

प्रौद्योगिकीस्थानांतरणकेलिएपसंदकीअभिव्यक्ति
**EXPRESSION OF INTEREST FOR RESELLING & IMPLEMENTATION
PARTNERS FOR SOFTWARE PRODUCTS**

“वनएम2एमएप्लीकेशनआधारितसॉफ्टवेयरफ्रेमवर्क - सामान्यस्मार्टआयवोटीकनेक्टिव (कॉस्मिक)”

***DARPAN Network Management System,
SARAN Service Desk System &
DARPAN-V (Virtual Network Solution)***



प्रगतसंगणनविकासकेंद्र
(इलेक्ट्रॉनिकीऔरसूचनाप्रौद्योगिकीमंत्रालय, भारतसरकार)
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CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING

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1. Introduction

The Centre for Development of Advanced Computing (C-DAC) is seeking "Expression of Interest" (EOI) from Indian companies/MSME/Startups who are interested in reselling/ implementing the solutions development for the products designed and developed by CDAC namely **DARPAN Network Management System, SARAN Service Desk System & DARPAN Virtual Network Solution (SDWAN)**. This Reseller cum Implementation Partnership is available on non-exclusive basis, allowing companies to acquire licenses to market, sell, implement and support the products.

CDAC is inviting interested companies to respond with their company details, collaboration details, sales projections, and financial details.

Expressions of Interest (EOI) is being solicited by M/s Technology Promotion Centre (TPC), C-DAC, Thiruvananthapuram, from reputable firms/companies registered in India. These firms/companies should possess relevant experience and insights in marketing, implementation, support of IT products through reselling.

This document provides comprehensive information regarding the products, different deployment models of products, terms and conditions for companies to submit their Expression of Interest and establish a Reseller cum Implementation Partnership with CDAC, in accordance with the terms outlined herein. Any further technical details / inputs required for the marketing & sale of products can be had directly from CDAC.

2. Brief about C-DAC

Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY), Govt. of India for carrying out R&D in IT, Electronics and associated areas. It is a national Centre of Excellence, pioneering application-oriented research, design and development in Electronics and Information Technology.

The Centre has contributed significantly to the growth of the industry in general and the electronics sector in particular through the indigenous development of commercially viable systems and products, foreign technology absorption, adaptation and upgrades, consultancy and training and turnkey implementation of contract projects. The Centre has several firsts to its credits and is the recipient of prestigious national level awards for excellence in application- oriented R & D.

The different technology verticals of C-DAC include Cyber Security, Cyber Forensics, Communications Technologies, High-Performance Computing (HPC), Quantum Computing, Artificial Intelligence (AI), Strategic Technologies, Digital India RISC-V (DIR-V), Software Technologies, e-Governance, Healthcare & Educational Technologies, Cyber Security, Automotive and Communication Technology, Power Electronics & Renewable Energy, Intelligent Transportation Systems (ITS) and others.



3. The Products

3.1 DARPAN NMS

DARPAN NMS provides a comprehensive vendor-agnostic Network Management solution with its state-of-the-art features covering Fault, Configuration, Accounting, Performance, and Security management. DARPAN's out-of-the-box policy-based solution allows autonomic network management through its Self-Configuration, Self-Healing, Self-Optimization, and Self-Protection (Self-CHOP) functions. The feature-rich report engine of the solution supports a wide variety of near-real-time statistical and historical reports. DARPAN NMS also has a variant that is specifically designed for Data Centre Management.

Product Functionality/Features:

The management features of the DARPAN span across Fault, Configuration and Performance management. The feature-rich report engine of the solution supports a wide variety of near real-time statistical and historical reports.

The major features include

- Automatic Network and Topology Discovery
- Inventory Management
- Configuration and Performance Management
- Traffic Analysis
- QoS Management
- Event and Log Management
- SLA Management
- Server and Hypervisor management
- Application and Database management
- USPs & Benefits:
 - DARPAN supports FCAPS (Fault Configuration Accounting Performance & Security) in a single platform
 - Network Management Suite of solutions for heterogeneous multi-vendor IP network
 - Can be customized according to the end user's requirements
 - Indigenously designed and developed for national mission-critical infrastructure management.
 - No stringent licensing requirements, based only on the number of monitoring nodes



- Use Cases:

Major use cases of DARPAN NMS are listed below

- Network Management System for small, medium, and large networks
- Distributed and hierarchical network management
- Network Asset Inventory Management
- Monitoring Network Performance
- Network Fault Detection and Diagnosis
- Network Operations Centre
- Datacentres

DARPAN NMS has been installed in many critical networks across the country. About fifteen implementations are there in government networks.

Hardware requirement for Deployment

Server (x86_64) is required for deploying Darpan network management solution and it is not included as part of the solution. The specification for the server shall be provided by CDAC.

3.2 SARAN Service Desk System

SARAN Service Desk System is a Helpdesk/Service management system designed and developed by C- DAC which offers an intuitive Web interface to centrally manage and automate service desk tasks. SARAN Service Desk System supports multiple profiles such as Incident Management, Problem Management, Configuration Management, Asset Management and Change Management.

- Product Functionality/Features:

- SARAN Service Desk System supports multiple profiles such as Incident Management, Problem Management, Configuration Management, Asset Management and Change Management.
- Multi-tenant Architecture
- Customizable and Automated Workflow



- Customizable ticket templates for different types of service requests
 - Multiple level authentication
 - Ticket Prioritization
 - Rule-based Service Level Agreements (SLA)
 - Automatic escalations
 - Knowledge base
 - Feature rich dashboard for quick insight
 - Extensive search and filtering capabilities
 - Comprehensive Analysis and Reporting
 - Email/SMS Notifications
 - LDAP Support
 - Third-party software integrations, including with DARPAN NMS network a monitoring tool that can automatically generate tickets in response to network events or customized alerting criteria
- **USPs & Benefits:**
- Supports multiple profiles such as Incident Management, Problem Management, Configuration Management, Asset Management, and Change Management.
 - Can be customized according to the end user's requirements
 - Indigenously designed and developed for national mission-critical infrastructure operators.
 - Periodically audited by CERT-In empanelled agency
- **Use Cases:**
- Major use cases of SARAN Service Desks Solution are listed below
- Support Ticket Management
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
- SARAN Service Desk System has been installed and configured in major implementations for government agencies



Hardware Requirements:

Server (x86_64) is required for deploying the solution and it is not included as part of the solution. The specification for the server shall be provided by CDAC.

3.3 DARPAN -V (Virtual Network Solution)

The ‘**DARPAN Virtual Network Solution**’ developed by CDAC Thiruvananthapuram includes both network edge platforms and Service orchestration solution. The edge platform supports both SDWAN capability and Virtual Network Functions (VNFs) deployment. SDWAN not only facilitates High Availability and High Throughput but also facilitates the establishment of a secure communication channel over the public Internet. The completely indigenous platform allows the customization of encryption algorithms for secure channel establishment. Moreover, the platform supports the secure deployment of network services such as DHCP, DNS, and log analyzer.

DARPAN-V (Virtual Networking Solution) includes physical appliance and software solution components including

- Central Network Service Orchestration Software that supports
 - Virtual Infrastructure Manager
 - SDWAN Manager
- SDN enabled Next Generation Networking Hardware Platform built on COTS hardware with
 - DHCP and DNS service
 - Third-party VNF deployment support
- Key Features of the Product/ Solution:
 - Secure communication channel
 - Eliminates application specific hardware
 - Faster deployment of networks and network services
 - Orchestration of network services across the enterprise
 - Efficient utilization of hardware/network resources by sharing across different network services
 - Device Model and Template Management of edge boxes
 - IP Policy Management of edge boxes
 - Zero Touch Provisioning (ZTP) and Zero Touch Configuration (ZTC) of edge boxes
 - Inventory Management of edge boxes



- VNF Platform, offering network services such as DHCP, DNS, Firewall, Log Analyzer, and routing supporting both static and dynamic (BGP and OSPF) protocols.
 - VNF Orchestration
 - VLAN orchestration
 - Orchestration of platform switching capability
 - Performance dashboard for edge boxes
 - Map based Topology Management of edge boxes
 - High Availability (HA) and High Throughput (HT)
- Use Cases:

Major use cases of DARPAN-V (Virtual Networking Solution) are listed below

- State Wide Area Networks
- Law Enforcement/ Intelligence Agencies requiring secure communication over ad hoc channels
- Banking & Financial Sector Industries
- Research & academia
- CUG/VPN scenarios
- Defence

Please refer to product brochures (refer Annexure II)

Hardware Requirements:

1. Server (x86_64) is required for deploying the central orchestration solution and it is not included as part of the solution. The specification for the server shall be provided by CDAC.
2. Edge boxes for the sites. It shall be provided by CDAC as part of the solution.

4. Invitation for Expression of Interest

- 4.1 C-DAC invites “Expression of Interest” (EOI), from interested industry /MSME/Start Ups for marketing and implementation the technology/products **DARPAN Network Management System, SARAN Service Desk System & DARPAN Virtual Network Solution**, in the format given in Annexure-I. Companies can become Reseller cum Implementation Partner of C-DAC based on the information furnished in Annexure – I, subject to the assessment by the C-DAC.
- 4.2 This invitation of EOI shall be kept open from 10th December 2024 to 09th December 2025. The bids received shall be evaluated individually and Reseller cum Implementation Partner certificate bestowed upon the bidder qualifying the eligibility criteria and paying the requisite fees.



- 4.3 Interested companies may submit the expression of interest as per the guidelines stated in this EOI (see section 8.0 and section 9.0)
- 4.4 The companies must have a clear understanding of the terms and conditions stated in the EOI. CDAC shall assess the information provided by the companies and shall intimate the company if they qualify to become Reseller cum Implementation Partner within 30 working days of receiving the application. The company shall then pay the reseller registration fee to CDAC in order to become a Reseller cum Implementation Partner of CDAC.
- 4.5 Participating in this Expression of Interest (EOI) does not ensure any affiliation with C-DAC, unless the company is empanelled as a Reseller cum Implementation Partner of CDAC.
- 4.6 The reseller ship shall be offered on non-exclusive basis.
- 4.7 The submission of the EOI shall include all such documents that are specified herein to prove the authenticity of the offer and any claim made therein. All cost and expenses associated with submission of EOI shall be borne by the company while submitting the EOI and C-DAC shall have no liability, in any manner in this regard, or if it decides to terminate the process of short listing for any reason whatsoever.
- 4.8 There is neither a business guarantee nor any commitment for funding support from C-DAC to the selected Reseller cum Implementation Partner(s).

5. Who can apply

Any Indian Company including MSMEs or Start-Ups willing to acquire technology/products for the marketing, sale, implementation and support of the DARPAN Network Management System, SARAN Service Desk System & DARPAN Virtual Network Solution can apply for the Reseller cum Implementation Partnership. The following organisations are eligible to apply

1. An MSME the organisation with a valid MSME certificate
2. A Start Up with a DIPPT registration id, PAN registration, Certificate of incorporation are to be mandatorily provided. In case the Start Up does not possess GST certificate they shall acquire such certificate on empanelment with CDAC.
3. An Industry shall be a firm/company/partnership firm registered under the Companies Act, 2013/the partnership Act, 1932, Limited Liability Partnership Act, 2008 and who have their registered offices in India.

6. Eligibility Criteria

The prospective Bidder must meet the minimum eligibility criteria given below.

6.1 Category -I Start Up

- a. A DIPPT registered start up preferably with experience pertaining to sales/support of IT products/solutions/technologies. Proof of such experience, if any, may be submitted along with the bid document.



b. The prospective Bidder must not be blacklisted or debarred by any Central Govt./State Govt./PSU/Municipal Corporations/other Govt. Bodies, as on date of submission of proposals. Certificate to this effect to be attached.

6.2 Category -II MSME

a. An MSME certificate with a minimum of 2 years of incorporation with experience pertaining to sales / support of IT products/solutions/technologies. Proof of such experience may be submitted along with the bid document.

b. The prospective Bidder must not be blacklisted or debarred by any Central Govt./State Govt./PSU/Municipal Corporations/other Govt. Bodies, as on date of submission of proposals. Certificate to this effect to be attached.

6.3 Category -III Industry

1. The prospective Bidder shall be a firm/company/partnership firm registered under the Companies Act, 2013/the partnership Act, 1932, Limited Liability Partnership Act, 2008 and who have their registered offices in India.
2. The prospective Bidder must have successfully completed at least two years (2 years, pertaining to sales of IT products/solutions/technologies. Proof of such experience may be submitted along with the bid document.
3. The prospective Bidder should not have incurred loss in last two (02) financial years.
4. The prospective Bidder must not be blacklisted or debarred by any Central Govt./State Govt./PSU/Municipal Corporations/other Govt. Bodies, as on date of submission of proposals. Certificate to this effect to be attached.
5. If in the view of prospective Bidder, any exemption/relaxation is applicable to them from any of the eligibility requirements, under any rules/process/guidelines/directives of Government of India, prospective Bidder may submit their claim for the applicable exemption/relaxation, quoting the valid rule/process/guidelines/ directives. In this case the prospective Bidder must submit necessary and sufficient documents along with the proposal, in support of his claim. The decision about granting the exemption/ relaxation will be taken by the bid evaluation committee which is empowered to grant exemption/relaxation. The relevant and valid certificates in support of claim of exemption must be submitted.

7. How to Apply

Interested bidders may submit expression of interest by filling the template as per Annexure – 1 along with supporting documents to

Head, Technology Promotion Centre

Centre for Development of Advanced Computing (CDAC)
Vellayambalam, Thiruvananthapuram, Kerala, India, 695033
Phone: 9847069184 (Mon-Fri 9:30am -6:00pm)
Email: tpc@cdac.in Website: www.cdac.in

The bid documents can be submitted in softcopy (by email) and/or in hardcopy to the address mentioned above.



8. Selection of Reseller cum Implementation Partner

- 8.1. The Reseller cum Implementation Partner is selected based on the response to expression of interest submitted by interested bidders and evaluated as per clause 6.
- 8.2. Upon selection, the bidder shall pay reseller registration fee in part or lumpsum (as per payment milestone mentioned in clause Table 1 of clause no 13.3) to become Reseller cum Implementation Partner of C-DAC.
- 8.3. Upon payment of the reseller registration fees stipulated in the payment terms, a Memorandum of Agreement shall be signed between CDAC and the empaneled reseller.
- 8.4. The MoA shall be valid for 3 years and the reseller ship shall be granted on Non-Exclusive basis.
- 8.5. A reseller certificate shall also be issued to the selected party.
- 8.6. The Reseller cum Implementation Partnership license can be extended beyond 3 years for a period of another 2 years at the terms and conditions relevant at that time.
- 8.7. Only a Reseller cum Implementation Partner with a valid partnership license, shall be supplied with the aforesaid products and licenses.
- 8.8. The reseller registration fee is non-refundable.
- 8.9. The Reseller cum Implementation Partnership is liable to be terminated if the Reseller cum Implementation Partner fails to resell the software products within a period of 12 months from the effective date of signing the MoA. If the Reseller cum Implementation Partner is unable to resell within 12 months due to unavoidable circumstances and causes beyond his control, the Reseller cum Implementation Partners shall make a request in writing for extension of the time limit with detailed reasons. This request will be carefully examined and considered by C-DAC. The decision of C-DAC in this regard shall be final and binding on the Reseller cum Implementation Partner.
- 8.10. IPR/copyright of the products/technologies shall remain with C-DAC.
- 8.11. The Reseller cum Implementation Partner shall employ their best endeavor to commercialize the said technology/product on a commercial scale within India and abroad at prices to be fixed by them. The Reseller cum Implementation Partner must obtain written permission from C-DAC before introducing any necessary modifications or improvements in the solution during the reselling process covered by this agreement. After obtaining concurrence from CDAC, resellers may integrate components developed by them, with the support of CDAC, to meet such requirements. CDAC shall facilitate to further share these value additions(components) and improvements with other end customers of the solution. The conditions and revenue sharing model for such contributions shall be decided on mutual agreement.
- 8.12. The Reseller cum Implementation Partner shall notify to C-DAC the change in its Registered Office, if any, within 15 days of such changes and shall also notify the changes in agreement within the aforesaid stipulated period.
- 8.13. The Reseller cum Implementation Partner shall not on its own name or in the name of any third party, file any patent / copyright Application for the said technology/products hereby licensed and shall also not oppose at any time any patent application made by C-DAC.



9. Reselling, Implementation Strategies Validity & Renewal

- 9.1. The company (MSME/Start-ups/others) must pay a reseller cum implementation partner registration fees per the clause 13.3, plus applicable taxes, submit copy of Company Profile, Technical Collaborations, Locations of offices, Strength of company – Marketing & Technical (for Pre sales & Post sales support) etc to qualify and become a Reseller cum Implementation Partner.
- 9.2. As a Reseller cum Implementation Partner, the company shall have the authority to market and implement the technology/products mentioned in the EOI for a period of three (3) years, starting from the date of signing the MoA.
- 9.3. The partner should have a valid Reseller cum Implementation Partnership for providing any technical support on the reselling deliverables made by C-DAC.
- 9.4. In the event of an order getting placed on the Reseller cum Implementation Partner the reseller approaches CDAC for the license and as per the terms defined in the partnership MoA, CDAC shall provide the license key. Implementation support shall be extended to each partner for the first implementation. Subsequent implementations and Level 1,2 support shall be provided by the Partner.
- 9.5. In the event of order getting placed with CDAC the following process shall be adopted in the following scenarios
 - 9.5.1 In case the work was brought by the reseller partner the implementation shall be awarded to him, a commission amount (a percentile value of the license cost as stipulated in the MoA) shall also be transferred to the partner. The Partner needs to share proof of such efforts in converting the prospect into a client. The Partner shall keep CDAC in the awareness of the prospects that he is pursuing so that such orders are acknowledged as referrals and subsequent pay outs are made on receiving order from client.
 - 9.5.2 In case the work was awarded to CDAC, then CDAC shall select the implementation partner based on the following criteria
 - 9.5.3 Partners with physical presence and capabilities to deploy the solution in the given district/state. In the event of more than one partner having presence in the district/state, a quotation shall be solicited amongst such partners and the partner offering the best offer for CDAC shall be awarded the implementation/support role. CDAC shall also choose to divide the work amongst partners if the project demands so based on the location, capabilities and size of the project.
- 9.6. Any customization requirements of the Reseller cum Implementation Partner shall be entertained by C-DAC only if a valid Reseller cum Implementation Partnership exists.
- 9.7. In the event of customisations requirements from clients
 - 9.7.1 The same can be developed by the partner, if they possess such expertise and CDAC shall extend all necessary support in terms of interfaces and integration with CDAC solution.
 - 9.7.2 In case the partner is unable to develop, the same shall be available for development to all partners, on a bidding basis. The partner offering the best cost and time shall be awarded with the work.



- 9.7.3 In case of such customisations developed by partners, if CDAC intends to provide the same to other clients, the revenue shall be shared with the developer partner.
- 9.7.4 In the event of customizations undertaken by C-DAC , CDAC shall inform the cost of such customisation which may be taken up with client by the partner(in case the order is placed on partner)
- 9.8 In case of orders placed with partners, the hardware components, if required, may be provided by the partner. In many instances for Darpan & Saran, the Hardware is provided by the client (instead of dedicated hardware, client may also provide VM). In case of Darpan V(VNS) the edge boxes need to be preinstalled with the software and deployed at client site. The edge boxes and server may be required to be provided by CDAC/Partner and in such cases, the same shall be executed in mutually agreed terms.
-

10. Deliverables on partnership

On payment of the Reseller Registration Fee and signing the Reseller cum Implementation Partnership agreement with CDAC, the following list of deliverables shall be provided by C-DAC to the Reseller cum Implementation Partner for product marketing support of DARPAN Network Management System, SARAN Service Desk System & DARPAN Virtual Network Solution.

1. Reseller cum Implementation Partnership Agreement
2. Reseller certificate
3. Brochure softcopy
4. Technical Manual-(Hardware and Software Specification to run the applications)
5. User Manual
6. Product Training
7. Licenses/products on payment of 40% of order value. The remaining 60% of payment after installation & training at the user site.
8. Trial license up to 30 days shall be provided to conduct field trials on disclosing the end user details for Darpan and Saran. For SDWAN trial licenses of application along with 3 boxes of hardware (based on availability) shall be provided for 30 days.

11. Training for Reseller cum Implementation Partners

- 11.1. Upon 100% payment of the reseller registration fee (and 40% in the case of startup companies), training for product marketing shall be imparted by CDAC to the reseller.
- 11.2. The software installation, configuration, and administration training shall be provided once they have received the first order. Handholding for implementation of first order shall be provided by CDAC.
- 11.3. The training as mentioned in clause 11.2 above shall be conducted at C-DAC (T) premises/online mode



- 11.4. In case of outstation, in person trainings, the travel, boarding and lodging expenses of the trainee(s) during the period of training shall be borne by the Reseller cum Implementation Partner.
- 11.5. For training requested outside C-DAC (T) premises air travel, boarding and lodging charges of C-DAC (T) officials shall be borne by the Reselling Partner. Nomination of the C-DAC trainers and period of stay for outstation training will be decided by C-DAC on mutual consultation, depending on the type of training requested. Online training may also be facilitated on request.
- 11.6. Additional training may also be given by C-DAC either at the premises of C-DAC (T) or at the location identified by the Reseller cum Implementation Partner on mutually agreed terms and conditions.

12. Technical support

- 12.1. The first deployment shall be supported by CDAC. During the license period, C-DAC shall offer remote assistance to the Reselling Partner for the implementation process. This installation support will be provided to the Reseller cum Implementation Partner up to a maximum of two sites.
- 12.2. L1, L2 support is to be provided by the Reseller cum Implementation Partner. CDAC shall provide L3 support and patches and upgrades from time to time.
- 12.3. If any onsite support is requested by the Reseller cum Implementation Partner, C-DAC shall support on mutually agreed terms and conditions.
- 12.4. For onsite support outside C-DAC premises travel, boarding and lodging charges of C-DAC officials shall be borne by the Reseller cum Implementation Partner. Size of the C-DAC team and period of stay for outstation support shall be decided by C-DAC on mutual consultation, depending on the type of support requested

13. Cost for Registration of Reseller

- 13.1. The products shall be commercialized through Reseller cum Implementation Partners by paying a reseller registration fee, signing the Reseller cum Implementation Partnership agreement and then subscribing the deployment license from CDAC during the period of validity of the partnership.
- 13.2. The Reseller cum Implementation Partnership with CDAC requires Reseller cum Implementation Partners to pay a reseller registration fee plus applicable taxes, for the marketing and implementation of DARPAN Network Management System, SARAN Service Desk System & DARPAN -V (Virtual Network Solution). Only Reseller cum Implementation Partners who have a valid partnership with CDAC are eligible to subscribe to the software product license for DARPAN Network Management System, SARAN Service Desk System & DARPAN-V (Virtual Network Solution).
- 13.3. The fixed Reseller Registration Fee can be found in Table [1].



Table 1: The Reseller Registration Fee and Payment term of Reseller cum Implementation Partner

Category	Reseller Registration Fee (in Rs.)	Payment Terms (non refundable)
Category -III Industry/Other Companies	Rs. 1,00,000.00 + GST	<ul style="list-style-type: none">• To be paid at the time of signing of Reseller cum Implementation Partnership agreement with CDAC.
Category -II MSME	Rs. 50,000.00 + GST	<ul style="list-style-type: none">• To be paid at the time of signing of Reseller cum Implementation Partnership agreement with CDAC.
Category -I Startups	Rs. 25,000.00 + GST	<ul style="list-style-type: none">• 40% fee shall be paid as first instalment at the time of signing of Reseller cum Implementation Partnership agreement with CDAC.• Balance 60% fee shall be paid on receipt of first implementation order from client or within one year of signing of agreement, whichever is earlier.

- 13.4. The selected companies interested in purchasing, marketing and implementing CDAC products shall be provided with the detailed cost and implementation charges. This shall also be a part of The Memorandum of Agreement between CDAC and the Reseller

Product pricing strategy shall be arrived at in consultation between CDAC and the reseller.

Reseller can request meeting with CDAC for clarification on product pricing strategy or any other queries by sending an email request to the mail id given for contact.

The pricing of products and the revenue sharing models shall be disclosed with the selected partners based on the application furnished.

For any queries please contact:

Section Head (Technology Promotion Centre)

Vellayambalam, C-DAC, Thiruvananthapuram

email: tpc@cdac.in

Contact Number: 9847069184 / 0471-2781514/515 (Mon-Fri 9:30am -6:00pm)



Annexure –I

Details of the Reseller cum Implementation Partner

A	COMPANY PROFILE
1.	Name of the Organization & Website details:
2.	Name of the Contact Person: Address: Mobile: Landline: Fax: E-Mail:
3.	Year of Incorporation:
4.	Type of Organization a. Public Sector/ Limited/Private Limited/Partnership/Proprietary/ Society/MSME/Start Up/Anyother b. Whether 'Foreign Equity Participation (Please give name of foreign equity participant and percentage thereof) c. Names of Directors of the Board/ Proprietors d. Name and address of NRI(s), if any
5.	Category of the firm: Large/Medium/Small scale unit /others/StartUP
6.	Address of the Registered Office: (Include Certificate of Registration)
7.	The organization must be a firm/company/SME/startup/R&D company incorporated in India. Please attach valid proof of registration
8.	For Industries, the turnover is to be supported by financial statements of accounts/ Annual reports duly certified by a Chartered accountant/ Balance sheets of last 2 years/ Income tax returns for the last 2 years period.
9.	Number of Offices with addresses (Excluding Registered Office): India, Abroad:.....
10.	Certificate of registration
11.	Permanent Account Number
12.	GST Reg. No.
13.	ISO or any equivalent Certification
B.	OTHER REQUIREMENTS (documents may be provided wherever available)
14.	The total manpower strength at various levels to be furnished
15.	The in-house technological expertise available to be furnished, if available



16. .	List of products/technologies worked with as regular activity in last three years. Give the list of products/technologies with general specifications and the customers.
17.	List of PSUs/Govt. customers
18.	The details of sales and marketing to be furnished
C.	Expression of Interest: Spell out the extent of interest and envisaged market potential

I affirm that the information provided above is accurate to the best of my understanding. I confirm that we have fully understood the terms and conditions, as well as the costs of the products. As a prospective Reseller cum Implementation Partner of CDAC, we are committed to actively promoting and implementing these products.

Signature with Name & Seal:

Place:

Date:

Annexure II

1. DARPAN Network Management System

DARPAN™ S3

Policy based autonomic network & cloud management

DARPAN™ Series 3 (S3) is a policy based autonomic network and cloud management suite of solutions for heterogeneous multi-vendor IP networks. The system supports both centralized and distributed hierarchical management and is suitable for any size network ranging from small Local Area Network (LAN) to large geographically distributed multi-site enterprise networks. DARPAN™ S3 support self-CHOP(Self-Configuration, Self-Healing, Self-Optimisation, Self-Protection) functions and management of MPLS networks and major cloud platforms such as VMWare vCloud and OpenStack. It ensures a hassle free administration of networks through unified visibility and control of network with the help of feature rich dashboards. The management portfolio of the system spans across Fault, Configuration, Accounting, Performance and Security. A ubiquitous access to this rich management information is provided through multiple client options such as Desktop, Browser and Android Application. The system can be further scaled in its capability through optional pluggable components for Traffic Flow Analysis, Log Management for Audit Support, SLA Management, Application Management, Database Management, Help Desk etc. The system supports wide range of management protocols including SNMP v1/v2/v3, SSH, Telnet, NetFlow, JFlow, IPFIX etc. The feature rich report engine supports wide variety of near real time statistical and historical reports.

Key Functions

- ★ Automatic resource discovery
- ★ Automatic topology discovery and mapping
- ★ Inventory management
- ★ Real time performance monitoring
- ★ Events and notifications
- ★ SLA management
- ★ QoS Monitoring
- ★ Configuration management
- ★ Self-Configuration
- ★ Self-Healing
- ★ Self-Optimisation
- ★ Self-Protection
- ★ Cloud Management
- ★ MPLS Management
- ★ Log Management
- ★ Traffic Flow Analyser
- ★ Help Desk
- ★ Application Monitoring
- ★ Database Monitoring
- ★ Real time statistics and History reports

Key Features

- ★ Autonomic Management
- ★ Hierarchical Distributed NMS
- ★ Unified Management of LAN/WAN/WLAN
- ★ Centralised single pane of view
- ★ Real Time Infrastructure visibility
- ★ Real Time monitoring
- ★ Support for multi-vendor network elements
- ★ Support for SNMP v1, v2 and v3



DARPAN™ S3

Policy based autonomic network & cloud management

DARPAN™ S3 Autonomic network and cloud management suite offers the best capabilities to effectively manage the network resources and services. It provides:

- **Policy based self-CHOP**(Self-Configuration, Self-Healing, Self-Optimisation, Self-Protection) features allows autonomic management of network and systems
- **Heterogeneous Cloud Management** allows the single pane management of multiple cloud platforms and resources
- **MPLS Management** includes the management of Provider, Provider Edge and Customer Edge routers as well as L3 VPN and L2 VPN
- **Automatic Discovery** which helps automated collection of the existence and properties of network devices, services and their inter-dependencies
- **Topology Discovery** which gives in-depth graphical views of device groupings, device links and connectivity status, with a facility to search, drill down, zoom, pan etc
- **Domain based asset management** which maintains details about the resource device categories, interfaces, software, location, status, spares list etc. with filtering options to retrieve asset information
- **Performance monitoring** which gives insight into health, status, and performance of every device and service on the network
- **Traffic Flow Analyser** which leverages flow based protocols to collect real time bandwidth monitoring, utilization and traffic pattern data
- **Fault management** which detects, collects, presents and logs alarms from the devices and services in the network and include event filtering, de-duplication, correlation and identification of root cause
- **Help Desk** for fault and service management
- **Configuration Management** which supports centralized configuration backup, restore , logging and notification of configuration changes, version control of configuration data for comparison etc.
- **SLA Management** which helps to capture the SLA conditions, track SLA compliance, generate SLA violation notifications and create SLA reports on demand
- **Security Management** which supports security profiles for each user with view limitations and activity logging for audit support
- **Log Collector & Analyser** which collects, analyses, searches, reports, and archives machine generated logs from one central location with support for Syslog and Windows Event Log and deep insight into network anomalies, user behaviors, system downtime, security compliance etc.
- **Application Monitoring** for Apache, Tomcat, JBOSS application servers
- **Database Monitoring** for PostgreSQL and MySQL servers
- **Customizable dashboard** for Client, Web and Android platforms
- **Reports** on real time and historic data in PDF, WORD, XLS and HTML formats



2. SARAN Service Desk System



SARAN™
NextGen Service Desk

सर्वोपयोगी विकास केंद्र
सी डैक
CDAC
ए इन्फार्मेशन टेक्नोलॉजी
CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING

SARAN™ is a web based Service Desk software designed and developed by C-DAC Thiruvananthapuram. It provides a completely customizable platform with automation support that helps organizations achieve better and productive collaboration among customers and service support teams. The comprehensive feature set and graphical rich dashboards help to get better insights into various service delivery functions.

Key Features

- ★ Multi-tenant architecture
- ★ Multiple profile support
- ★ Customizable form fields with rich set of field types
- ★ Hierarchical user groups and teams
- ★ Support for multiple authentication types
- ★ Customizable security level
- ★ Feature rich dashboard
- ★ Extensive search and filtering capabilities
- ★ Comprehensive analysis and reporting
- ★ Email/SMS notifications
- ★ API based third-party software integration
- ★ Extensive logging for audit support
- ★ Automatic SLA computation
- ★ Workflow based automation/escalation
- ★ Interactive help/documentation support
- ★ Flexible licensing schemes for unlimited users

Key Functions

- ★ Incident management profile
- ★ Change management profile
- ★ Service request management profile
- ★ LDAP/Local DB authentication
- ★ Organization specific custom roles
- ★ Service ticket create/update from email/SMS
- ★ Graphical UI for work flow management
- ★ Business hour/holiday management for SLA
- ★ Custom information capture for users
- ★ Service ticket prioritization
- ★ User specific search query
- ★ Customizable rule for SLA computation
- ★ Custom rule/script tasks for workflow
- ★ Auto locking of users on multiple failed login attempts
- ★ Customizable checklist for each profile

सी डैक
CDAC

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- Multi-tenant architecture enable cloud based hosting that is capable of providing multiple virtual instances of the solution. This feature makes the system ideal for service providers who serve multiple client organizations.
- Multiple profile support helps to create different category of tickets like incident management, change management, problem management etc. Each profile is having its own unique forms, user groups and authorization rules. This helps end users from purchasing and maintaining multiple systems for these functions.
- Customizable form fields enable end users to capture any data that is relevant to their business needs by creating forms specific to each function.
- Customizable user specific search queries help to save and reuse frequently used filter/search functions.
- Rule based Service Level Agreement (SLA) computation helps the organization to create any complex SLA clauses and automate SLA computation.
- Graphical User Interface for work flow creation allows creating and visualizing process flows pertaining to service delivery functions and users.
- Support for rule-tasks/script-tasks enables to create custom actions for service function and automate the same.
- Event based automation facilities enable auto escalation of service functions and tickets.
- The solution is periodically audited by CERT-In empanelled agencies for ensuring safe public hosting.



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3. DARPAN Virtual Network Solution



इलेक्ट्रॉनिक्स एवं सूचना प्रौद्योगिकी मंत्रालय
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY (MeitY)



Softwarisation of networks is an emerging trend across the world and it is transforming the way in which the networks are being operated, managed and provisioned. DARPAN Virtual Network Solution is a product developed by Centre for Development of

Advanced Computing(C-DAC), with the funding support of CC&BT group of the Ministry of Electronics and Information Technology, Govt. of India, for facilitating the softwarisation of networks.

The solution consists of SDN enabled network edge platforms and a centralized service orchestrator. The Edge platform supports the deployment of any software based network functions and it can be dynamically configured from the central orchestrator. This makes the edge box agile and it can be transformed in to a router, switch, firewall or a combination of any of them. This adaptability eliminates the need for multiple, costly network devices, significantly reducing both upfront investment and ongoing maintenance costs. SDWAN functionality uses network links from multiple network service providers or multiple Internet Broadband links to establish secure virtual private WAN links with High Availability and High Throughput.

HIGHLIGHTS AND BENEFITS

- Eliminates proprietary hardware for Network Functions
- Faster deployment of Network and Network Services
- Efficient utilisation of underlying hardware and network links
- Centralized policy based orchestration of network services
- Secure and Optimized virtual WAN links

EDGE PLATFORM

- SDN based Network Service Chaining
- CPU-Pinning and NUMA support for better VNF performance
- SDN based traffic steering
- Policy based VLAN tagging of access ports
- Policy based QoS marking and shaping
- Supports VNFs from thirdparty vendors
- Policy based IP management and DHCP Service
- Ideal platform for 5G Mobile Edge Computing (MEC) & Open-Radio Access Network (O-RAN) deployments
- Hardware agnostic solution that support onboarding of indigenous hardware manufacturers.

SDWAN SOLUTION

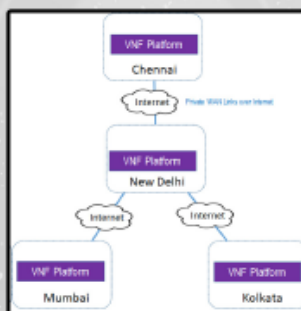
- Secure WAN connectivity using relatively economical Internet links instead of dedicated leased lines
- The SDWAN links supports the deployment of High Availability(HA) & High Through(HT) scenarios.
- State of the art encryption support
- Support for porting custom encryption schemes from end users.
- Support for Mesh and Spoke Topology
- Policy based Network Orchestration and Routing

UNIQUE FEATURES

- Cutting-edge Software Defined WAN solutions
- SDN-based Network Function Virtualization (NFV) Platform
- Zero Touch Provisioning(ZTP) of VNF Platform
- Zero Touch Configuration(ZTC) of Network Services
- End-to-End Virtual Network design and deployment
- Network Service Chaining for optimal performance
- Secure Integration of Custom Encryption Schemes
- Device Model and Template Management for edge boxes
- IP Policy Management for edge boxes
- Inventory Management for edge boxes
- VLAN & VNF Orchestration
- Smooth Orchestration of platform switching capabilities
- Informative Performance Dashboard for edge boxes
- Intuitive Map-based Topology Management for edge boxes
- Edge platforms with multiple form factors for networks with different size and capacity
- Near realtime performance monitoring of WAN links



ARCHITECTURE



EDGE BOX

