2960 G (L2 Switch)	Cisco	
7	Cisco Catalyst 2960 (L2 Switch)	Cisco	
8	Cisco Small Business (L2 Switch)	Cisco	
9	Cisco Catalyst 2960 (L2 Switch)	Cisco	
10	Cisco Catalyst 2960 (L2 Switch)	Cisco	
11	Cisco Catalyst 2960 (L2 Switch)	Cisco	
12	Cisco Catalyst 2960 (L2 Switch)	Cisco	
13	Cisco Catalyst 2960 (L2 Switch)	Cisco	
14	Cisco Catalyst 3560 G (L3 Switch)	Cisco	
15	Cisco Catalyst 3560 G (L3 Switch)	Cisco	
16	Cisco Small Business (L2 Switch)	Cisco	
17	Cisco Catalyst 2960 (L2 Switch)	Cisco	
18	Cisco Catalyst 2960 (L2 Switch)	Cisco	
19	Cisco Catalyst 2960 (L2 Switch)	Cisco	
20	Cisco Catalyst 2960 (L2 Switch)	Cisco	
21	Cisco Catalyst 2960 (L2 Switch)	Cisco	
22	Cisco Small Business (L2 Switch)	Cisco	
23	Cisco Catalyst 2960 G (L2 Switch)	Cisco	
24	Cisco Catalyst 2960 G (L2 Switch)	Cisco	

Network Switch			
Sl. No	Switch Description with (Model)	Make	CAMC Price for 2 years (INR)
25	Cisco Small Business (L2 Switch)	Cisco	
26	Cisco Catalyst 4507 R-E (Core-Switches)	Cisco	
27	Cisco Nexus c9372TX (Serverfarm Switch)	Cisco	
28	Cisco Nexus c9372TX (Serverfarm Switch)	Cisco	
29	Cisco Nexus c3172T (Serverfarm Switch)	Cisco	
30	Cisco-c4507R+E (Core-Switch)	Cisco	
31	Cisco-c4507R+E (Core-Switch)	Cisco	
32	Cisco Catalyst 2960 G	Cisco	
33	ZyXEL GS-4024 (Layer3 - Switch)	Zyxel	
34	Peplink 30 Router	Peplink	

Access Points			
Sl. No	Access Point Description with (Model)	Make	CAMC Price for 2 years (INR)
34	Motorola-AP-6511 (Access Point)	Motorola	
35	Motorola-AP-6511 (Access Point)	Motorola	
36	Motorola-AP-6511 (Access Point)	Motorola	
37	Motorola-AP-6511 (Access Point)	Motorola	
38	Motorola-AP-6511 (Access Point)	Motorola	
39	Motorola-AP-6511 (Access Point)	Motorola	
40	Motorola-AP-6511 (Access Point)	Motorola	
41	Motorola-AP-6511 (Access Point)	Motorola	
42	Motorola-AP-6511 (Access Point)	Motorola	
43	Motorola-AP-6511 (Access Point)	Motorola	
44	Motorola-AP-6511 (Access Point)	Motorola	

Access Points			
Sl. No	Access Point Description with (Model)	Make	CAMC Price for 2 years (INR)
45	Motorola-AP-6511 (Access Point)	Motorola	
46	Motorola-AP-6511 (Access Point)	Motorola	
47	Motorola-AP-6511 (Access Point)	Motorola	
48	Motorola-AP-6511 (Access Point)	Motorola	
49	Motorola-AP-6511 (Access Point)	Motorola	
50	Motorola-AP-6511 (Access Point)	Motorola	
51	Motorola-AP-6511 (Access Point)	Motorola	
52	Motorola-AP-6511 (Access Point)	Motorola	
53	Motorola-AP-6511 (Access Point)	Motorola	
54	Motorola-AP-6511 (Access Point)	Motorola	
55	Motorola-AP-6511 (Access Point)	Motorola	
56	Motorola-AP-6511 (Access Point)	Motorola	
57	Motorola-AP-6511 (Access Point)	Motorola	
58	Motorola-AP-6511 (Access Point)	Motorola	
59	Motorola-AP-6511 (Access Point)	Motorola	
60	Motorola-AP-6511 (Access Point)	Motorola	

Total A3 - CAMC Price Quotation for 2 years (INR) :

Appendix - 4 - Details of CAMC price quotation for Security Equipment (annual)

Firewall			
Sl No	Firewall Description with (Model)	Make	CAMC Price for 2 years (INR)
1	Cisco ASA-5585 (ASA- Firewall)	Cisco	
2	Cisco ASA-5585 (ASA- Firewall)	Cisco	
3	Cisco ASA-5520 (ASA Firewall)	Cisco	

Load Balancer			
Sl No	Firewall Description with (Model)	Make	CAMC Price for 2 years (INR)
1	Array SLB-2600 (Server Load Balancer)	Array	
2	Array SLB-2600 (Server Load Balancer)	Array	
3	Array APV 1600 (Server Load Balancer)	Array	

Total A4 - CAMC Price Quotation for 2 years (INR) :

Appendix - 5 - Details of CAMC price quotation for Servers of DC-DR (annual)

Server			
Sl. No	Make/Model	OS with Ver	CAMC Price for 2 years (INR)
1	Oracle SPARC T7-1	Solaris 11.3	
2	Oracle SPARC T7-1	Solaris 11.3	
3	Oracle SPARC T7-1	Solaris 11.3	
4	Oracle SPARC T7-1	Solaris 11.3	
5	oracle SERVER X5-2	Solaris 11.3	
6	SUN FIRE X4170 M3(X3-2)	Solaris 10	
7	SUN SERVER X4-2	Solaris 10	
8	SUN FIRE X4170 SERVER	Solaris 10	
9	Sparc enterprise M4000	Solaris 11.3	
10	Sparc enterprise M4000	Solaris 11.3	
11	Sparc enterprise T2000	Solaris 10	
12	Sparc enterprise T2000	Solaris 10	

Total A5 - CAMC Price Quotation for 2 years (INR) :

Appendix - 6 - Details of current IT Infrastructure of DC-DR

I. Storage, SAN Switch and Tape Library

SAN Switch			
Sl. No	Make/Model/SL no	Total active license	Serial No
1	Brocade 6510 48 Port	24	BRW2518M03J
2	Brocade 6510 48 Port	24	BRW2518M03L
3	Brocade 6505 16 Port	8	RD060162579
4	Brocade 6505 16 Port	8	RD060162916
5	Brocade 6505 16 Port 24 port	12	CCD2522M05N
6	Brocade 6505 16 Port 24 port	12	CCD2523M00H
Storage			
Sl. No	Storage Description	Serial No	
1	Oracle FS1-2	AK00365446	
2	Oracle ZS3-2	1439NM2002	
3	SUN 6140 Stg	0810DHG050	
4	Oracle FS1-2	AK00365256	
Tape Library			
Sl. No	Tape Library Serial No.	Make/Model	
1	464970G+1910SY7936	Oracle SL150	
Tape Cartridge			
Sl. No	Tape Cartridge	Make/Model	
1	Oracle Ultrium 6 Data Cartridge (native 2.50 TB ½" tape Cartridge LTO 6) – 35 Nos.	Oracle Ultrium 6 Data Cartridge	

II. Backup DB License, Active Directory and Non-IT Equipment

Sl. no	Product Description	Version	Entitlement IDs	Supported OS
1	Netback up	8.3.0.1	A3972335936 A3719039931 A3479857565 A1788343613 A0353026993	Solaris 11

Sl.	Item description	Qty	Vendor
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No		License	
1	VERITAS NETBACKUP 8.3 SHARED STORAGE OPTION LICENSE	8	Veritas
2	VERITAS NETBACKUP 8.3 LIBRARY BASED TAPE DRIVE OPTION LICENSE	8	Veritas
3	VERITAS NETBACKUP 8.3 ENTERPRISE SERVER UNIX LICENSE	1	Veritas
4	VERITAS NETBACKUP 8.3 CLIENT APPLICATION AND DATABASE PACK UNIX LICENSE	2	Veritas
5	VERITAS NETBACKUP V8.3, ENTERPRISE CLIENT, UNIX LICENSE	4	Veritas
6	VERITAS NETBACKUP 8.3 CLIENT APPLICATION AND DATABASE PACK UNIX LICENSE	2	Veritas

Active Directory

Sl No	Item description	Vendor	
1	Active Directory Configuration management and Administration	MS	

Non-IT Equipment

Sl No	Make	Specification Description/ Serial No.	Qty
1	RITTAL Smart Rack	1. No. Racks - 4 Nos. (Server - 1, Network - 3) Size - 42U 2. LCP Unit - 3 Nos. (12KW/15KVA) (3311420) 3. Redundancy Control - 1 No. (CMC) 4. Fire System (DET-ACPlus) - 1 Master + 3 Slave (7338121-Master, 7338321-Slave) 5. Vertical PDU - 32 Amp - 6 Nos. (7699009) 6. Raw Power Distribution Panel - 1 No. (9790977) 7. Network Camera - 1 No. (7699009) 8. Door Access Control (with Biometric) - 1 No. 9. CMS-TC monitoring with Automatic Door kit, Signal Pillar and Hooter for Single Rack solution - 3 Nos. (7030.000)	01
2	Consul Neowatt Power	25 KVA Servo Stabilizer (20162300007243) 3-Phase Input/Output Air-cooled Input Voltage Range: 295V - 465V Output Voltage Range: 380V - 440V	1 no
3	Electronics & Controls Power	20 KVA (2 x 10 KVA) Online UPS	2 sets

III. Network Equipment

Network Switch			
Sl. No	Switch Description with (Model)	Make	Serial No.
1	Cisco Catalyst 2960 (L2 Switch)	Cisco	FCQ1605X4XM
2	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1408V6XA
3	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1404W2WG
4	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1411Y1QH
5	Cisco Catalyst 2960 (L2 Switch)	Cisco	FCQ1605X535
6	Cisco Catalyst 2960 G (L2 Switch)	Cisco	FCQ1538Y7JE
7	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1406W58K
8	Cisco Small Business (L2 Switch)	Cisco	DNI193210VE
9	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1506X00N
10	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1504Z6VR
11	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1504Z6UN
12	Cisco Catalyst 2960 (L2 Switch)	Cisco	FCQ1538Z6C6
13	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1016X2Z6
14	Cisco Catalyst 3560 G (L3 Switch)	Cisco	FOC1652X00P
15	Cisco Catalyst 3560 G (L3 Switch)	Cisco	FOC1652V2CN
16	Cisco Small Business (L2 Switch)	Cisco	DNI19030HTK
17	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1411V70J
18	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1406W7CN
19	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1405Y3JP
20	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1044X1KL
21	Cisco Catalyst 2960 (L2 Switch)	Cisco	FOC1428V2MD

Network Switch			
Sl. No	Switch Description with (Model)	Make	Serial No.
22	Cisco Small Business (L2 Switch)	Cisco	DNI161307DA
23	Cisco Catalyst 2960 G (L2 Switch)	Cisco	FOC1411Y1PH
24	Cisco Catalyst 2960 G (L2 Switch)	Cisco	FOC1411Y1W9
25	Cisco Small Business (L2 Switch)	Cisco	DNI161307FY
26	Cisco Catalyst 4507 R-E (Core-Switches)	Cisco	FOX1417GK1S
27	Cisco Nexus c9372TX (Serverfarm Switch)	Cisco	SAL2006Y77U
28	Cisco Nexus c9372TX (Serverfarm Switch)	Cisco	SAL2006Y7G6
29	Cisco Nexus c3172T (Serverfarm Switch)	Cisco	FOC2004R02K
30	Cisco-c4507R+E (Core-Switch)	Cisco	FXS2002Q0SR
31	Cisco-c4507R+E (Core-Switch)	Cisco	FXS2002Q0S0
32	Cisco Catalyst 2960 G	Cisco	FCQ1720X45E
33	ZyXEL GS-4024 (Layer3 - Switch)	Zyxel	S080Z02000891
34	Peplink 30 Router	Peplink	1824-3BED-A231

Access Points			
Sl. No	Access Point Description with (Model)	Make	Serial No.
34	Motorola-AP-6511 (Access Point)	Motorola	14 145523070148
35	Motorola-AP-6511 (Access Point)	Motorola	14 145523070155
36	Motorola-AP-6511 (Access Point)	Motorola	14 144523070436
37	Motorola-AP-6511 (Access Point)	Motorola	14 144523070358
38	Motorola-AP-6511 (Access Point)	Motorola	14 147523070413
39	Motorola-AP-6511 (Access Point)	Motorola	11127521170038
40	Motorola-AP-6511 (Access Point)	Motorola	14 14452307055

Access Points			
Sl. No	Access Point Description with (Model)	Make	Serial No.
	Point)		
41	Motorola-AP-6511 (Access Point)	Motorola	14 1475230706633
42	Motorola-AP-6511 (Access Point)	Motorola	14 147523070719
43	Motorola-AP-6511 (Access Point)	Motorola	14 146523070061
44	Motorola-AP-6511 (Access Point)	Motorola	12267521170111
45	Motorola-AP-6511 (Access Point)	Motorola	12271521170020
46	Motorola-AP-6511 (Access Point)	Motorola	12270521170249
47	Motorola-AP-6511 (Access Point)	Motorola	12270521170241
48	Motorola-AP-6511 (Access Point)	Motorola	12271521170009
49	Motorola-AP-6511 (Access Point)	Motorola	12271521170033
50	Motorola-AP-6511 (Access Point)	Motorola	12270521170442
51	Motorola-AP-6511 (Access Point)	Motorola	12270521170025
52	Motorola-AP-6511 (Access Point)	Motorola	12268521170379
53	Motorola-AP-6511 (Access Point)	Motorola	12267521170235
54	Motorola-AP-6511 (Access Point)	Motorola	12271521170017
55	Motorola-AP-6511 (Access Point)	Motorola	14146523070076
56	Motorola-AP-6511 (Access Point)	Motorola	14146523070060
57	Motorola-AP-6511 (Access Point)	Motorola	12268521170350
58	Motorola-AP-6511 (Access Point)	Motorola	12268521170214
59	Motorola-AP-6511 (Access Point)	Motorola	11088521170063
60	Motorola-AP-6511 (Access Point)	Motorola	11060521170143

IV. Security Equipment

Firewall			
Sl No	Firewall Description with (Model)	Make	Serial No.
1	Cisco ASA-5585 (ASA- Firewall)	Cisco	JAD201100TV
2	Cisco ASA-5585 (ASA- Firewall)	Cisco	JAD201100TK
3	Cisco asa5520 (ASA Firewall)	Cisco	JMX1421L3MG

Load Balancer			
Sl No	Firewall Description with (Model)	Make	Serial No.
1	Array SLB-2600 (Server Load Balancer)	Array	1623G9787902600000627501521736
2	Array SLB-2600 (Server Load Balancer)	Array	1623G9786902600000627501520030
3	Array APV 1600 (Server Load Balancer)	Array	1621G9735901600314217240373044

Database Licenses

Sl. no	Product Description	CSI (Customer Support Identification No.)	Version	Qty
1	Oracle Database Enterprise Edition ATS for Oracle 10g software, oracle database EE Processor perpetual license	CSI# 15835692	12.1.0.2.0	01
2	Oracle Database Enterprise Edition (Perpetual and Back support)	CSI#20625612	12.1.0.2.0	01
3	Oracle Business Intelligence Suite Foundation Edition - Processor Perpetual	CSI#21894482	12.1.0.2.0	06
4	Oracle OLAP - Processor Perpetual	CSI#21894482	12.1.0.2.0	06
5	Oracle Database Standard Edition (Oracle ATS of Oracle Database SE Oracle 1 - Click Ordering Programmed U0073er plus Perpetual with Back Support	CSI#18963029	11.2.0.1.0	01
6	Oracle Database Standard Edition Oracle ATS for providing on-site maintenance support of SUN Fire X4170 server	CSI#17568381	11.2.0.1.0	01
7	Oracle Database Enterprise Edition (Web logic) (Perpetual)	CSI#20625612	11.2.0.1.0	01
	Golden Gate (Perpetual)			

V. Servers of DC-DR

Server			
Sl. No	Make/Model	OS with Ver	Serial No.
1	Oracle SPARC T7-1	Solaris 11.3	AK00366922
2	Oracle SPARC T7-1	Solaris 11.3	AK00366923
3	Oracle SPARC T7-1	Solaris 11.3	AK00366924
4	Oracle SPARC T7-1	Solaris 11.3	AK00366925

Server			
Sl. No	Make/Model	OS with Ver	Serial No.
5	oracle SERVER X5-2	Solaris 11.3	1619NM10C8
6	SUN FIRE X4170 M3(X3-2)	Solaris 10	1303FML07E
7	SUN SERVER X4-2	Solaris 10	1439NML01H
8	SUN FIRE X4170 SERVER	Solaris 10	0952XF50E2
9	Sparc enterprise M4000	Solaris 11.3	BEF0806060
10	Sparc enterprise M4000	Solaris 11.3	BEF08090C5
11	Sparc enterprise T2000	Solaris 10	NNL080705B
12	Sparc enterprise T2000	Solaris 10	NNL080703N

VI. Server Role

Sl. no	Server Role
1	Control Domain
2	Production Database Server
3	warehouse Database Server
4	Control Domain
5	Production Database Server
6	Warehouse Database Server
7	Control Domain
8	WebLogic Application Server
9	Test Server
10	Bigdata AppTest Server
11	App Test server
12	Print Server
13	Stagging server
14	Big data DB Test Server
15	Control Domain
16	WebLogic Application Server
17	LDAP Server
18	OBI Application Server
19	Database Server

Sl. no	Server Role
20	Backup Server
21	Database Server
22	Database Server
23	Database Server
24	Tape Library
25	Database Server
26	Database Server
27	Control Domain
28	Application Server
29	Control Domain
30	Application Server