

Request for Proposal

For Supply, Installation, and Commissioning of
Data Centre Infrastructure for
Long Range Identification & Tracking (LRIT) System
at Gurugram & Mumbai

Tender Notification No.: **CDACM/PS/CA20-005**

Tender Fee: INR 5000/-

Issued By



Centre for Development of Advanced Computing

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The Centre for Development of Advanced Computing (C-DAC), Mumbai, invites two part tenders (technical and financial bids) from eligible, reputed vendors for supplying Data Centre Infrastructure for LRIT system.

The Bidding Documents include the following

- a) PART 1 - Invitation to Bid (ITB)
- b) PART 2 - Disclaimer
- c) PART 3 - Instructions for Online Bid Submissions
- d) PART 4 - Instruction for Bidders (IFB)
- e) PART 5 - Terms and Conditions of Contract (TCC)
- f) PART 6 - Annexure, Bid Forms and other forms (BF)

The Bidder is expected to comply with all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required in the Bidding Document or to submit a Bid non-conforming to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

The tenderer is bound to observe all the laws, rules, regulations, policies, procedures and guidelines of the Central Vigilance Commission (CVC) and Government of India as in force from time to time.

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1. INVITATION TO BID

Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY) for carrying out R&D in IT, Electronics and associated areas.

Centre for Development of Advanced Computing (hereinafter referred to as C-DAC) has its corporate office at Pune and other offices in various cities across the country.

In order to meet the requirements for one of its projects, e-Tenders through e-procurement portal are invited for supply of Items as listed out in [Annexure-A.1](#) from C-DAC having its office at Mumbai (known as C-DAC Mumbai), from Original Equipment Manufacturers (OEM) or Authorized distributors/ Authorized Dealers/ Indian Companies. The quantities of Items to be purchased are listed as per [Annexure-A.1](#). Prices quoted should be inclusive of all levies and taxes and packing & forwarding charges etc.

Bid Document is available on CPP Portal Website <http://eprocure.gov.in>, for downloading purpose. An account payee Demand Draft/ RTGS of **INR 5000/-** from any Nationalised Bank/Scheduled Bank payable at Mumbai should be enclosed in favour of "**C-DAC Mumbai**" as RFP fee amount.

The Bank Details of C-DAC, Mumbai for the purpose of RTGS are given below:

Bank – Central Bank of India
City – Mumbai
Branch – Juhu Vile Parle
Account No. – 3174900206
Type of Account – Savings Account
Name – C-DAC Mumbai
IFSC Code – CBIN0281621
MICR CODE – 400016028

Exemption from submission of Tender Fee: Bidders who are registered with DGS&D/NSIC/MC&IT/MEITY/MSME for the respective Stores, are exempted from payment of Tender Fee, provided the Registration Certificate is valid during the tender consideration period and it covers the items tendered. Organizations like KVIC who are treated on par with NSIC are also exempted from payment of Tender fee. Copy of Valid registration and documentary evidence to support the eligibility criteria for exemption should be attached, failing which Tender will be rejected.

1.1. Eligible Bidders

This invitation for bids is open to Original Equipment Manufacturers (OEM)/ Authorized Dealers / Authorized distributors / Indian Companies of the tendered equipment as specified in [Annexure-A.1](#). The Bidder must also meet the prequalification criteria as per [Annexure-B](#).

1.2. Schedule of Events

1.	RFP/Tender No.	CDACM/PS/CA20-005
2.	Office of Issue	C-DAC, Gulmohar Cross Road No.9, Juhu, Mumbai - 400049
3.	Bid Document Availability	Bidding document can be downloaded from website eprocure.gov.in from 1500 hours on 08.07.2019 to 1400 hours on 29.07.2019
4.	Last Date of Submission of Queries	Date: 14.07.2019 Time: 1700 hours
5.	Pre-Bid Meeting	Date: 18.07.2019 Time: 1100 hours C-DAC, Gulmohar Cross Road No. 9, Juhu, Mumbai - 400049
6.	Last Date of Submission of Bids	Date: 29.07.2019 Time: 1400 hours
7.	Date and Time of Online Opening of Technical Bid	Date: 30.07.2019 Time: 1400 hours
8.	Opening of Commercial Bid	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid.
9.	Contact Details	purchasem@cdac.in with cc to menon@cdac.in Landline: 022-26201604, Extn. 407, 406

2. DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants through addendums/corrigendum through CPP portal on behalf of C-DAC is subject to the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by C-DAC to the interested Bidder(s) for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals.

3. INSTRUCTIONS FOR ONLINE BID SUBMISSIONS

Bidder can refer to the Instructions provided at Central Public Procurement (CPP) Portal for e-Procurement at <https://eprocure.gov.in/> for submission of their bids online.

4. INSTRUCTIONS FOR BIDDERS (IFB)

A. Introduction

4.1 Broad Scope of Work

- a) Delivery of items as per the specifications described in [Annexure-A.1](#) at Data Centre (DC) and Disaster Recovery (DR) locations as specified in the **table below**:

Sr. No.	Item	Quantity (DC Site)	Quantity (DR Site)
1.	Blade Servers populated in blade enclosure(s)	16	16
2.	SAN Server with SAN Switches	1	1
3.	Rack Server (Support Utilities)	4	4
4.	Rack Server (Development)	1	0
5.	Server Load Balancer	2	2
6.	Link Load Balancer	2	2
7.	Core Switch	2	2
8.	UTM/Next Gen Firewall	2	2
9.	Network Firewall	3	2
10.	Access Switch	4	3
11.	Core Router	2	2
12.	KVM switch	1	1
13.	42U Rack	2	2
14.	Tape library	1	0

- b) Installation, Testing, Commissioning and comprehensive maintenance etc. requirements for the supplied items as listed out in [Annexure-A.1](#) for different locations ([Annexure-G](#)).
- c) To conduct the knowledge transfer/training of deployment, installation and commissioning, share respective diagrams/reports related to deployment and configurations w.r.t all the supplied items.
- d) Warranty/Licensing conditions as specified in the [Annexure-A.2](#).
- e) To provide all necessary items required strictly as per terms of this RFP. The specifications given in this RFP are minimal and Bidders can quote equivalent or higher technical specifications to meet C-DAC's requirements. The bidders should make sure that the items quoted are compatible with other quoted items, wherever such requirement arises.
- f) C-DAC reserves the right to alter the quantities specified in the offer in the event of changes in plans at C-DAC. The same shall be communicated at the time of placing the order on the successful Bidder.
- g) C-DAC reserves the right to place the order on successful Bidder for all the items in single or multiple lots within the RFP validity period.
- h) **Completeness Responsibility:** Notwithstanding the scope of work, engineering, supply and services stated in bid document, any equipment or material, engineering or technical services which might not be even specifically mentioned under the scope of supply of the bidder and which are not expressly excluded there from but which – in view of the bidder - are necessary for the performance of the equipment in accordance with the specifications are treated to be

included in the bid and has to be performed by bidder. The items which are over & above the scope of supply specified in the Schedule of Requirements may be marked as “Optional Items”.

4.2 Clarification / Amendment of Bidding Document

- 4.2.1 Bidder requiring any clarification of the Bidding Document shall notify C-DAC through e-mail as per the date and time specified in the schedule of events. C-DAC may conduct a pre-bid meeting at its discretion to clarify the responses prepared and will also upload the responses online for clarification of the Bid Documents. **No further queries and clarifications will be entertained after the last date specified for submission of queries.**
- 4.2.2 Clarification, if any, shall be issued by C-DAC through Corrigendum.
- 4.2.3 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted based upon the pre-bid queries, the same will be published through corrigendum.
- 4.2.4 In order to enable the bidders reasonable time to take amendments into account while preparing the bids, C-DAC, at its discretion, may extend the deadline for submission of bids and same shall be notified through Corrigendum.

4.3 Pricing

Bidders are requested to quote rates for supply of items inclusive of all taxes and levies, and cost of warranty, AMC etc. for the requirements as specified in [Annexure-A.1](#), in the BoQ format [as per [Annexure J](#)] uploaded in ‘Additional Documents’ and prices must be quoted in **INR (Indian Rupees) only**. While preparing the financial proposal, the break-up of all types of taxes, year wise maintenance cost etc. needs to be provided in the Bill of Quantities (BoQ) [as per [Annexure J](#)].

B. Preparation of Bids

Online bids under two cover system comprising of (1) **The Technical Bid** and (2) **Financial Bid** should be submitted online on CPP Portal Website <http://eprocure.gov.in/>

4.4 Language of Bids

- 4.4.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder & C-DAC, and the supporting documents shall be in English only.

4.5 Documents Comprising of Bids

PART 1 Technical Bid

- 4.5.1 The technical bid should contain all documents specified in [Annexure-C](#), duly signed by the competent authority and stamped.
- 4.5.2 Any Technical Proposal not containing the above will be rejected.
- 4.5.3 The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

PART II Financial Bid

4.5.4 The Financial bid shall contain the following to be submitted online:

- a) The Check List [as per [Annexure-D](#)]
- b) Financial Bid Format [as per [Annexure-E](#)].
- c) Financial Bid [as per [Annexure J, BoQ](#)].

IMPORTANT

- i. The bidders must carefully follow the instructions to submit the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/>
- ii. The proposed product OEM must have a presence in India for minimum 5 years.
- iii. The Indian agent and the Principal manufacturer / OEM cannot bid simultaneously.
- iv. The bidder should bid for all the items, as given in [Broad Scope of Work, section 4.1](#) of this document.
- v. Bids received with selective or partial items will be disqualified.
- vi. Tender Acceptance Letter ([Annexure-F](#)) should be filled, signed by the Competent Authority and duly stamped.

4.6 Bid Form

4.6.1 The bidder shall complete the Financial Bid Format ([Annexure-E](#)) and the appropriate Financial Bid [as per [Annexure J, BoQ](#)] furnished in the Bid Documents, indicating the goods to be supplied, a brief description of the goods and quantity.

4.7 Bid Prices

- 4.7.1 All the prices, including taxes and levies, should be in Indian Rupees (INR). The bidder shall indicate “**Unit Price**”, **break-up for all types of taxes being considered, cost, year wise maintenance cost** and “**Total Price**” against each item of goods it proposes to supply as per the BoQ [as per [Annexure J](#)].
- 4.7.2 Bidder should take into account taxes, levies, training requirements, operation and maintenance, as applicable based on locations specified in [Annexure-G](#).
- 4.7.3 The prices quoted shall remain valid for **180 days** from the **date of opening of Financial Bid** and in respect of accepted Bid, the prices quoted shall remain valid during the entire period of contract.

4.8 Delivery Schedule & Penalty for Delayed Deliveries

4.8.1 The successful bidder is required to adhere to the following delivery timelines:

Milestone	Deliverable	Timeline
I	Delivery of all the items mentioned in Purchase order, Installation & Commissioning and Acceptance by CDAC.	five (5) weeks of purchase order date
II	Training of deployment and installation & commissioning to operations team of CDAC after successful installation & commissioning along with sharing all respective diagrams/reports related to deployment and configurations.	Six (6) weeks of purchase order date

- 4.8.2 In the event of the equipment not being delivered, installed, tested and commissioned including training, as stipulated in the Purchase Order, penalty as defined for SLA in [Annexure-L](#) will be applicable.
- 4.8.3 This amount of penalty so calculated shall be deducted at the time of making final payment.
- 4.8.4 Failure to adhere to the above clauses will make the Successful Bidder liable to forfeit the Performance Bank Guarantee (PBG) submitted in favour of C-DAC.
- 4.8.5 The title and ownership of the products shall be transferred to C-DAC/End-user by the Successful Bidder upon delivery, successful installation and commissioning of such products at specified locations as provided in [Annexure-G](#). All documents related to such transfer shall be handled by the Successful Bidder and handed over to C-DAC, Mumbai.

4.9 Documentary Evidence Establishing Bidder's Eligibility and Qualifications

- 4.9.1 The bidder should submit the bid documents online, as per the checklist specified in [Annexure-C](#).

4.10 Earnest Money Deposit (EMD)

- 4.10.1 Bidders shall have to deposit EMD of Rs 14,00,000/- (Rs Fourteen Lakh only) in the form of a Demand Draft/ Bank Guarantee from a Nationalised bank/Scheduled Bank in favour of C-DAC Mumbai payable at Mumbai.
- 4.10.2 Any Bid not secured, as above, will be rejected by C-DAC.
- 4.10.3 The EMD of the unsuccessful Bidders shall be returned after the award of the contract, without any interest.
- 4.10.4 The successful Bidder's EMD will be returned to the Bidder on submission of the Performance Bank Guarantee (PBG), as per [Annexure-I](#), equivalent to **10%** of the value of the Purchase Order.
- 4.10.5 **Exemption from submission of EMD: Bidders who are registered with DGS&D/NSIC/MC&IT/MEITY/MSME are exempted from payment of EMD, provided the Registration Certificate is valid during the tender consideration period and it covers the items tendered. Organizations like KVIC who are treated on par with NSIC are also exempted from payment of EMD. Copy of Valid registration should be attached, failing which Tender will be rejected.**
- 4.10.6 If in the view of bidder, any exemptions / relaxations are applicable to them from any of the eligibility requirements, under any Rules, process, Guidelines, Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule, process, Guidelines or Directives. In this case the bidder must submit necessary and sufficient valid documents along with the technical bid, in support of their 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.

4.10.7 The EMD may be forfeited:

- a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
- b) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time; or
- c) in the case of a successful Bidder, if the Bidder fails;
 - i. to deliver as per the terms of the Purchase Order; or
 - ii. to furnish Performance Bank Guarantee (PBG)

4.11 Period of Validity of Bids

4.11.1 Bids shall remain valid for a period of **180 days** from the **date of opening of Financial Bid**. Any Bid valid for a shorter period will be rejected by C-DAC.

4.11.2 In exceptional circumstances, C-DAC may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD.

4.12 Format and Signing of Bid

4.12.1 The bidder shall prepare and submit (online) the Technical and Financial bids separately in Cover 1 and Cover 2 respectively.

4.12.2 The bid documents shall be digitally signed and submitted on the CPP portal.

C.SUBMISSION OF BIDS

4.13 Sealing and Marking of Bids

4.13.1 Bidder should log into the site <http://eprocure.gov.in> well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the last date and time for the bid submission.

4.13.2 While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.

4.13.3 Bidder shall select the payment option as offline, submit the Tender Fee and EMD in the form of a Demand Draft (DD)/ Bank Guarantee from a Nationalised bank / Scheduled Bank in favour of C-DAC Mumbai payable at Mumbai and enter details of the relevant instrument online. Tender fee and EMD should reach C-DAC, Mumbai before the last date and time specified for submission of bids.

4.13.4 Bidder shall follow the online bid submission process and upload the required bid documents one by one as indicated in the tender document.

4.13.5 Utmost care shall be taken for uploading Bill of Quantities (BOQ) [as per [Annexure J](#)] & Price Bid and any change/ modification of the price schedule shall render it unfit for bidding. Bidders shall download the BOQ [as per [Annexure J](#)] in Additional Documents. Bidder shall quote their rates, thereafter save and upload the file in financial bid cover (Price bid) only. The bidders are cautioned that uploading of financial bid elsewhere i.e., other than in cover 2 will result in rejection of the bid.

4.13.6 Bidders shall submit their bids through online **e-Tendering (CPP)** system well before the last date and time for bid submission as per Server System Clock. C-DAC will not be held responsible for any sort of delay or difficulties faced during the submission of bids online by the bidders at the last moment.

- 4.13.7 In case of any discrepancy between rates mentioned in figures & words, the latter shall prevail.
- 4.13.8 Conditional tenders, on whatsoever ground, shall not be accepted and summarily rejected.
- 4.13.9 After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- 4.13.10 Bidder should follow the server time being displayed on bidder’s dash board at the top of the tender website, which shall be considered valid for all actions of the Bidder including bid submission, bid opening etc., in CPP Portal.

4.14 Late Bids

- 4.14.1 Bids submitted after due date as specified in this document will not be considered and will be rejected.

4.15 Modification and Withdrawal of Bids

- 4.15.1 No Bid may be modified / withdrawn after the due date and time specified in this RFP for submission of the Bid. Modification/Withdrawal of a Bid after the due date and time specified for submission of bid, may result in the Bidder’s forfeiture of his EMD.

4.16 Opening and Evaluation of Bids

(a) Opening of Technical Bids by C-DAC

- 4.16.1 Bid Opening Committee will open the bids online. The bidders can participate online during the bid opening process from their end through their dashboard on the tender website. Technical Bids will be evaluated as per the criteria specified in [Annexure-C](#).
- 4.16.2 The date fixed for opening of bids, if subsequently declared as holiday by the Govt., the bids will be opened on the next working day, time and venue remaining unaltered.

4.17 Preliminary Examination

- 4.17.1 C-DAC will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the bids are generally in order.
- 4.17.2 Prior to the detailed evaluation, C-DAC will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without any deviations. Bids which do not conform to the terms and conditions of the RFP shall be rejected.

4.18 Bid Evaluation

C-DAC shall evaluate the technical bids in order to determine whether bidders are eligible and their bids are complete in all respects, required securities/ sureties have been furnished, the attached documents have been properly signed. The evaluation criteria are listed out in [Annexure-C](#) and C-DAC would upload the result of evaluation online on CPP Portal.

4.19 Financial Bid Opening/Financial Evaluations and Comparisons of Technical Responsive Bids

- 4.19.1 C-DAC shall shortlist bids of those bidders who are eligible and have submitted technically responsive bid, for opening of financial bid. The bidders declared successful in Technical bid evaluation only would be considered for the opening of financial bids. The financial Bids of technically disqualified bidders would not be opened by C-DAC.
- 4.19.2 The evaluation and comparison of responsive bids shall be done on the basis of total price of the goods offered inclusive of taxes and levies, AMC, Training, etc. as indicated in the Financial Bid.
- 4.19.3 The evaluation shall be done to determine **lowest bidder (L1)** on the basis of Total Cost of tendered items [as per [Annexure J](#)]. Also, the result of Financial Evaluation would be uploaded on CPP Portal.
- 4.19.4 Everything else being equal, preference will be given to the bidder providing higher specifications, additional services, items etc.
- 4.19.5 C-DAC may ask the bidder to correct any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation before opening of Financial Bid, provided such waiver does not prejudice or affect the relative ranking/ interests of any other bidder and also the financial bid of the bidder is not changed.

4.20 Contacting C-DAC

- 4.20.1 No Bidder shall contact C-DAC on any matter relating to their Bid, from the time of opening of Price Bid to the time the Contract is awarded.
- 4.20.2 Any effort by a Bidder to influence C-DAC in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Bid.

4.21 Award Criteria

- 4.21.1 C-DAC will award the Contract to the successful Bidder who meets all the criteria listed in this RFP and qualifies to perform the contract satisfactorily and is the lowest bidder (L1).
- 4.21.2 C-DAC reserves the right, at the time of award of contract, to change the location where items need to be supplied from what was originally specified while floating the RFP without any change in price or any other terms and conditions.
- 4.21.3 C-DAC will provide Network Architecture of Data Centre (DC) and Disaster Recovery (DR) to successful bidder once the acceptance of award is received from the bidder. Thereafter bidder has to submit Low Level Design of DC and DR for the approval of C-DAC before actual deployment.

4.22 C-DAC's right to accept Any Bid and to reject any or All Bids

- 4.22.1 Notwithstanding anything said above, C-DAC reserves the right to accept or reject any Bid or cancel the entire process without assigning any reason whatsoever.

4.23 Notification of Award of Contract

- 4.23.1 The notification of award of contract will be in the form of Letter of Intent / Purchase Order issued to the Successful Bidder. The Successful Bidder should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the Letter of Intent / Purchase Order within 3 working days of receipt of the communication.

4.23.2 Upon notification of award of contract to the **L1** Bidder, C-DAC will promptly notify each unsuccessful Bidder and will return their EMD.

4.23.3 If **L1** bidder refuses to accept the offer, then C-DAC reserves the right to award the contract to the next lowest bidder(s).

4.24 Performance Bank Guarantee (PBG)

Performance Bank Guarantee of ten percent (**10%**) of the value of Purchase Order in the format ([Annexure-I](#)) is to be submitted by the Successful Bidder from a Nationalised Bank/Scheduled Bank within a week of receipt of Purchase Order from C-DAC, Mumbai.

4.25 Signing of Contract

4.25.1 Failure of the Successful Bidder to comply with the requirements of this RFP shall constitute sufficient grounds for the annulment of the award of contract and forfeiture of the EMD.

4.25.2 C-DAC reserves the right either to invoke the Performance Bank Guarantee or to cancel the Purchase Order or both, if the Bidder fails to meet the terms of this RFP or contract entered into with them.

4.25.3 Notwithstanding anything said above, C-DAC reserves the right to reject the RFP or cancel the entire process without assigning any reason whatsoever.

5. TERMS AND CONDITIONS OF THE CONTRACT

5.1 Confidentiality

5.1.1 The Successful Bidder will treat all data, information and communication with C-DAC in connection with this bid process as confidential.

5.2 Country of Origin / Eligibility of Goods & Services

5.2.1 All goods and related services to be supplied under the RFP shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.

5.3 Intellectual Property Rights

5.3.1 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, trade secrets etc. arising from the use of the Goods or any part thereof in India, the successful bidder shall act expeditiously to extinguish such claim. The successful bidder shall be responsible for all third-party claims arising out of this bid process and shall indemnify C-DAC from any third-party claims of whatsoever nature.

5.4 Inspection and Quality Control Tests

5.4.1 The Inspection and Quality Control tests of Goods at the time of final acceptance would be as follows:

- a) The successful bidder should intimate C-DAC before dispatching the goods. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the Successful Bidder;
- b) Provided that C-DAC may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such

basis as may be decided at the sole discretion of C-DAC meriting waiver of such inspection of goods.

- c) In the event of the components failing to pass the acceptance procedure as specified in [section 5.6](#), a reasonable time will be given to rectify the defects, failing which, C-DAC reserves the right to cancel the Purchase Order.
- d) The inspection and quality control tests shall be conducted at the Goods' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to C-DAC, at no charge to C-DAC.
- e) Nothing stated herein above shall, in any way, release the successful bidder from any warranty or other obligations under this Contract.
- f) The successful bidder shall provide complete and legal documentation of Systems, all subsystems, operating systems, compiler, system software and the other software, wherever applicable. The successful bidder shall also provide licensed software for all software products, wherever applicable, whether developed by it or acquired from others. The successful bidder shall also indemnify C-DAC against any levies/penalties on account of any default in this regard.
- g) The successful bidder shall demonstrate an integrated trial of all the items supplied with the possible use cases to the CDAC team. On successful demonstration and completion of acceptability test, integrated trial reports receipt of deliverables, etc., and after C-DAC is satisfied with the working of the supplied items/software, the Acceptance Certificate will be signed by the representative of C-DAC/End User.

5.5 Delivery & Documentation

- 5.5.1 The successful bidder shall provide such packing of the products as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit. Size and weights of packing case shall take into consideration, where appropriate, the remoteness of the Products final destination and the absence of heavy handling facilities at all transit points.
- 5.5.2 Delivery of the equipment shall be made by the successful bidder in accordance with the system approved / ordered. The details of the documents to be furnished by the successful bidder are specified hereunder:-
 - a) 2 copies of Vendor's Invoice showing Contract number, Products description, quantity, unit price, and Total amount.
 - b) Delivery Note or acknowledgement of receipt of Products from C-DAC/End User. This document has to be mandatorily submitted to C-DAC alongwith the Invoice. It shall form the basis for release of payment.
 - c) 2 copies of packing list identifying contents of each package.
 - d) Insurance Certificate.
 - e) Security Certificate (specifying no backdoors, malware, virus etc.) pertaining to the supplied goods. Self declaration to this effect to be provided by the successful bidder,
 - f) Manufacturers / Vendor's Warranty Certificate / Licences / Product ID to the End User.

- 5.5.3 The above documents shall be received by C-DAC before arrival of Products (except where it is handed over to the End User with all documents).
- 5.5.4 For the System & other Software, the following will apply:
- a) The successful bidder shall supply standard software packages published by third parties in or out of India in their original publisher-packed status only, and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.
 - b) The successful bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The successful bidder shall also provide licensed software for all software products whether developed by it or acquired from others. There shall not be any default in this regard.
 - c) In case the successful bidder is providing software which is not his proprietary software, then he must submit evidence in the form of agreement he has entered into with the OEM which includes support from the Vendor for the proposed software for the full period required by C-DAC.
 - d) The successful bidder explicitly absolves C-DAC of any responsibility / liability for use of system / application software delivered along with the equipment, (i.e. the successful bidder shall absolve C-DAC in all cases of possible litigation / claims arising out of any copyright / license violation) for software(s) published either by third parties, or by themselves.

5.6 Acceptance Procedure

- 5.6.1 On successful fulfilment of the requirements as listed out in [Annexure A.1](#), installation, testing, training etc., the Acceptance Certificate ([Annexure-N](#)) signed by the successful bidder and the authorized personnel at the respective locations will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems. Two copies of the Acceptance Certificate will be made and delivered to C-DAC Mumbai.

5.7 Insurance

- 5.7.1 The insurance shall be in an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis, valid for a period not less than one month after installation and commissioning and issue of Acceptance Certificate by C-DAC.
- 5.7.2 Should any loss or damage occur, the Successful Bidder shall:
- a) Initiate and pursue claim till settlement and
 - b) Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

5.8 Performance Bank Guarantee (PBG)

- 5.8.1 Performance Bank Guarantee of ten percent (10%) of the value of Purchase Order in the format ([Annexure-I](#)) to be submitted by the successful Bidder from a Nationalised Bank / Scheduled Bank within a week of receipt of formal communication/Purchase Order from C-DAC about their successful bid.
- 5.8.2 The proceeds of the PBG shall be payable to C-DAC as compensation for any loss

resulting from the successful bidder's failure to complete his obligations under the Contract.

- 5.8.3 The validity of PBG shall be **60 days** beyond the date of completion of all contractual obligations of the successful bidder including warranty/AMC obligations.
- 5.8.4 The PBG will be discharged by C-DAC without interest after a period of **sixty (60)** days beyond completion of the successful bidder's performance obligations, including any warranty obligations under the Contract.

5.9 Payment Terms

- 5.9.1 Payment in respect of goods shall be made as per [Annexure-K](#). For claiming this payment the following documents are to be submitted:
- (i) Delivery Challan in duplicate
 - (ii) Invoice
 - (iii) Original copy of applicable taxes receipt paid for the goods
 - (iv) Successful Installation & Commissioning Report and Acceptance Certificate duly signed by C-DAC.
- 5.9.2 No payment will be made for goods rejected at the time of receiving and the same will be returned to the Successful Bidder.

5.10 Subcontracts

The successful bidder shall not subcontract the work awarded to him under this RFP. If it is found at any stage that the Successful Bidder has sub-contracted the work, all his pending payments and Bank Guarantee shall be forfeited to C-DAC and contract shall be terminated.

5.11 Service Level Agreement (SLA)

As per the SLA described in [Annexure-L](#)

5.12 Delays in the Successful Bidder's Performance

- 5.12.1 Delivery, installation, commissioning of the Products/Solution and performance of Services shall be made by the successful bidder within the timelines prescribed.
- 5.12.2 If at any time during performance of the Contract, the successful bidder encounters conditions impeding timely delivery of the Products and performance of Services, he shall promptly notify C-DAC in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the successful bidder's notice, C-DAC shall evaluate the situation and may, at its discretion, extend the Successful Bidder's time for performance.

5.13 Force Majeure

- 5.13.1 Notwithstanding the provisions of Terms and Conditions of Contract (TCC), the successful bidder shall not be liable for forfeiture of his PBG, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to

perform its obligations under the Contract, is the result of an event of Force Majeure.

5.13.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the successful bidder and not involving the successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of God (like earthquakes, floods, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder’s premises or any other act beyond control of the bidder.

5.13.3 If a Force Majeure situation arises, successful bidder shall promptly notify C-DAC in writing of such condition and the cause thereof. Unless otherwise directed by C-DAC in writing, the successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.14 Resolution of Disputes

5.14.1 C-DAC and the successful bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

5.14.2 If the parties fail to resolve their differences by mutual agreement then the dispute shall be settled as follows:

(a) In accordance with the Indian Arbitration & Conciliation Act, 1996

(b) Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

5.15 Governing Language

5.15.1 The governing language shall be English.

5.16 Applicable Law

5.16.1 The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at Mumbai.

5.17 Addresses for Notices

5.17.1 The following shall be the address of C-DAC and the successful bidder.

C-DAC’s address for notice purposes:

**The Executive Director,
C-DAC
Gulmohar Cross Road No. 9, Juhu
Mumbai - 400049**

Successful Bidder’s address for notice purposes

<To be filled in by the Successful Bidder>

5.17.2 A notice shall be effective when delivered or on effective date of the notice, whichever is later.

5.18 Right to use defective product

If after delivery, acceptance and installation and within the guarantee and warranty/license period, the operation or use of the product is found to be unsatisfactory, C-DAC/ End User shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with C-DAC's/ End User's operation.

5.19 Liquidated Damages

In the event of the Successful Bidder's failure to submit the Bonds, Guarantees and Documents, supply the services and maintain the agreed uptime etc. as specified in this contract, C-DAC may withhold any payment until the completion of the contract. C-DAC may also deduct from the successful bidder as agreed, liquidated damages to the sum of 0.5% of the value of Purchase Order for the delayed/undelivered goods/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed services.

5.20 Limitation of Liability

For breach of any obligation mentioned in this agreement, subject to obligations mentioned in this clause, in no event successful bidder shall be liable for damages to C-DAC arising under or in connection with this agreement for an amount exceeding the value of this agreement. Successful bidder will ensure C-DAC's/End User's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/C-DAC's related information to the extent of loss so caused.

The limitations set forth herein shall not apply with respect to:

- a) claims that are the subject of indemnification pursuant to IPR infringement,
- b) damage(s) occasioned by the gross negligence, fraud or wilful misconduct of successful bidder,
- c) damage(s) occasioned by successful bidder for breach of Confidentiality Obligations,
- d) When a dispute is settled by the Court of Law in India.
- e) Loss occasioned by Non-compliance of Statutory or Regulatory Guidelines.

6. Annexure A.1: Technical Specifications

6.1 Blade Servers including Blade Enclosure(s)

Make	Bidder to Specify
Model	Bidder to Specify
Blade Enclosure(s)/Chassis	
<ul style="list-style-type: none"> • One or more blade chassis not exceeding a total quantity of 2 units with 16 hot pluggable blade servers (with minimum required specification listed below) populated in total. • The blade chassis should have redundant switches with 10G Ethernet and required number of FCoE ports supporting 16G SAN switches; Tape library etc; hot swappable redundant power supplies; cooling units etc and maximum redundancy of the components should be maintained. All servers and chassis and its modules must remain powered on in case of failure of one of the supplies. Power supply should be 80 plus platinum certified. • Should provide highly reliable and high performance midplane / backplane design in the blade enclosure. • Must have Chassis Monitoring Module (Must show real time data and historical data, logs) enabling monitoring of servers, internal switches and other peripheral devices. 	
Blade Servers	
Type of Server	Blade
Maximum Number of sockets available on chipset	2
Maximum Number of sockets populated with processor	2
Processor Configuration	Intel Xeon Silver 4110 2.10GHz or higher
Processor Architecture	X86_64
No. of Cores per Processor	8
Number of PCI Express Slots (Gen 3.0 or higher)	2
Memory	
RAM Type	DDR4
RAM SIZE (GB)	96
RAM upgradable upto	512
DIMM Slots (Minimum)	16
Storage	
Type of Hard Disk	SAS
Hard disk drive Capacity (GB)	300
Hard disk drive RPM (hot plug or better) (RPM)	10K
RAID	
RAID Type	1
RAID Controller Caches (GB)	1
Connectivity	
Connectivity Ports	FC + Ethernet
Dual Port Network Card Bandwidth (Gbps)	1/10 Gbps

FC HBA Dual port card	Available
FC HBA Dual port card Speed (Gbps)	16 Gbps
Certifications	
OS Certifications, Compliance: support for latest versions of Windows, Red Hat or Suse Linux.	Yes
Hypervisor Support: Latest versions of Xenserver, Hyper-V, Vmware	Yes

6.2 Storage System

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Storage System Type	Hybrid Storage
Storage Capacity (TB)	18 terabyte
Hardware Form Factor of Storage System (RU)	2
Disk Type	SAS, SSD
Number of Drive Slots Populated with drives of different type in the Storage System	17
Minimum no of drive slot populated with SSD	6
Minimum no of drive slot populated with SAS	11
Connectivity/Port	
Type of Front end Ports	FC, iSCSI
Number of Front end Ports	8
Speed of front end Ports in Gbps	8
Type of Back end Ports	SAS
Controllers	
RAID Level Support	0, 1, 5, 6, 10
Active-Active Controllers Configured in HA	Yes
System Cache	
Cache Availability Type	Global
Total Configurable Cache (GB)	16
Others	
Type of Data Compression	H/W, S/W
Storage management software for configuration and multi-pathing (part of the supply).	Yes
No Single point of Failure	Yes
The Storage provide Non disruptive Firmware /Microcode upgrade	Yes
Firmware upgrade without any controller reboot	Yes

Wide Stripping or equivalent feature	Yes
SAN Switches	
Minimum Quantity Required	2 (for redundancy) Rack mountable
SAN Switch supported Speed	16 Gbps
SAN switch Port	16 Gbps SFP with perpetual licenses for 16 ports active from Day 1
FC Patch cables	16 cables of at least 5 meter each

6.3 Rack Servers (Support Services)

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Form Factor	Rack
Size (RU)	1
Processor configuration	Intel Xeon Silver 4110 2.10GHz or higher
Processor Architecture	X86_64
Max. Number of sockets available on chipset	2
Max. Number of sockets populated with processor	1
Number of cores per Processor	8
Availability of Co-Processor	No
PCI Slots (Express Gen 3.0)	2
Memory	
Type of RAM	DDR4
RAM Size (GB)	32
RAM upgradable upto (GB)	512
DIMM Slots (No.)	16
Storage	
Type of Hard Disk Drive	SAS
Hard disk drive Capacity (GB)	3600
Hard disk drive Speed (RPM)	10K
RAID Controller Cache (MB)	1 GB
RAID Type	1
Others	
Video Controller (support VGA or above resolution)	Yes
FC Connectivity	Yes
Network Card Supported	1/10 G

Redundant Power Supply	Yes
Redundant Fan	Yes

6.4 Rack Server (Development Server)

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Form Factor	Rack
Size (RU)	1
Processor Configuration	Intel Xeon Gold 6130 2.10GHz or higher
Max. Number of sockets available on chipset	2
Max. Number of sockets populated with processor	2
Number of cores per Processor	16
Processor Architecture	X86_64
PCI Slots (Express Gen 3.0)	3
Memory	
Type of RAM	DDR4
RAM Size (GB)	512
RAM upgradable upto (GB)	1536
DIMM Slots (No.)	24
Storage	
Type of Hard Disk Drive	SAS
Hard disk drive Capacity (GB)	4000
Hard disk drive Speed (RPM)	7200
RAID Controller Cache (MB)	2048
RAID Type	0,1
Others	
Video Controller (support VGA or above resolution)	Yes
Network Card Supported	1/10 G
FC HBA Dual port card	Yes
FC HBA Dual port card Speed	16 GB
Redundant Power Supply	Yes
Redundant Fan	Yes

6.5 Server Load Balancers

Make	Bidder to Specify
Model	Bidder to Specify

Specification	
Real Server Support	At least 100
Concurrent Sessions Support (million)	12
Network Interface Ports	8 x 1 GE BaseT and fully loaded 2 x SFP+
Throughput (Maximum) (Gbps)	6
SSL Throughput (Maximum) (Gbps)	6
Hardware Based SSL Acceleration	No
SSL Transaction (TPS)	3300
Throughput Scalability	Available
If Available, then scalable without changing hardware upto (Gbps) with licence upgradation	12
Performance & Availability	Detect and isolate failed server. Add/remove servers on the fly. Server maintenance mode. Router Mode / Transparent Mode Deployment.
High Availability	Yes
Support Dynamic routing and Static routing Protocols (IPv4 & IPv6)	Yes
Support Static NAT	Yes
Support Dynamic NAT	Yes
Support PAT	Yes
Support Virtual Grouping / Domains	Yes
Support Load Balancing Algorithms	round robin, weighted round robin, least connections, least traffic, shortest response
Supported Load Balancing Layers	Layer 4 & 7
Support Application optimization modules such as compression, caching, connection multiplexing, SSL offloading, TCP optimization	Yes
Support SNMP, Syslog, TACACS+ & Radius Authentication,	Yes
Support both IPv4 and IPv6	Yes
Support Bandwidth Management and QoS	Yes
Device Management	SSH, HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface
Input-Output Port	Console Port RJ-45
Power Supply	Redundant

6.6 Link Load Balancers

Make	Bidder to Specify
Model	Bidder to Specify

Specification	
Gartner Rating	The proposed OEM must be in leader/challenger quadrant of latest Gartner reports
Internet Link Connections Supported by Load balancer	up to 25
Concurrent Sessions Support (million)	2
Network Interface Ports	minimum 4 x 1 GE Base T
Throughput (Maximum) (Gbps)	3.5
Facility to define inbound/outbound (Kbps/Mbps) throughput limit of any link	Yes
Support Dynamic routing and Static routing Protocols	Yes
Support Static NAT	Yes
Support Dynamic NAT	Yes
Support PAT	Yes
Link Health Monitoring	Yes
Link Failover Detection Time (Seconds)	10
Support Virtual Grouping / Domains	Yes
Support Load Balancing Algorithms for Inbound and Outbound	round robin, weighted round robin, least connections, least traffic, shortest response,
Supported Load Balancing Layers	Layer-1 to Layer-7
High Availability	Yes
Built-in authoritative DNS, private DNS, DNS Security, DNS ACL	Yes
Support SNMP, Syslog, TACACS+ & Radius Authentication	Yes
Support both IPv4 and IPv6	Yes
Support Bandwidth Management and QoS	Yes
Device Management	SSH, HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface
Power Supply	Redundant

6.7 Core Switches

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Type of Switch	Non PoE
No. of 10/100/1000 Base-T Ports	24
Console Port RJ- 45	available
Management Port (RJ 45)	available
Layer 2 Features	Jumbo Frames support

	<p>Auto-negotiation for Port Speed and Duplex MDI/MDIX Auto-crossover IEEE 802.1D MAC Bridging/STP IEEE 802.1w Rapid Spanning Tree Protocol (RSTP) IEEE 802.1s Multiple Spanning Tree Protocol (MSTP) STP Root Guard STP BPDU Guard Edge Port / Port Fast IEEE 802.1Q VLAN Tagging Private VLAN IEEE 802.3ad Link Aggregation with LACP Unicast/Multicast traffic balance over trunking port IEEE 802.1AX Link Aggregation Spanning Tree Instances (MSTP/CST) IEEE 802.3x Flow Control and Back-pressure IEEE 802.3 10Base-T IEEE 802.3u 100Base-TX IEEE 802.3z 1000Base-SX/LX IEEE 802.3ab 1000Base-T IEEE 802.3ae 10 Gigabit Ethernet IEEE 802.3 CSMA/CD Access Method and Physical Layer Specifications Storm Control MAC, IP, Ethertype-based VLANs</p> <p>L2 Security: 802.1x Authentication (Port-based, MAC-based, MAB) Syslog Collection DHCP Snooping Device Detection MAC Black/White Listing Policy Control of Users and Devices Firewall</p> <p>L2 Management: Auto Discovery of Multiple Switches Link Aggregation Configuration Spanning Tree LLDP/MED</p>
<p>Layer 3 Features</p>	<p>L3 Routing and Services: Policy-Based Routing Virtual Domain Static Routing Dynamic Routing Protocols: OSPFv2, RIPv2, VRRP, BGP, ISIS. Multicast Routing Protocols IGMP Snooping Bidirectional Forwarding Detection (BFD) DHCP Relay</p> <p>L3 Security: Port Mirroring IEEE 802.1x authentication Port-based IEEE 802.1x Authentication MAC-based IEEE 802.1x Guest and Fallback VLAN IEEE 802.1x MAC Access Bypass (MAB) IEEE 802.1x Dynamic VLAN Assignment Radius Accounting MAC-IP Binding sFlow ACL IEEE 802.1ab Link Layer Discovery Protocol (LLDP) IEEE 802.1ab LLDP-MED DHCP-Snooping</p>

	Dynamic ARP Inspection Sticky MAC and MAC Limit
Device Management	SSH , HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface TACACS+ and RADIUS authentication Syslog Support
Other Features	Switching Capacity (Duplex): 176 Gbps or more Packets Per Second (Duplex): 130 Mbps or more MAC Address Storage : 16K Network Latency : < 1µs VLANs Supported: 4 K Link Aggregation Group Size : 8 Total Link Aggregation Groups: Up to number of ports Packet Buffers: 1.5 MB DRAM: 512 MB FLASH: 256 MB
High Availability	Yes
QoS	Yes
Power Supply	Redundant

6.8 Access Switches

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Type of Switch	Layer 2
No. of 10/100/1000 Base-T Ports	24
Console Port RJ- 45	available
Management Port (RJ 45)	available
Layer 2 Features	Jumbo Frames support Auto-negotiation for Port Speed and Duplex MDI/MDIX Auto-crossover IEEE 802.1D MAC Bridging/STP IEEE 802.1w Rapid Spanning Tree Protocol (RSTP) IEEE 802.1s Multiple Spanning Tree Protocol (MSTP) STP Root Guard STP BPDU Guard Edge Port / Port Fast IEEE 802.1Q VLAN Tagging Private VLAN IEEE 802.3ad Link Aggregation with LACP Unicast/Multicast traffic balance over trunking port IEEE 802.1AX Link Aggregation Spanning Tree Instances (MSTP/CST) IEEE 802.3x Flow Control and Back-pressure IEEE 802.3 10Base-T IEEE 802.3u 100Base-TX IEEE 802.3z 1000Base-SX/LX IEEE 802.3ab 1000Base-T IEEE 802.3ae 10 Gigabit Ethernet IEEE 802.3 CSMA/CD Access Method and Physical Layer Specifications Storm Control MAC, IP, Ethertype-based VLANs

	<p>L2 Security: 802.1x Authentication (Port-based, MAC-based, MAB) Syslog Collection DHCP Snooping Device Detection MAC Black/While Listing Policy Control of Users and Devices Firewall</p> <p>L2 Management: Auto Discovery of Multiple Switches Link Aggregation Configuration Spanning Tree LLDP/MED</p>
Device Management	SSH, HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface TACACS+ and RADIUS authentication Syslog Support
Other Features	Switching Capacity (Duplex): 56 Gbps or more Packets Per Second (Duplex): 83 Mpps MAC Address Storage : 16K Network Latency : < 1µs VLANs Supported: 4 K Link Aggregation Group Size : 8 Total Link Aggregation Groups: Up to number of ports Packet Buffers: 1.5 MB DRAM: 512 MB FLASH: 128 MB
High Availability	Yes
QoS	Yes
Power Supply	Redundant

6.9 UTM/Next Gen Firewall

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Gartner Rating	The proposed OEM must be in leader/challenger quadrant of latest Gartner reports
Throughput (Gbps)	8
Concurrent Session (Number)	2 million
New session per second	40000
Integrated interface	1GE RJ-45
No of Integrated interface	Minimum 10
IPsec VPN (For 50 Users) License / Free	Yes
SSL VPN Peers (For 50 Users) License / Free	Yes
Power Supplies	Redundant

Firewall License	Must include to provide all required features.
Security Features	<ul style="list-style-type: none"> - Firewall, zones, security policies, port scan filtering. - Stateful firewall, stateless filters. - Network attack detection. - Protection against IP Attacks: IP, ICMP, TCP protection. - Denial of service (DoS) and Distributed denial of service (DDoS) protection - ICMP, UDP, SYN/TCP, SYN Cookies Protection. - Prevent replay attacks, Anti-Replay - Unified Access Control. - TCP reassembly for fragmented packet protection. - Brute force attack mitigation. - SYN cookie protection. - Zone-based IP spoofing. - Malformed packet protection. - Intrusion Prevention System (IPS) features like Protocol anomaly detection, Stateful protocol signatures, Intrusion prevention system (IPS) attack pattern-obfuscation, User role-based policies. - Intrusion Detection System (IDS) and Advanced Persistent Threats (APT) features. - Customer signatures creation support. - weekly and emergency updates of signatures and device OS. - Application Distributed denial of service (DDoS) protection. - Application Security. - User-based application policy enforcement - Antivirus, Antispyware, Anti-adware, Antikeylogger, Antispam, Anti-malware. - Web / URL Filtering. - Content Filtering Based on MIME type, file extension, and protocol. - Content Security. - Transparent Mode support.
VPN	<ul style="list-style-type: none"> - Auto VPN - Tunnels (GRE, IP-IP, IPsec). - IPsec, Advanced Encryption Standard (AES) (128-bit+) encryption. - SHA-128, SHA-256 authentication. - Dynamic VPN client; browser-based remote access. - IPv4 and IPv6 VPN. - Multi-Proxy ID for site-to-site VPN.
Protocols	<ul style="list-style-type: none"> - Static routes. - RIPv2 +v1 , RIPng, OSPF/OSPFv3, BGP, Multicast (Internet Group Management Protocol IGMPv1/2/3), PIM-SM/DM/SSM, Session Description Protocol (SDP), Distance Vector Multicast Routing Protocol (DVMRP), source-specific, Multicast inside IPsec tunnel, MSDP. - MPLS (RSVP, LDP, Circuit Cross-connect (CCC), Translational Cross-connect (TCC), Layer 2 VPN (VPLS), Layer 3 VPN, VPLS, NGMVPN).
Address Translation	<ul style="list-style-type: none"> - Static NAT, Source and Destination NAT with Port Address Translation (PAT). - Persistent NAT, NAT64.
Encapsulations	<ul style="list-style-type: none"> - Ethernet (MAC and VLAN tagged). - 802.1q VLAN - High-Level Data Link Control (HDLC)
Device Management	<p>SSH, HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface TACACS+ and RADIUS authentication Syslog Support</p>

High Availability & operate on either Transparent (bridge) mode or NAT/Route mode.	Yes
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6.10 Network Firewall

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Gartner Rating	The proposed OEM must be in leader/challenger quadrant of latest Gartner reports
Stateful inspection firewall throughput (multiprotocol)	8 Gbps
Concurrent firewall connections (million)	2 million
Firewall connections per second	40000
Firewall License	Must include to provide all required features.
Interfaces	8x 1GE RJ-45
Management ports RJ-45	1
Console Port RJ-45	1
No of supported VLANs	1024
Firewall Features	<ul style="list-style-type: none"> - Layer 3 and Layer 4 stateful firewall inspection including access control and network address translation and port address translation. - Multiple Security zones, security policies, port scan filtering. - Network attack detection. - Protection against IP Attacks: IP, ICMP, TCP protection. - Denial of service (DoS) and Distributed denial of service (DDoS) protection - ICMP, UDP, SYN/TCP, SYN Cookies Protection. - IP spoofing protection. - Content Filtering Based on MIME type, file extension, and protocol. - Transparent Mode support.
Protocols	<ul style="list-style-type: none"> - Static routes. - RIPv2 +v1 , RIPng, OSPF/OSPFv3, BGP, Multicast (Internet Group Management Protocol IGMPv1/2/3), PIM-SM/DM/SSM, Session Description Protocol (SDP), Distance Vector Multicast Routing Protocol (DVMRP), source-specific, Multicast inside IPsec tunnel, MSDP. - MPLS (RSVP, LDP, Circuit Cross-connect (CCC), Translational Cross-connect (TCC), Layer 2 VPN (VPLS), Layer 3 VPN, VPLS, NGMVPN).
Address Translation	<ul style="list-style-type: none"> - Static NAT, Source and Destination NAT with Port Address Translation (PAT). - Persistent NAT, NAT64.
IPv6 Ready	Yes
High Availability & operate on either Transparent (bridge) mode or NAT/Route mode.	Yes
Power Supply	Redundant
Device Management	SSH , HTTPS SNMP v1/v2c/v3

	Standard CLI and Secure Web GUI Interface TACACS+ and RADIUS authentication Syslog Support
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6.11 Core Routers

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Type of Router	WAN
No. of Gigabit Ethernet (10/100/1000 Base-T) Interface Ports	minimum 6
Protocols	IPv4, IPv6, static routes, Routing Information Protocol Versions 1 and 2 (RIP and RIPv2), Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), BGP Router Reflector, Multicast Internet Group Management Protocol Version 3 (IGMPv3), Protocol Independent Multicast sparse mode (PIM SM), PIM Source-Specific Multicast (SSM), Resource Reservation Protocol (RSVP), Encapsulated Remote Switched Port Analyzer (ERSPAN), Internet Key Exchange (IKE), access control lists (ACL), Dynamic Host Configuration Protocol (DHCP), DNS, Hot Standby Router Protocol (HSRP), VRRP, RADIUS, authentication, authorization, and accounting (AAA), Distance Vector Multicast Routing Protocol (DVMRP), IPv4-to-IPv6 Multicast, MPLS, Layer 2 and Layer 3 VPN, IPsec, Layer 2 Tunneling Protocol Version 3 (L2TPv3), Bidirectional Forwarding Detection (BFD), IEEE 802.1ag, and IEEE 802.3ah
Quality of Service	<ul style="list-style-type: none"> - Class-based queuing with prioritization. - Configurable maximum bandwidth and guaranteed bandwidth. - Queuing based on VLAN, interface, bundles, or filters. - Marking, policing, and shaping. - Congestion management features like WRED or equivalent.
High Availability	Yes
Aggregated Throughput (Mbps)	100 Mbps to 300 Mbps
Power Supply	Redundant
Device Management	SSH, HTTPS SNMP v1/v2c/v3 Standard CLI and Secure Web GUI Interface TACACS+ and RADIUS authentication Syslog Support
Dimension / Form Factor (RU)	1 or 2

6.12 Tape Library with backup software

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Drive Technology	LTO 7 or higher
Total Storage Capacity (Native)	40 TB
Total Storage Capacity (Compressed)	80 TB to 160 PB

Number of Tape Drives Slot Available	4
Number of Slots Populated with Tape Drive	4
Type Of Connectivity	FC
Compression Ratio	2.5:1
Transfer Rate (TB/hour)	3
Transfer Rate under Compression mode (TB/Hour)	4.32
RoHS compliant	Yes
Web-based remote management capability	Yes
WORM (Write Once Read Many) Capable	Yes
Encryption Type	AES 256 bit
Management	Tape Library should provide remote monitoring capability (Ethernet based management port).
FC cables	Supply should include 4 no. of FC (multimode) patch cables compatible with the quoted Tape drives and SAN switch.
Backup Software	Backup Software Supply should include Backup software which will support the quoted library. Backup Software should work with Linux as a backup server and support various clients installed under various operating systems.
Tape Media to be supplied	Supply should include at least 8 nos LTO-7 or higher WORM tape media along with Barcode labels. The Tape Library should be quoted with 2 no of LTO-7 or compatible cleaning cartridges.

6.13 KVM Switches

Make	Bidder to Specify
Model	Bidder to Specify
Specification	
Type of Controller (Appliance)	Hardware
Number of access point Supported from day 1 (Numbers)	8
Minimum Scalability -- Number of Access Points	1
Maximum Scalability -- Number of Access Points	8
Concurrent End Client device support (Numbers)	8
Mounting Arrangement	Rack Mountable
Slider Display Screen/Monitor	Yes
Keyboard and Mouse/Touch pad	Yes

6.14 Server Rack

Make	Bidder to Specify
Model	Bidder to Specify

Specification	
Type of Server Racks	Rack Enclosures
Size of Server Rack Enclosure	42U
Depth of the Rack (mm)	Upto 1000
Mount Type	Free-Standing
Front glass Door	Yes
Type of glass used in front door	Transparent Toughened Glass
Material used for rear door	SPCC Quality Cold Rolled Steel Metal
Both rear and front doors with Perforation	No
Side Panels With Key Locks and Slam Latch	Yes
Secure Locks	Available
Keyboard Tray Sliding and Rotary	Yes
Shelf For CRT/TFT Display	No
Cable channel in rear side for cable management	Yes
Support cable entry from top or bottom	Yes
Vertical & Horizontal managers	Yes
Heavy Duty Caster Wheels	Yes
If yes, then Front Break Options	Available
Load Bearing Capacity (Kgs)	1200 kilogram
Dust or water resistant	Yes
PDU Power Strips	Orientation: Horizontal Power Supply: 30 Amps Mounting: Rack mountable Power Sockets: C13 and C19 Count of C13 an C19 sockets: To be quoted by bidder. All Devices which are rack mounted should be power supplied in redundant.

“The Bidder should quote for the items inclusive of provision of all type of connectivity i.e., Ethernet and power etc. envisaged for installation and commissioning of all the items in the server rack. The Network architecture can be referred from [Annexure Q](#).“

Annexure A.2: Warranty and Support/Licencing Terms

1. All the items quoted must not be end of life/end of support products for the next 6 years. A certificate in this regard from respective OEMs must be obtained and submitted.
2. The Supplier warrants that all the Goods are new, unused, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the order. The supplier further warrants that all Goods supplied shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Purchaser's specifications) or from any act or omission of the supplier.
3. All the items must be supplied with 3 years comprehensive warranty with 24x7x365 support. Bidder must respond to the incident within 4 hours of reporting the incident with SLAs of 24 Hours - Call To Repair (CTR) for all the hardware/software faults and Defective Media Retention (DMR) policy, covering all parts, labor & transportation starting from the date after the successful installation, demonstration of performances and acceptance by C-DAC/ End User.
4. During the warranty/AMC period, vendor will have to undertake comprehensive maintenance of the entire hardware components, equipment, support and accessories supplied by the vendor at the place of installation of the equipment.
5. The defects, if any, during the guarantee/warranty period are to be rectified free of charge by arranging free replacement, wherever necessary.
6. The Bidders are required to quote the prices for Comprehensive Annual Maintenance Contract (AMC) of all the items for fourth and fifth years with same SLA terms as of warranty.
7. All the system softwares, firmwares and any kind of subscriptions proposed must be supplied with perpetual licences covering support, updates and upgrades for first three years in the warranty and must be included in the AMC costs for the fourth and fifth years.

Annexure B: Pre-Qualification Criteria

Sr. No.	Eligibility Criteria	Document to be Submitted	Compliance (Y/N)
1.	The bidder should be a company registered under Indian Companies Act, 1956 or Indian Companies Act, 2013 or a Partnership Firm registered under Indian Partnership Act, 1932 or a Proprietorship firm or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 or OEMs through their registered Distributers/Partners in India.	Copy of Certificate of Registration/ Incorporation or Certified copy of Partnership Deed.	
2.	The bidder should have an average annual turnover of INR 30 Cr over the last three financial years.	Copy of the audited Profit and Loss Statement of the company and Certificate from the Chartered Accountant clearly stating the turnover from specified areas of business for the last three years.	
3.	The bidder must have supplied and installed at least 3 Data Centre IT Infrastructure related orders of value not less than 1 Crore each successfully in India of similar nature in last 3 years.	Documentary proof such as PO/Work Order and Installation Report, including 'satisfactory completion' certificate/letter from the clients.	
4.	The bidder must have at least 20 skilled technical manpower on the payroll to support the Installation and Operation & Maintenance of Data Centre Infrastructure.	Self-declaration Certificate on letterhead.	
5.	The bidder should not have been blacklisted by any Central/ State Govt. Organization/ DGS&D/ NICSI/ PSU during last three years.	Self-declaration Certificate in following format (signed and stamped by the authorized signatory): "It is certified that the firm M/s..... has not been blacklisted by any Central/State Govt. Organization/ DGS&D/ NICSI/PSU/C-DAC during last three years."	
6.	The Bidder must be authorized by OEM (Original Equipment Manufacturer) of each equipment that will be provided by the bidder.	Manufacturer's Authorisation Form from OEM as per Annexure-M .	
7.	The bidder must have local office presence in Mumbai/Navi Mumbai and Gurugram/Delhi NCR to	Self declaration certificate with office address and details of contact person.	

	provide installation and support of the infrastructure		
8.	The Bidder must have GSTIN, PAN in India	Copies of documents (GST, PAN) to be provided.	

Annexure C: Checklist for submission of Technical Bid Documents

Please check whether all the below mentioned documents have been supplied for participating in the e-Tender number CDACM/PS/CA20-005 issued by C-DAC, Mumbai. The documents are to be submitted in descending order with item No. 1 on top of all. Please also mention page no. of the Technical bid where these documents are given.

Sr.No.	Documents	Page No.
1.	Check list as per Annexure C (this sheet with page nos. of annexures)	
2.	Scanned copy of EMD in the form of Demand Draft/ Bank Guarantee of INR 14,00,000/- (Rs Fourteen lakh only)	
3.	Letter of authorization to attend pre bid Meeting [as per Annexure H]	
4.	Letter of authorization from the Competent Authority, if bidder himself is not signing the tender document.	
5.	Pre-Qualification Criteria [as per Annexure B]	
6.	Technical Specification Compliance Sheet with documentary proof [as per Annexure P]	
7.	Certificate of Incorporation/ Registration of Firm Certificate/ Memorandum and Articles of Association/ Partnership Deed/ Proprietorship Deed/ Declaration of Proprietorship etc., as the case may be.	
8.	Copy of Balance Sheet for last three Financial Years.	
9.	Copy of PAN/ GSTIN	
10.	Manufacturer's Authorization Form from OEM as per Annexure-M	
11.	Self-declaration Certificate to the effect that the firm is not blacklisted (as per the format given in this RFP)	
12.	Security Certificate for the supplied items as per Clause 5.5.2 (e) of RFP.	
13.	Scanned copy of Tender Fee in the form of Demand Draft (DD)/ RTGS of INR 5000/-	
14.	Tender Acceptance Letter (as per Annexure F)	
15.	Exemption from payment of EMD and Tender Fees (if applicable)	
16.	Additional Information as per Annexure-O	

Annexure D: Financial Bid Specifications

Sr.No	Documents	Page No.
1.	Check list as per Annexure D (this sheet with page nos. of annexures)	
2.	Financial Bid Format as per Annexure E	
3.	Price schedule (price bid/BoQ) [as per Annexure J]	

Annexure E: Financial Bid Format (To be enclosed only with Financial Bid)

Tender No.

Date:

**To,
The Executive Director
C-DAC
Gulmohur Cross Road No.9
Juhu, Mumbai - 400049**

Dear Sir,

Having examined the conditions of contract and specifications including the receipt of which is hereby duly acknowledged, we, undersigned, offer as per terms and conditions of contract and specifications for sum of **(Total Bid amount in words and figures)** or such other sums as may be ascertained in accordance with the schedule of prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence deliveries within (...) days and to complete delivery of all the items specified in the contract within (...) days calculated from the date of issue of your purchase order.

If our Bid is accepted, we will obtain the Bank Guarantee of a Nationalised Bank/Scheduled Bank for a sum of 10% of the value of the Purchase Order for the due performance of the Contract.

We agree to abide by this Bid for a period of 180 days from the date of the financial bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Purchase Order / Contract Order is prepared and executed, this Bid together with our written acceptance thereof of your notification of award of contract shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated thisday of2019

(Signature)

Signature of..... in capacity of.....

Duly authorised to sign the bid for and on behalf of.....

Witness..... Tele No.(s):-

Signature..... FAX No.(s)

Address..... E-Mail Address:-

Annexure F: Tender Acceptance Letter

Date:

To,
The Manager (Purchase)
C-DAC
Gulmohar Cross Road No.9, Juhu
Mumbai 400049

Sub: Acceptance of Terms & Conditions of RFP.

e-Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <http://eprocure.gov.in/> as per your Notice Inviting Tender (NIT) given on the above mentioned website(s).

1. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like Annexure(s), Schedule(s), etc.), which form part of the RFP and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The Corrigendum(a) issued from time to time by C-DAC, have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above mentioned Tender Document(s) / Corrigendum(a) in its totality / entirety.

In case any provisions of this tender are found to be violated, then C-DAC shall, without prejudice to any other right or remedy, be at liberty to reject this tender/bid.

Yours faithfully,

(Signature of the Bidder,
with Official Seal)

Annexure G: List of Locations

- [1] DC Site – Government Shipping Office, Nav Bhavan, 10 R, K, Marg, Mumbai - 400001

- [2] DR Site – Information Management Analysis Centre (IMAC), Gurugram (Haryana)

Annexure H: Authorization Letter for Attending Pre-bid Meeting

(On the Company letter head)

No.....

Date.....

To,

The Executive Director

C-DAC

Gulmohar Cross Road No.9, Juhu

Mumbai 400049

Sub: Tender No.....

Due date

Sir,

We here by authorize Mr., (designation _____) as our authorized representative, to represent us for the

Pre-bid Meeting to be held on.....at.....a.m./p.m.

Kindly permit him to attend the same.

Yours faithfully,

Signature:

Name of signatory:

Designation:

Company Seal:

Annexure I: Performance Bank Guarantee

-----Bank Guarantee issued by a Nationalised Bank-----

To,

C-DAC Mumbai

Dear Sirs,

Sub: PERFORMANCE BANK GUARANTEE in favour of C-DAC, Mumbai.

WHEREAS

M/s. (*name of bidder*), a company/LLP registered under the Companies Act, 1956/ LLP Act 2008, having its registered office at (*address of the bidder*), (hereinafter referred to as “**Successful Bidder**”, which expression shall unless repugnant to the context thereof includes its successors, heirs, assigns), have been issued a Purchase Order (P.O.) No. :- dated by Centre for Development of Advanced Computing, Mumbai (hereinafter referred to as C-DAC, Mumbai).

As specified in Clause 4.24 of the RFP and as per the terms of the RFP, M/s. (*name of bidder*) is required to furnish an unconditional, unequivocal and irrevocable Bank Guarantee in your favour for Rs. _____ (Rupees only) being **10% of the value of Purchase Order** as security for compliance with the performance obligations specified in the RFP. We hereby agree to be Guarantors and are responsible to C-DAC, Mumbai, on behalf of M/s. _____ for their due performance as per the Contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default / termination of the said contract by our constituent M/s. (*name of bidder*).

We hereby irrevocably, unconditionally and absolutely undertake to immediately pay you, upon your first written demand declaring the Successful Bidder to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of Rs. _____ (Rupees only) as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____. (The validity date should be 60 days beyond the date of completion of all contractual obligations including warranty/license obligations).

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (*name and address of the bank*), have agreed to issue this Performance Bank Guarantee. Therefore, we (*name and address of the bank*) hereby unconditionally, irrevocably and absolutely guarantee you as under :-

In the event of our constituent committing any breach/default/termination of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs. _____ (Rupees only) which is **equal to 10% of the value of Purchase Order** without any demur. Notwithstanding anything to the contrary, as contained in the said RFP, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said RFP, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the

same forthwith on your demand without any protest or demur or argument within the limit of Rs. _____ (Rupees only) being **10% of the value of Purchase Order** as aforesaid.

We, undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this bank guarantee through the period.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This security is valid for a period of ____ years from ____ (date) to M/s. _____ as mutually agreed until _____ hours of the _____ day of _____, _____.

This Guarantee shall be incorporated in accordance with the laws of India. We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

Dated this day 2019.

Yours faithfully,

For and on behalf of the Bank,

(Signature of Bank Official) :-

Designation of Bank Official :-

Name of the Bank :-

(Complete Address of the Bank) :-

Note: This guarantee will attract stamp duty as a security bond. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof, as documentary evidence.

Annexure J: Format of BoQ

Sr.No.	Item Name	Make & Model	Quantity	Cost of Item				AMC Charges post warranty period						TOTAL D = [A +B+C]	
				Unit Rate	Tax Value	Unit Rate with Tax	Total Cost with Tax [A]	OEM support/warranty in years	4 th Year		5 th Year				
									AMC charges	Tax value	AMC charges with Tax [B]	AMC charges	Tax value		AMC charges with Tax [C]
1															
2															
3															
GRAND TOTAL															

Annexure K: Payment Terms

A. Installation of Hardware/ Relevant Software		
Sr. No.	Description /Activity	Payment to be released = Percentage of amount quoted against this head
i.	On Successful Delivery, Installation & Commissioning and Acceptance by CDAC. (refer Milestone I in section 4.8.1) Payment will be released within 30 working days on receipt of Invoice and Installation & Commissioning and acceptance Certificate duly signed by C-DAC or its representative.	75% of cost of items inclusive of 3 years warranty.
ii.	Knowledge Transfer/Training to Operations team of CDAC on deployment and configurations. (refer Milestone II in section 4.8.1)	25% of cost of items inclusive of 3 years warranty.
B. Annual Maintenance cost (AMC)		
S. No.	Description /Activity	Payment Schedule
i.	04 th Year	Quarterly Payment at the end of each Quarter calculated on the pro-rata basis of Fourth Year AMC value
ii.	05 th Year	Quarterly Payment at the end of each Quarter calculated on the pro-rata basis of Fifth Year AMC value

Annexure L: Service Level Agreement (SLA)

1. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Successful Bidder to C-DAC for the duration of the contract period of the Project.
2. Any Complaint about failure in the equipment supplied / any accessories thereof should be resolved/redressed as per the schedule given in **Table 1**.
3. If the original equipment is/are replaced by temporary substituted equipment within resolution period, the penalty will not be charged for two weeks from the date of substitution /replacement. If the same is not repaired/ replaced within two weeks, the penalty will be charged as per the **Table 1**.
4. Timelines specified in the purchase order (Work Completion Timelines and Payment Terms) shall form the Service Levels for delivery of services specified there-in.
5. All the payments to the Successful Bidder are linked to the compliance with the SLA metrics specified in this document.
6. The SLAs have been logically segregated in the following categories:
 - i) Supply/Installation of requested items
 - ii) Helpdesk support and Issue resolution
 - iii) Training (if applicable)

Table 1. Service Level Agreement

1. Supply/Installation of IT Infrastructure				
Sr. No.	Parameter	Metric	Basis	Penalty
1.	Adherence to project timelines & Deliverable schedule	Adherence to timelines as defined in the Delivery schedule (Section 4.8.1) of the following. <ol style="list-style-type: none"> 1. Milestone I 2. Milestone II 	As per Delivery Timelines given in section 4.8.1	a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the corresponding deliverable value after which C-DAC may invoke the annulment of the contract and forfeiture of the PBG. The penalty will be levied for delay for reasons attributable to the successful bidder.
2. Helpdesk Support and Issue Resolution for Hardware and Software				
Sr. No.	Issue Resolution Period	Basis	Penalty	
1.	<=24 hours	Per Instance Unresolved	No Penalty	

2.	>24 hours	Per Instance Unresolved	0.5 % of the value of PO per instance/per day subject to a limit of 10% of the corresponding Purchase order value after which C-DAC may invoke the annulment of the contract and forfeiture of the PBG.
----	-----------	----------------------------	---

Important Note:

- ✓ Once a maximum penalty of 10% of the contract value is reached, C-DAC has the right to call for the annulment of contract and forfeiture of the PBG.
- ✓ 24*7*365 support is being expected for the delivered items/software/services and support required can be online/offline mode depending upon the requirement of resolution of problem faced.
- ✓ SLA of 24 Hours- Call To Repair (CTR) for all the hardware faults and Defective Media Retention (DMR) policy is required.

Annexure M: Manufacturer Authorization Form (MAF)

Date: DD/MM/YYYY

To,

The Executive Director

C-DAC

Mumbai

Ref: E-Tender No.....

Due date

Sub: Authorization Letter to M/s. ----- for the participation in the tender for supply of items to *C-DAC, Mumbai.*

Dear Sir,

We____, (**name and address of the manufacturer**) who are established and reputed manufacturers of_____having factories at_____(**addresses of manufacturing / development locations**) do hereby authorize M/s_____(**name and address of the bidder**) to bid, negotiate and conclude the contract with you against the above mentioned bid for the above equipment / software manufactured / developed by us.

We hereby certify that the above mentioned Hardware/Equipment/Software products are not end of life and we hereby undertake to support these Hardware/Equipment/Software for the duration of minimum 6 years from the date of submission of the bid.

Yours faithfully,

For and on behalf of M/s_____(Name of the manufacturer)

Signature:

Name:

Designation:

Address

Date:

Company Seal:

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

Annexure N: Acceptance Certificate

Date: DD/MM/YYYY

The Manager (Purchase)
C-DAC
Gulmohar Cross Road No.9, Juhu
Mumbai 400049

Sub: Acceptance Certificate of items supplied

1. This is to certify that the Hardware/Software/Equipment as detailed below have been received in good condition along with all the standard and special accessories in accordance with the Contract/Specifications. The same has been installed and commissioned and all the relevant reports are attached
 - a) PO No. _____ dated:
 - b) Description of the Hardware/Software/Service (Attach the list of Items)
 - c) Date of commissioning _____
 - d) Date of acceptance test _____
2. The acceptance test has been done to our entire satisfaction.

Signature _____

Name _____

Designation with stamp _____

Annexure O: Additional Information

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate C-DAC, Mumbai to verify the correctness of the information.

Sr.No	Item	Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone, Mobile and Fax Numbers	
4.	Name and Designation of the person authorized to make commitments to C-DAC, Mumbai	
5.	Email Address	
6.	Year of commencement of Business	
7.	Whether direct Manufacturer or Authorized Dealer/Agent	
8.	Name and Address of Manufacturer	
9.	Location of Manufacturing facility	
10.	Brief description of facilities for manufacture, production, inspection, testing and quality assurance	
11.	Brief description of after sales service facilities available with the successful bidder	
12.	Service Facilities available (describe)	
13.	Number of service Engineers	
14.	Time to report to a call	
15.	Call Escalation Hierarchy	

Annexure P: Technical Specification Compliance Sheet Format

Bidder has to submit this sheet mentioning compliance to Technical Specification in full detail as given in [Annexure A.1](#). This sheet must be accompanied by complete documentary proof (brouchures, datasheets etc.) showing compliance in detail failing which bid will be rejected and Commercial Bid will not be opened.

Sr. No.	Item Name	Desired Specifications by C-DAC	Specifications offered by Vendor	Deviation, if any
1.				
2.				

Annexure Q: Network Architecture of LRIT System

LRIT DC Network Architecture

