



Tata Institute of Social Sciences

V.N. Purav Marg, Deonar, Mumbai 400 088

<https://www.tiss.edu/tenders>

<https://www.tenderwizard.com/TISS>

Request for Proposal (RFP)

for

Data Centre Solution

November 2022

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1. FACT SHEET

S. No	Particulars	Details
1.	e-Tender ID	No. TISS/01/DC/2022-2
2.	Tender date	11 Nov 2022
3.	Estimated Cost	Rs. 3.5 Crore
3.	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
4.	EMD & e-Tender Processing Fees	Rs. 8,00,000/- (Eight Lakhs only) Earnest Money Deposit (EMD) will be deposited through online link given in e-tender portal. ITI e-Tender Processing Fees: Rs. 2,360/-
5.	Performance Bank Guarantee (PBG)	The selected bidder would be required to furnish a Performance Security equal to 3% of the cost of the work order issued , in the form of Demand Draft/ FDR/ Bank Guarantee from any Scheduled Bank in favour of "The Registrar, Tata Institute of Social Sciences" payable at Mumbai. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 2 (two) months beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations.
6.	Nodal Officer(s) for correspondence and Clarification	Mr. Sivakumar, Mr. Shibu Albert Data Centre Team, Tata Institute of Social Sciences V.N. Purav Marg, Deonar, Mumbai 400 088 Contact No. 022-25525046 Email: eo.dcupgrade@tiss.edu

S. No	Particulars	Details
7.	Pre-Bid Meeting	A pre-bid meeting shall be held at on 21-11-2022 at 2 p.m. in online mode, to brief bidders about the scope of work and resolve the queries of bidders, if any. Link for the meeting: https://zoom.us/join/zoom/register/tJEsf-2gpzwpHdwJ3oc4BpqcT13MAT3xKKSo
8.	Availability of tender document/ addendum/clarification (if any)	Same may be accessed on Institute Website (https://www.tiss.edu/tenders/ or https://www.tenderwizard.com/TISS)
9.	Last date of bid submission Online	05-12-2022 at 5 p.m.
10.	Opening of Technical bid Online	06-12-2022 (Tuesday)
11.	Bidder's Presentation and Demonstration	07-12-2022 (Wednesday)
12.	Opening of Financial bid	09-12-2022 (Friday)

1. Technical Bid & Financial Bid to be submitted online within the due date.
2. Tenders should be submitted only through e-Tender portal and Bidders shall obtain the Tender Acknowledgement copy as a proof of successful submission.
3. All prospective bidders are requested to visit TISS E-PROCUREMENT WEBISTE regularly for **any such updates /corrigenda / amendments if any** which will be published on TISS e-Procurement website only.
4. Please see attached e-Tender Documents.

2. INFORMATION AND INSTRUCTIONS TO BIDDERS FOR PARTICIPATING IN RfP

2.1 General Information

1. The tender is a "Two Bid" document. The technical bid should be uploaded with all the relevant information and documents in the prescribed format along with Earnest Money Deposit (EMD). **EMD of Rs, 8,00,000/- will be deposited through online link given in tender portal only.** The tenders without EMD shall be summarily rejected. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder.
2. The financial bid should contain only commercials. In case, any bidder uploads the financial bid within the technical bid, the same shall be rejected summarily.
3. No exemption for EMD will be entertained, except as provided in the GFR, 2017 or any notification from Ministry.
4. The e-Payment Gateway are available on TISS e-Procurement Portal (<https://www.tenderwizard.com/TISS>) for making the Tender Form / Cost Fees & EMD payment. E-Tender Processing Fees are Non- Refundable.
5. Prior to the pre-bid meeting, Bidders are invited to examine the RfP Document in detail, and to carry out, at their cost, such studies (including physical verification of the existing infrastructure and software of the TISS data centre) as may be required for formulating their bids towards implementation of a suitable solution, and for submitting their respective Bid Documents, technical and financial.
6. In order to carry out the physical verification of existing infrastructure, Bidder may reach out to the contact persons named in the Fact Sheet and a suitable, convenient date, prior to the pre-bid meeting, will be assigned to the Bidder to carry out its inspection and enable it to provide a solution and financial bid for the same.
7. Since the Bidders will be empowered to participate in the bid subsequent to their own inspection of the pre-existing infrastructure of the data centre which requires upgradation, no modifications of the bid will be allowed on grounds of inadequacy or inaccuracy of information provided in the RfP.
8. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions of the tender. In case the Bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rate, or only undertake to do portion of the work, the aforesaid amount of earnest money will be forfeited by TISS. Besides, the Bidder may also be debarred/ blacklisted from participating in the future tendering of the Institute or fined.

9. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned in the bid. TISS may also independently seek information regarding the performance from the clients.
10. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
11. All disputes arising shall be subject to the jurisdiction of Mumbai alone and shall be governed by the laws of India.
12. TISS reserves right to award the work / cancel the award without assigning any reason.
13. The payment shall be in Indian Rupees and shall be paid as per the payment schedules specified. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time overruns, etc.
14. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
15. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for the entire duration of the contract and a further period of 2 (two) months beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations, equal to three percent (3%) of project value within 15 days from the date of the award of the work.
16. If dispute or difference of any kind shall arise between TISS and the successful Bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
17. If both parties fail to resolve their dispute or difference by such mutual consultation, the same shall be referred to a sole arbitrator, to be appointed by the parties in consultation with each other. The arbitration will be subject to the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. The decision of the sole arbitrator will be final & binding on both the parties. The venue of arbitration shall be Mumbai, India.

2.2 Bid Submission

1. All bids shall be submitted online. Bid documents sent by any other mode will not be accepted. Any proposal received by TISS after the above deadline shall be rejected. No further correspondence on the subject will be entertained.
2. The identified period of validity for the bids must be atleast 90 days from the last date of submission of bids.

2.3 Mode of bid submission

1. Bidders desirous of participating in the bid may view and download the tender from TISS website (<https://www.tiss.edu/tenders/>) or Tender Wizard (<https://www.tenderwizard.com/TISS>) as per schedule given in the fact sheet.
2. Bidders are advised to visit the aforementioned websites for updates such as corrigendum/addendums/amendments etc.
3. Bidders should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS or <https://www.tiss.edu/tenders> by clicking on “Enrolment” link in the homepage.
4. The Bidder registration fees has to be paid to **ITI Ltd for Rs. 2,360/-**. Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Bidder Registration is Valid for 1 year.
5. For further details on e-Tender participation, please contact ITI Help desk on: Telephone: 080- 40482100 (Bangalore) & Sanjay KC – Mumbai, Pune & Maharashtra (09665721619) Email : sanjay.kc@etenderwizard.com Email: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.
6. Tenders should be submitted only through e-Tender portal and obtain the tender acknowledgement copy as a proof of successful submission.
7. Bidders may submit their bid online at www.tenderwizard.com/TISS in two bid system i.e. (i) Pre-Qualification / Technical Bid and (ii) Financial Bid as per the formats prescribed in the annexures. All the documents in support of eligibility criteria etc. are to be numbered, scanned and uploaded along with the bid documents.
8. Bid document may be scanned with 100 dpi which helps in reducing the size of the scan document.
9. The bidders are required to submit soft copies of their bids electronically on the TISS

Tender Wizard e- Procurement Portal, using valid Class III Digital Signature Certificates. The step-by-step instructions about e-Tender Process are given in “Vendor Help Manual”.

10. TISS reserves the right to relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of the Institute without assigning any reasons thereof and include any other item in the scope of work at any time after consultation in the pre-bid meeting or otherwise
11. TISS reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon requirement priorities vis-à-vis urgent commitments.
12. Bidders can download the Vendor’s manual by visiting <https://www.tenderwizard.com/TISS> or <https://www.tiss.edu/tenders>.
13. Useful information for e-filing can also be found under “Latest Circulars/Formats/Help Manuals/FAQ” and the complete step by step “Vendors Help Manual For e-Procurement / e-Tendering Process, Vendors Registration Process, System Settings Requirements & JAVA Settings Manuals, e-Payment Guidelines” & “Digital Signature Certificate Process” are available on TISS e- Procurement Website for e-Tenders.
14. Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials. Online support through “Team viewer”, “Ammy Admin” Or “Any Desk” Remote software only. For Downloading this software, the downloading software links are available on home page of TISS e-Procurement Website.

2.4 Integrity Pact

1. The bidder is required to enter into an Integrity Pact with TISS. For this, the bidder shall submit the original signed, stamped and notarized Integrity Pact in Cover 1, failing which, the Proposal submitted by the concerned bidder will be summarily rejected. The format for the Integrity Pact is provided in **Annexure 1**.

2.5 Technical Bid Guidelines

1. The technical proposal should contain a detailed description of how the functional and technical requirements outlined in this RFP are fulfilled. Bidder should provide a comprehensive approach, methodology and the proposed manpower resources meeting all the functional and technical requirements of this RFP.
2. TISS retains the right of the final say in the interpretation of the scope of the work. Since a process can be described in different manners, the bidder should clearly understand that any possible variations to the processes during the requirements analysis phase

from the way they are specified in this RFP should not be considered as deviations or extensions to the original process specifications.

3. The bidder is expected to submit their bid in the format specified. Failure to use the specified formats may result in disqualification of the proposal. Please refer 2.7 for Bid Format.
4. The Technical Proposal must be direct, concise, and complete. Any information which is not directly relevant to this RFP should not be included in the proposal by the bidder.
5. The bidder is requested to provide documentary evidence of experience, methodology or any other relevant information in the Technical proposal. The bidders are not expected to attach any promotional material or brochures with the proposal.
6. The bidder shall number all the pages of the Technical proposal including the annexure and other attachments. All pages should be signed by the authorized signatory.

2.6 Financial Bid Guidelines

1. The financial bid will be required to be submitted by the bidder in the format provide at Annexure 9, online. While filling the financial bid, please fill the sheet “Financial Bid” and ensure that commercials are not to be disclosed in the technical bid, otherwise the bids will be rejected.
2. All the columns shown in Annexure- 9 should be filled up as required, and any additional equipment or costs should be added to and mentioned in the Financial Bid document as contained at Annexure - 9.
- 3.

2.7 Bid submission instructions

1. TISS reserves the right to :
 - a. relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of the Institute and the objective of the scheme without assigning any reasons thereof and
 - b. include any other item in the scope of work at any time after consultation in the pre-bid meeting or otherwise;
2. TISS reserves the right to modify and amend any of the above-stipulated

condition/criterion depending upon project priorities vis-à-vis urgent commitments;

3. The following Bid Format shall be followed by all Bidders to ensure uniformity and cohesivity in the Bids. The Bids shall be submitted in the following format:

Cover 1 - Integrity Pact, Authorization Letter and EMD Receipt

Section No.	Section Heading	Details
Section 1	Integrity Pact	Scanned Copy of the Integrity Pact. Details in Annexure 1
Section 2	EMD	Scanned Copy of the EMD payment receipt.
Section 3	Authorization Letter	Scanned copy of Authorization Letter/ Power of Attorney duly executed by Bidder in favor of Authorized Signatory signing the bid or a Board Resolution authorizing the Authorized Signatory to sign the bid.

Cover 2 - Pre-Qualification & Technical Bid Format

Section No.	Section Heading	Details
Section 1	Pre-Qualification Bid Covering Letter	As per format provided in Annexure 2
Section 2	Profile of the Bidding Firms	As per format provided in Annexure 3
Section 3	Pre-Qualification Criteria	Pre-Qualification criteria table, as at Annexure 4, with response and reference against each criterion. Please include Financial Information of the Bidder as per Annexure 5. Work Citations / Information pertaining to similar work to be provided in the format as in Annexure 6. Information regarding technical expertise

		and Manpower to be provided as per the format at Annexure 7
Section 4	Technical Bid Criteria	Technical Bid Criteria, as at Annexure 8
Section 5	Power of Attorney / Copy of Board Resolution	Power of Attorney duly executed by Bidder in favor of Authorized Signatory signing the bid or a Board Resolution authorizing the Authorized Signatory to sign the bid. [Copy of the same document as under Section 3, Cover 1 above]

Cover 3 - Commercial Bid

Section No.	Section Heading	Details
Section 1	Commercial Bid Covering Letter	As per format provided in Annexure 9
Section 2	Commercial Bid	As per format provided in Annexure 10

2.8 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

1. TISS reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract without incurring any liability thereby to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for TISS action.

2.9 Notification of Award

1. Prior to the expiration of the validity period, TISS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, TISS may request the bidders to extend the validity period of the bid.
2. The notification of award will constitute the formation of the contract.
3. After selection, a Contract shall be issued, in duplicate, by TISS to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the Contract, sign and return the duplicate copy of the same in acknowledgement thereof. In the event the duplicate copy of the contract duly signed by the Selected Bidder is not received by the stipulated date, TISS may, unless it consents to extension of time for submission

thereof, appropriate the Bid Security of such Bidder as Damages on account of failure of the Selected Bidder to acknowledge the Contract, and the next eligible Bidder may be considered.

4. After acknowledgement of the Contract as aforesaid by the Selected Bidder, it shall not be entitled to seek any deviation, modification or amendment in the scope of work, determined by its technical and financial bid.
5. Upon the successful bidder's furnishing of Performance Bank Guarantee, TISS will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

3. ABOUT THE REQUEST FOR PROPOSAL (RFP)

1. Online Tender is invited from eligible, reputed and qualified IT vendors with sound technical and financial capabilities for the implementation of Data Centre Solutions including Network, Hyper Converged Infrastructure ("HCI"), Security, migration of the existing traditional architecture to HCI, and Disaster Recovery ("DR").
2. This invitation to bid is open to all Bidders who meet the qualification criteria as mentioned in this RFP Document.

3.1 Background Information

1. Tata Institute of Social Sciences (TISS), established in the year 1936 was conferred the status of 'Deemed to be University' in the year 1964, under Section 3 of the UGC Act, 1956. TISS is a centrally funded Deemed to be University under University Grants Commission (UGC), Ministry of Education (MoE), Govt. of India (GoI), and operates from its main Campus in Mumbai and Off Campuses at Tuljapur, Guwahati and Hyderabad.
2. The IT infrastructure in Tata Institute of Social Sciences was developed over the period of time using various open source and legacy technologies in all data centres ("DC"). The core Data Centre is setup in 2011 and managed at Mumbai campus and another data centre established in 2017 at Guwahati Campus, Assam. All the application services are hosted and managed from Mumbai DC to the public and Guwahati DC is currently used to backup the data.
3. Servers are currently deployed as the bare metal and some have virtual machines ("VMs") which are in Xen, KVM Hypervisors. Applications are developed using Django, Java, Php with MySQL and PostGres as databases. Backup is done using open source software "BackupPC". Load balancers are open source products - Nginix, traffic server, HA traffic for different applications.

3.2 Requirements

1. The current traditional DC architecture needs to be migrated, including Network, HCI, Security, migration of the existing traditional architecture to HCI, and DR. All current applications and web portals should be up and running in the new technology with minimum downtime without affecting the functions of the Institute. The critical applications like Enterprise Resource Planning (ERP), Student Management Systems (SMS), Learning Management Software (LMS) and other service applications' infrastructure performance upgrade, continuous monitoring and automated resource management, in terms of the available resources for the processing, memory, space and Security.
2. It is proposed to implement HCI Solutions and Security implementation which has the capability of aligning resources as per needs with the integration of the Data Centre (Mumbai Campus) and Near DC (Mumbai Campus) and Data Redundancy/Backup/DR (Guwahati Campus).
3. The above specified DC and NDC would ensure live synchronization of DC with NDC which can be treated as DR. When any disaster happens with DC, NDC will act as DR with no data loss and minimum downtime it will be up and running. Backup should be replicated at real time for all the critical applications and restoration should be possible at all levels.
4. The following are the requirements in provisioning of HCI
 - ☐ HCI should be in High Availability (HA) mode.
 - ☐ Scalability of hardware should be available at least for the next 10 years.
 - ☐ Ensure no Data loss in any circumstance including failure of hardware.
 - ☐ Seamless integration of new Servers with Storage, Network with options for future upgrade in case of additional requirements.
 - ☐ Easy and quick provisioning of servers for the new application requirements.
 - ☐ The Network, security, and Servers implementation should be the current best practice in DC.
 - ☐ The full solution should be a turnkey solution and cover for next 3 years Support and optional of 5 Year Support..
 - ☐ HCI solution should support the DR solution.
 - ☐ The DC integration solution should cover all our legacy and existing systems.

3.3 Key Information

The server consolidation and proposed solution should support the existing devices along with the new HCI solution–

- Existing Servers: HP Apollo Server 2600 with 4 node XL170R & HP StoreEasy - 48T NAS box in Mumbai Campus and similar server of HP Apollo Server 2600 with 3 node XL170R & HP
- Existing NAS box: StoreEasy - 48T in Guwahati Campus.
- Existing Switches: DELL 4820-T - 2 nos. should be used for designing the DC/DR Solution.

Further details are given below in the scope of work.

4. PRE-BID QUERIES

1. TISS shall hold a pre-bid briefing meeting with the bidders on _____ at 11:00 AM in online mode. Link for the meeting: https://tiss.zoom.us/meeting/register/tJwvfurTsoGdXM8b6N7_F4EM-pmlqp4IEk
2. The bidders may send their queries to TISS only by email to eo.dcupdates@tiss.edu.
3. The mode of delivering written questions / queries to the aforementioned contact person would be through email. Telephone calls will not be accepted.
4. After distribution of the RFP, the contact person notified by TISS will begin accepting written questions from the bidders. TISS will make efforts to provide a full, complete, accurate, and timely response to all questions. However, TISS makes no representation or warranty as to the completeness or accuracy of any response, nor does TISS undertake to answer all the queries that have been posed by the bidders.

5. SCOPE OF WORK

1. Solution for migrating traditional servers to HCI Solutions, implementation and redesigning of Firewall, UTM, Load balancing, routing, switching and security (“Data Centre Solution”)

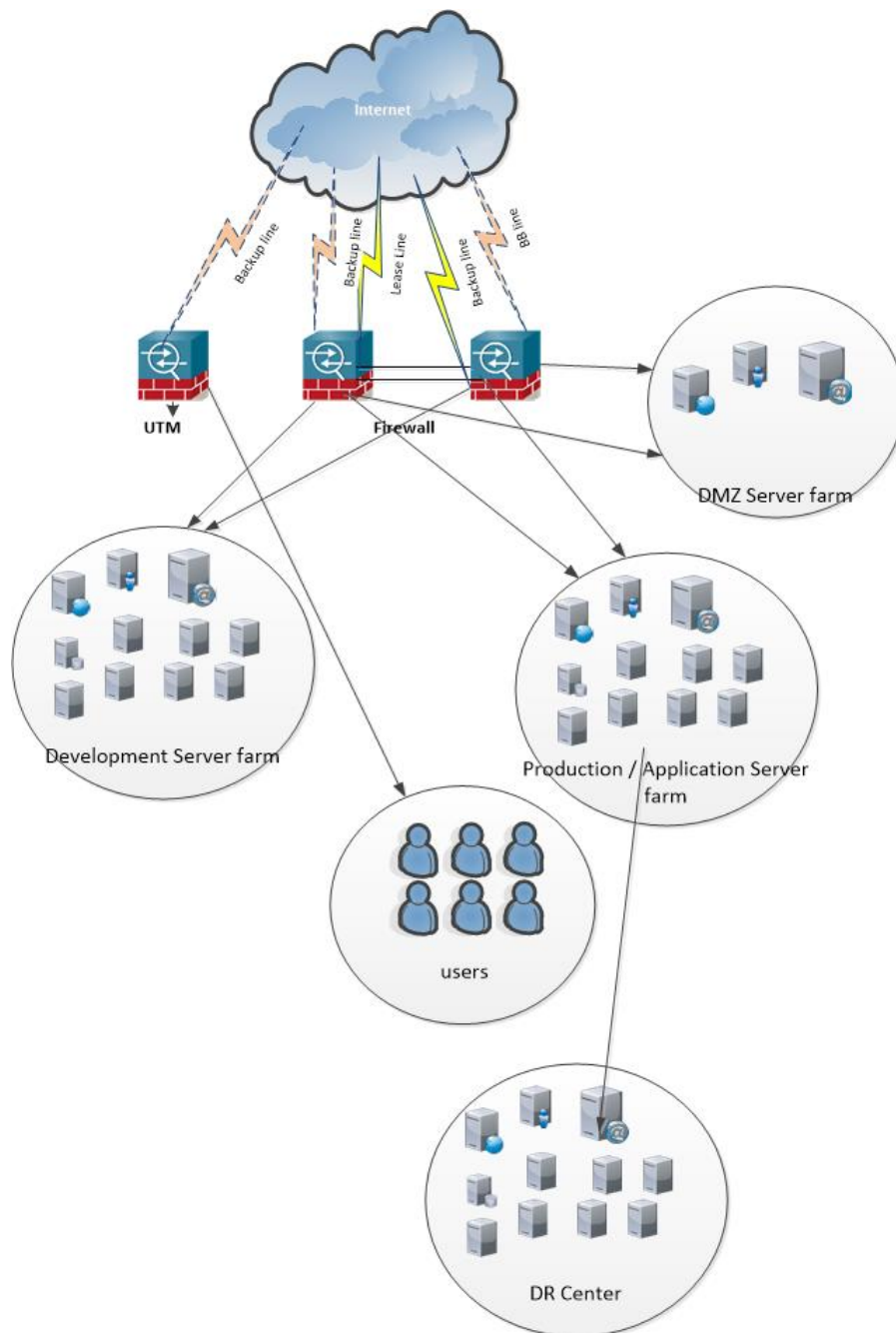
5.1 Data Centre Solution

1. The entire Data Centre Architecture upgradation should be a **turnkey solution**. To this end, the Bidder will provide a solution which involves implementation of Servers, Firewall, UTM, HCI with HA, Switching and Routing, complete migration of the Production legacy systems to HCI and DR Solution with three years warranty and support.
2. The design of the project will cover the turnkey solution for Mumbai Data Centre. The primary integration will be implemented at Mumbai Data Centre. Some of the

neckpoints identified are the server capacity, routing and security concern in Applications. Expecting for a turnkey solution to upgrade the existing Traditional Servers to HCI with HA platform and the implementation of security, Routing, Switching and DR.

5.1.1 Technical Details

The DC High level Architecture Diagram



5.1.2 Existing Data Centre Technical Details

a. Server-Side Technical Details

No. of Server	OS	Application	CPU	Mem	Storage
Node1 (HPE Apollo ProLiant XL170r Gen9)	Ubuntu 16.04.3	KVM	2/24	256GB	2TB
Node2 (HPE Apollo ProLiant XL170r Gen9)	Ubuntu 20.04.4	Docker	2/24	256GB	2TB
Node3 (HPE Apollo ProLiant XL170r Gen9)	Ubuntu 16.04.6	XEN	2/24	256GB	2TB
Node4 (HPE Apollo ProLiant XL170r Gen9)	Ubuntu 16.04.5	Docker	2/24	256GB	2TB
Mail (Dell PowerEdge R720xd)	Debian 8.11	Email-iRedMail	2/32	128GB	18TB
ERP (Dell PowerEdge R630)	CentOS ver 7	ERP	2/32	64GB	2TB
Packet fence (Dell PowerEdge R520)	Debian 9.0	Network Access Controller	2/24	128GB	2TB
Pfsense (Dell PowerEdge R510)	FreeBSD 10.3	Software bases Firewall	2/24	16GB	2TB
Biometric (Dell PowerEdge R515)	Windows 2012	Biometric Server	2/12.	16GB	3TB
Koha (Dell PowerEdge R520)	Ubuntu 20.04	Library Management Tool	2/24	16GB	2TB

		Usable	Total
External Storage(StoreEasy-HPE Apollo ProLiant XL170r Gen9)	File capacity (TB)	34TB(20 TB used)	48TB
	Block Capacity (TB)		

b. Users Gateway

Packet fence open-source solution is used for the Gateway

c. Core Switching/Routing

Core routing is done by using Layer 3 Dell Switches (details are given below)

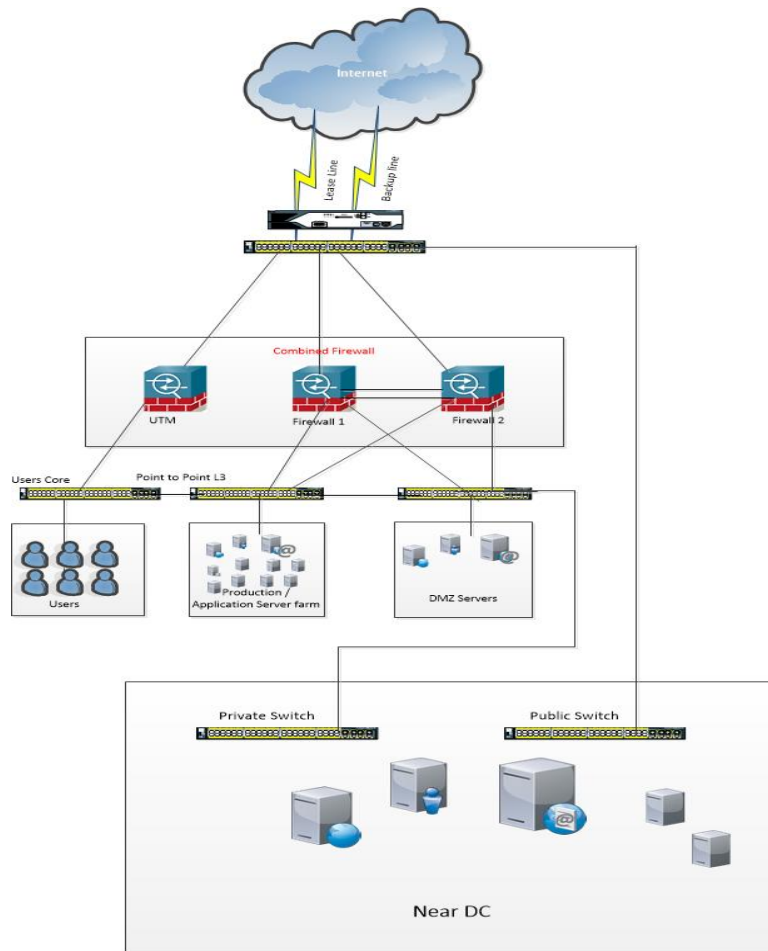
Model No:	Serial Number	Qty
Dell 4820-T	JM3PX42 JN3PX42 7RDNX42	3
Dell N4032F	1WRPX42 2WRPX42	2

5.1.3 Proposed Data Centre Architecture

The Migration of the Data Centre involves the following area:

1. HCI Solution with HA
2. Migration from Existing architecture and servers to HCI with HA
3. Gateway Security Firewalls
4. Best practice routing, switching and security upgradation.
5. Disaster Recovery solution
6. Warranty, Support and Training

DC Solution Diagram for Mumbai in Detail



a. *Proposed Compute of 50% Utilization*

Description	Cores	RAM (min)	Capacity(Min)
Compute	Min 100	3TB	60 TB

With expected growth of 10% per year

b. Proposed per node Compute

	4 nodes
CPU	2*18 Cores(Min)
RAM	1TB / Node (Min)
NIC	2 x 10G Ports, 2 X 1G Ports (Min)

The proposed solution may use the existing infrastructure for setting up DC/DR/Near DC

A. Mumbai Campus

- a. HPE Apollo R2600 ProLiant XL170r – 4 Node
- b. HP StoreEasy 1650 - – 18 TB Storage

B. Guwahati Campus

- a. HPE Apollo R2600 ProLiant XL170r – 3 Node
- b. HP StoreEasy 1650 – 18 TB Storage

Existing Switches may be used as part of deployment

A. Mumbai Campus

- a. Dell N4032F

B. Guwahati Campus

- a. Brocade iCX 7750

The proposed component should be built on following architecture

Location	infra	Proposed Solution	New / Existing
DC	Compute	HCI Servers	New
	Network	Existing Network Switch / Propose additional if required	Existing

	Virtualization	HCI Licenses (if required)	New
	Data	Live Synchronization to Near DC	New
	Backup	Server with Backup Solution	New
	Firewall & UTM	Combined firewall (UTM should handle 5000 users and 2000 VPN) Firewall service should handle 15000 users	New
	Load Balancer	Optional for Service Application	New
Near DC	Compute	Existing Apollo 2000 Server with 3 nodes	Existing
	Network	Network Switch / Propose additional if required	Existing
	Virtualization	HCI Licenses (if required)	New
	Data	Live Synchronization from DC	New
	Backup	Not required	NA
DR/ Backup	Compute	Existing Apollo 2000 Server with 3 node	Existing
	Network	Existing network Switch	Existing
	Virtualization	HCI Licenses (if required)	New
	Backup	If required	Existing
	Data	Live Synchronization from DC	New

Servers for HCI Solution

Expected capacity:

CPU	Min 8
Processor	Min 100 Core usable

Memory	Min 3 TB
Storage	Min 60TB usable
Failure	1 Node

1. The above specified is the minimum requirement from the internal assessment. The proposal to be provided by the vendors should cover a turnkey solution to handle our critical applications and Production servers. The vendors are expected to examine the exiting DC to propose a turnkey solution.
2. Migration of Existing server to HCI : The Migration of the existing Servers to HCI Solution should be with HA, includes all the critical and the Production environment. The migration and solution should cover all the updates, security patches and successful migration towards to the HCI Platform with accepted downtime. The proposed solution should take care of the compatibility of our legacy system with the migration.
3. Gateway and security Firewall : The Solution should be capable to handle all our existing published applications in DC and act as a UTM for user level access for Mumbai campus users. The UTM should cover all basic functionality like Gateway protections, content filter, App filter etc. including NAC with LDAP

Firewall should handle minimum 2000 concurrent users VPN license and 5 Site to Site connectivity also.

4. Best practice should be followed for Switching, Routing and Security upgradation

The Solution should have different Network Zones, mainly:

- a. Production and Application
- b. DMZ
- c. Testing and Development

Network between the users and the Data Centre should be "Point to Point" Communication

5. Disaster Recovery solution

DR solution should be implemented by using the existing servers and it can be established as Near Data Centre (NDC) within Mumbai campus.

Expecting a cold DR or Backup solution in Guwahati campus using the existing Guwahati Data Centre infrastructure.

6. Training and support

During the implementation and on successful completion of the turnkey solution, our technical staff should be trained to manage the Data Centre and its technology. The solution should include the participation and training of internal team during the migration and implementation of all areas with documentation and detailed Training.

There should be continuous support for the problem resolution, Root Cause Analysis (RCA) and training during entire support and extended support period.

5.2 Backup Solution

TISS is expecting a Solution for the backup at Mumbai and Guwahati Data Center, this may be covered as part of separate proposal. This backup should be included as part of overall design in the technical proposal and the cost for the estimate only and not for implementation.

The Solution should be easy and GUI based management and not expecting any script-based solutions for - backups, restores, policies, archiving, etc. and must be capable of backup and restoring of whole VM, containers, Docker level and native database level SQL etc. The recovery times should be very less like using 'Instant' restore, spin up a VM on the backup system to get the applications up and running with minimum downtime. The system must provide logs of backup/restore and all other user activities. It should be capable of providing live, incremental and scheduled backups.

We are expecting a capacity of 100 TB storage to backup with the 40TB of currently used data.

6. EVALUATION MECHANISM

6.1 Organizational Level Information

1. The Bidder should be a registered company in India and provide IT solutions and systems integrations solutions. The certificate of incorporation issued by the Registrar of companies along with the copies of Memorandum and articles of associations are required to be submitted along with the technical bid.
2. The bidder should participate as a single entity, no consortium or group companies will be allowed.
3. The bidder shall be single point of contact with TISS and shall be solely responsible for the execution and delivery of the solution. The Bidder will provide Data Centre Trunkey Solution as per TISS requirement.
4. The annual turnover of the bidder should be minimum **25 crores** after tax for the last 3 consecutive financial years. The annual turnover should be of the

bidder and not of the group of companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2018-19, 2019–20 and 2020-21

5. The bidder's Average Annual Turnover during last five financial years should be **Rs 30 crores** or more in India from Data Centre Solutions Solution (Attach documentary evidence such as audited Profit & Loss Account and Balance Sheet etc.).
6. The Bidder should be registered with appropriate tax authorities such as Income Tax, GST, Prof Tax and should submit valid certificates of registration with these authorities.
7. The company should have experience in implementation of the complete HCI solutions in at least 3 similar scenarios of the requirement mentioned in the scope of work in the last 5 years.
8. Any experience as a consortium partner will not be considered.
9. The bidder shall be authorized by the OEM for the solution (hardware and software) for this specific tender.
10. The bidder should not have been blacklisted by any Government / PSU agencies. A self-declaration letter by the bidder on the company letterhead should be submitted along with a technical bid.
11. The bidder must have authorized and globally accepted certifications.
12. At any time 72 hours before the last date of submission of bids, TISS may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended, if required, by the Registrar, TISS. The Registrar, TISS has the right to cancel or modify the tender. All amendments if any will only be available on TISS website (<https://www.tiss.edu/tenders/>) and tender wizard.
13. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - a) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - b) Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - c) If confidential inquiry reveals facts contrary to the information

- provided by the bidder.
- d) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

In all such cases as listed above, TISS reserves the right to reject the bid.

6.2 Document Checklist for Bid

6.2.1 The Pre-qualification and technical bid (Checklist)

- ☐ Authorization Letter / Board Resolution in favour of Authorized Signatory
- ☐ Integrity Pact as per Annexure 1
- ☐ EMD Online e-Payment Receipt
- ☐ Pre-Qualification / Technical Bid Cover Letter as per Annexure 2
- ☐ Bidder Profile as per Annexure 3
- ☐ Pre-Qualification and Technical Criteria as per Annexure 4
- ☐ Supporting Documents for Annexure 4, including:
 - Document pertaining to Legal Status of Bidder Company and Registration documents;
- ☐ Financial Information as per Annexure 5 and supporting documents thereof;
- ☐ The details of experience of similar works as per Annexure 6 (alongwith supporting documents)
- ☐ Technical and Administrative manpower available for this work as per Annexure 7 (alongwith supporting documents)
- ☐ Technical Bid Criteria as per Annexure 8 (along with supporting documents, if required)
 - Write up regarding Bidder's understanding of the scope of work
 - Write up regarding Bidder's proposed approach and methodology
 - Write up pertaining to Proposed Architecture design and turnkey solution implementation approach
 - Write Up pertaining to Proposed Latest Infrastructure and Technology

6.2.2 The Financial Bid (Checklist)

- ☐ Financial Bid Cover Letter as per Annexure 9
- ☐ Financial Bid as per Annexure 10

6.3 Scoring Model

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5

Sr. No.	Criteria	Score
	Partnership /Proprietary	1
	Private Limited Company	3
	Public Limited Company / PSU / Govt	5
1.1.2	Overall regular staff strength (Project Management / Development / Quality Assurance /Implementation/ Operations)	5
	>50	1
	>=50 to =100	3
	More than 100	5
1.2	Bidder's Financial Capability	10
1.2.1	Average annual turnover for the period 2016-17, 2017-18, 2018-19, 2019-20, 2020-21	10
	More than 30Cr and Less than 50 Cr INR	
	More than 50 Cr and Less than 100 Cr INR	3
	More than 100 Cr and Less than 150 Cr INR	4
	More than 150 Cr and Less than 250 Cr INR	7
	Cr INR Above 250 Cr INR	10
1.3	Bidder's experience in DC	10
1.3.1	Implementation of the Data Centre solutions	10
	1 to 4 Nodes HCI with Security and Firewall	
	5 to 9 Nodes HCI with Security and Firewall	2
	Above 10 Nodes HCI with Security and Firewall	5
		10
1.4	Bidder's infrastructure support and maintenance capability	10
1.4.1	Primary Data Centre with Secondary DC site to be managed by the bidder for data Security	10
	'Tier I and II DC successfully implemented and supported by the bidder	3
	'Tier III and IV DC successfully implemented and supported by the bidder	5
	'Any Tier DC and DR successfully implemented and supported by the bidder	10
1.5	Solution Proposed by the Bidder	60
1.5.1	Understanding of the DC upgradation and firewall requirement of the Institute	10

Sr. No.	Criteria	Score
1.5.2	Proposed Methodology and Approach	10
1.5.3	Proposed Architecture design and turnkey solution implementation approach	20
1.5.4	Proposed Latest Infrastructure and Technology	20

6.4 Evaluation of Bids

6.4.1 Technical Evaluation

1. Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that confirms to all the eligibility and terms and condition of the tender without any material deviation.
2. The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for TISS. However, the committee shall have sole discretion to call for discussion / presentation.
3. Only those Bidder have achieved at least minimum **qualifying score** of 60 will be treated as qualified and only their financial proposals will be opened.

6.4.2 Financial Evaluation

1. The Financial Bid of those Bidders who have been found to be technically eligible and qualified will be opened. The Financial bids of ineligible / non-qualifying bidders will not be opened.
2. The Financial Bids shall be opened in the presence of representatives of technically eligible & qualified Bidders, who may like to be present. TISS will inform the schedule of opening of the Financial Bid.
3. Financial bid should be valid for the period of 60 days from the date of opening of the technical tender.

6.4.3 Evaluation and Comparison of Bids

1. **70% weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation.**

2. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided above.
3. The commercial scores would be normalized on a scale of 100, with lowest bid value being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.
4. The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$$\mathbf{Fn = Fmin/Fb * 100 \text{ (rounded off to 2 decimal places)}}$$

Where,

Fn= Normalized commercial score for the Bidder under consideration

Fb= Absolute financial quote for the Bidder under consideration

Fmin= Minimum absolute financial quote

6.4.4 Final Evaluation Criteria - Quality and Cost based selection (QCBS)

1. Based on the technical score and the normalized commercial score, a composite score will be worked out for each Bidder, as per the formula below:

$$\mathbf{\text{Composite Score (S) = Ts * 0.70 + Fn * 0.30}}$$

2. **The Bidder with the highest Composite Score(S) would be awarded the contract.**

7. APPOINTMENT OF SUCCESSFUL BIDDER

7.1 Award Criteria

TISS will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined.

7.2 Performance Guarantee

TISS will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of work order. The Performance Guarantee should be valid for a minimum period of 60 days beyond the date of completion of all

contractual obligations of the successful bidder including warranty obligations, which may be extended further subject to the extension of the contract. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project. In case the selected bidder fails to submit performance guarantee within the time stipulated, TISS at its discretion may cancel the order placed on the selected bidder without giving any notice. TISS shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or TISS incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.3 *Signing of Contract*

After TISS notifies the successful bidder that its proposal has been accepted, TISS shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between TISS and the successful bidder with mutually agreed terms and conditions.

7.4 *Indemnity*

The successful bidder must indemnify TISS and its stakeholders against all third party claims of intellectual property rights infringement including infringement of patent, trademark/copyright or industrial design rights arising from the use of the services, designs, etc. and related services or articles published by third parties in magazines, newspapers or online news portal or websites, any part thereof. TISS and its stakeholders will also stand indemnified from any claims raised by the hired manpower of the successful bidder relating to fees of any kind including but not limited to payment for professional fees or any services or claims relating to statutory dues. All such claims and dues shall be the sole responsibility of the successful bidder. TISS and its stakeholders also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / bidder's manpower while discharging their duty towards performance of services.

7.5 *Penalty*

1. The bidder shall implement the approved turnkey solution without any additional cost to TISS. In case of delay in execution and / or completion of the project, it should be acceptable to TISS, in writing, or it will lead to penalty clause mention in the RFP.
2. In case of failure to execute and complete delivery of the turnkey solution as per the agreed timeline with TISS, TISS shall be at liberty to impose a penalty on the selected bidder upto Rs. 36,000/- per day, without prejudice to any legal action it may further institute, as TISS deems fit. The selected Bidder may also be

blacklisted from future work. In such situation, TISS shall have the right to make alternative arrangement for completion of the work through some other bidder of its choice at the risk and cost of the Original selected Bidder. In that event, the entire cost so incurred by TISS will be recovered from the original selected Bidder and the same will be deducted from any amounts due / the Bill / Performance Security amount / EMD.

3. The selected Bidder shall not assign or sublet the work / job to any other person or party. If it is noticed by TISS that the selected Bidder to whom work has been awarded, sublets the work to other vendor/Contractor/ party including those person or persons who participated in the bidding process, then penalty of up to 25% of implementation cost may be imposed. Apart from this, such selected Bidder can also be blacklisted from future tendering of the Institute.
4. In case of breach of any of terms and conditions, the TISS Competent Authority will have the right to cancel the work order/ job without assigning any reason thereof. Nothing will be payable by TISS in that event and the EMD and Performance security deposit shall also stand forfeited. Besides, the selected Bidder will also be debarred/ blacklisted from participating in the future tendering process of the Institute. TISS decision that a breach has occurred will be final and shall be accepted without demur by the selected Bidder.

7.6 Time Frame

The selected Bidder would be required to make the system up and operational within a period of 6 months from the date of signing of Contract.

7.7 Information security and data privacy

1. The selected Bidder will be responsible for implementing and migrating the DC solution using the standard operating procedures followed by the industry and the transformation should be secure. The selected Bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
2. The pshall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti- spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to during the implementation of the Data Centre Solutions.

7.8 Processing Norms

1. The TISS owns the Data Centre Solution and Bidder is only a solution provider. TISS and the selected Bidder / vendor acknowledge and agree that the provision of Services under this tender may require the vendor to interact with TISS and suppliers of TISS relating to the Services as special agent for and on behalf of TISS and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by TISS and agreed by the Parties.
2. The vendor shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of vendor’s compliance with the Processing Norms.
3. TISS agrees to indemnify, defend and hold vendor and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney’s fees and expenses, arising out of or resulting from the selected bidder’s compliance with Processing Norms.
4. Further, TISS shall be responsible for all DC implementation occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

7.9 Confidentiality

7.9.1 Confidential Information:

1. Confidential Information (“CI”) shall mean any and all information, including but not limited to, information relating to the technical know-how, non-public information, technical information, trade secrets, techniques, logic ./ flow charts, ideas, data, documents, designs, methods, processes, products, materials, presentations, business plans, business information, customer information, compilations, provisions of the Agreement to be executed with the selected bidder, intellectual property and any other information, whether labelled as confidential information or not, which is disclosed in the process of carrying out the scope of work under this RfP and the Agreement executed in relation thereto.
2. CI shall not include:

- (i) The information which is in the public domain or comes into the public domain otherwise than by disclosure or default by the party receiving the CI, or
- (ii) The information which was or is lawfully obtained or available from a third party who was lawfully in possession of the same and free to disclose it; or
- (iii) The information which was already known to the party receiving the CI; or
- (iv) For the Party developing such information, information which is independently developed by one Party without access to the CI of the Other Party.

7.9.2 Confidentiality

3. The parties will keep confidential any CI provided by either Party, and neither party shall use such information except to meet the purpose of the scope of work under this RfP or in pursuance of the Agreement executed in relation thereto or by law. These obligations of confidentiality will not apply to information that: (i) becomes public other than through disclosure by the receiving party (ii) is received from any other party under no duty of confidence (iii) is independently developed or (iv) that the receiving party possesses without any restrictions as to disclosure prior to receiving it from the disclosing party.

7.10 *Payment Schedules*

1. The payment to the service provider selected Bidder shall be made in Indian rupees and shall be paid only after the successful implementation of the entire work as per the schedule, without any errors. No advance payment shall be made.
 - a. Supply of the Hyper converged Hardware, Firewall with all necessary hardware and subscriptions, – 50 percent of the hardware + licenses cost.
 - b. Installation, migration and initial test acceptance – 30 % of the total cost (hardware + licenses cost)
 - c. Commissioning of the solution and final acceptance – 20% of the total cost (hardware, licenses + 100% installation cost)
 - d. Release of the performance guarantee – after 60 days from the date of completion of all contractual obligations of the successful bidder including warranty obligations.

7.11 *Fraudulent and Corrupt Practices*

1. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, TISS shall reject

a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process.

2. In such an event, TISS shall, without prejudice to any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.
3. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of TISS who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of TISS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Authorization (LOA) or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of TISS in relation to any matter concerning the Project;
 - b. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - c. “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
 - d. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by TISS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

- e. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7.12 Force Majeure

1. Force Majeure is herein defined as any event, which is beyond the control of the selected bidder or TISS, as the case may be, which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract.
2. Force Majeure shall include, without limitation, events such as:
 - Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
 - Acts of any government, including but not limited to war or warlike hostility, invasions, act of foreign enemy of State, civil war, declared or undeclared priorities, quarantines, lockdowns, import restrictions, port congestions, and embargos.
 - Terrorist attack, public unrest in work area.
3. The bidder or TISS shall not be liable for delay in performing their obligations resulting from any force majeure event as referred to and/or defined above, provided that the affected party has, within 10 days from occurrence of such an event, notified the other Party, in writing, of the same and how it affects the performance of the contract between the parties.
4. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for a time period to be agreed between the parties, considering the extent that such party's performance is prevented, hindered, or delayed by the occurrence of the event of force majeure. The completion date shall be extended accordingly, and in writing.
5. Any delay beyond TISS requirement may lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to limitation of liability, indemnity and confidentiality survive the termination of the contract. However, TISS may consider making payment for all the services rendered by the bidder till such date of termination of contract.

7.13 Proprietary Rights

1. All rights, title and interests in and to the Services Environment and any other

material used by the bidder in the provision of the Services shall exclusively belong to the bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and TISS shall not be entitled to claim any rights therein. All rights, title and interests in TISS Data shall always remain with TISS.

2. TISS agrees that the bidder shall have the right to list TISS in its marketing material and use TISS logo with respect to such listing and for reference purposes after getting the acceptance from the Institute, in writing. TISS acknowledges that the provision of the Data Centre Solution hereunder by the selected bidder shall be on a non-exclusive basis and the bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

7.14 Limitation of Liability

1. Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of data, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the project value paid to bidder by TISS for the Service that gives rise to such liability.
2. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the terms and conditions in respect of contract between the parties.
3. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of TISS to perform any of TISS'S obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge TISS for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

Annexure 1 : Format for Integrity Pact

This Integrity Pact is entered into by and between TISS, having its office located at Deonar, Mumbai-400088, which expression shall, unless excluded by or repugnant to the context, deemed to include its successor/s in office or assign) of the First Part;

AND

_____, Name of the Bidder (incorporated under the Companies Act, 1956/ or registered with any other authority or Individual Name– as may be appropriate), having its registered office at _____ (hereinafter referred to as “bidder” which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second Part.

Preamble

TISS intends to award, under laid down organizational procedures, contract for certain data centre turnkey solutions through an open tender process and has issued RFP bearing number _____. TISS values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its bidder(s).

Section 1 – Commitments of TISS

a) TISS commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- i) No employee of TISS, personally or through family members, will in connection with the RFP for, or the execution of the Agreement, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - ii) TISS will, during this tender process, treat all bidder(s) with equity and reason. TISS will in particular, before and during this tender process, provide to all bidders the same information and will not provide to any bidder(s) confidential/ additional information through which the bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.
 - iii) TISS will exclude from the process all known prejudiced persons.
- b) If TISS obtains information on the conduct of any of its officers /employees which is a criminal offence under the Indian Penal Code 1860 and/or Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, TISS will initiate disciplinary actions and take legal recourse as it considers necessary.

Section 2 – Commitments of the bidder

- a) The bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.
- b) The bidder will not, directly or through any other persons or firm or by any other means, offer promise or give to any of TISS employees involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.
- c) The bidder will not enter with other bidder(s) into any undisclosed agreement or understanding, whether formal or informal.
- d) The bidder will not commit any offence under the Indian Penal Code 1860 and / or Prevention of Corruption Act 1988; further the bidder will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by TISS as part of the relationship, regarding plans, technical proposals and confidential details, including information contained or transmitted electronically.
- e) The bidder will, when presenting its bid, disclose any and all payments it has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.
- f) The bidder will not, directly or through any other person or firm or by any other means, approach any Government officials, ministers, political persons public servants, or any external agencies in an effort to influence the bidding decision making process or to attain any undue favour to the bidder.
- g) The bidder shall exclude, from this tender process or execution of the Agreement, all known prejudiced persons including those employees / directors /management representatives of the bidder who have family relationships with the employees or officers of TISS.
- h) The bidder will not indulge in any corrupt, fraudulent, coercive undesirable or restrictive practice in the tender process or the execution of the Agreement.
- i) The bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future Contracts

If the bidder, during the tender process or before award or during execution of the Agreement has committed a transgression through a violation of Section 2 above, or in any other form, such as to put his reliability or credibility in question, TISS is entitled to disqualify the bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the bidder.

Section 4 – Compensation for Damages

- a) If TISS has disqualified the bidder from this tender process prior to the award according to Section 3, TISS is entitled to forfeit the Earnest Money Deposit/ Bid Security deposited by the bidder.
- b) If TISS has terminated the Agreement according to Section 3, or if TISS is entitled to terminate the Agreement according to Section 3, TISS shall be entitled to demand and recover from the bidder the amount equivalent to Security Deposit / Performance Bank Guarantee in addition to any other penalties/ recoveries as per terms and conditions of the Agreement.

Section 5 – Previous Transgression

- a) The bidder declares that no previous transgressions occurred in the last three years with any other Central Government / State Government or Central PSU entity in India or any entity in any other country conforming to the anti-corruption approach that could justify bidder's exclusion from this tender process.
- b) If the bidder makes incorrect statement on this subject or hides any material information, TISS is entitled to disqualify the bidder from this tender process as per the terms and conditions mentioned in this RFP.

Section 6 – Equal treatment of all bidders

- a) TISS will enter into individual Integrity Pacts with identical conditions as this one with all the successful bidders selected under Category A or B or C.
- b) Only if the bidder has entered into this Integrity Pact with TISS, the bidder shall be eligible to participate in this tender process or execution of the Agreement.
- c) TISS will have the right to disqualify the bidder from this tender process if the bidder does not get this Integrity Pact from bidder's authorized signatory or violate any of its provisions.

Section 7 – Criminal charges against violation by the bidder

If TISS obtains knowledge of conduct of the bidder, or of an employee or a representative or an associate of the bidder which constitutes corruption, or if TISS has substantive suspicion in this regard, TISS will initiate appropriate civil and /or criminal actions as it deems necessary.

Section 8 – Other provisions

- a) This Integrity Pact is subject to Indian Law, place of performance and jurisdiction is the Office of TISS first above written, i.e. Mumbai.

- b) Changes and supplements of this Integrity Pact as well as termination notices need to be made in writing. Parties acknowledge that side agreements have not been made.
- c) Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the Parties will strive to come to an agreement to their original intentions.

For & On Behalf of TISS (Official Seal) Signature:	For & On Behalf of (Bidder Name) (Official Seal) Signature:
Name: _____ Designation Place: _____	Name: _____ Designation Place: _____
Witness: (Signature) Name & Address	Witness: (Signature) Name & Address

Annexure 2 : Pre-Qualification Bid Covering Letter

On company letter head

To,
Registrar,
TISS

Subject: Submission of the Pre-Qualification & Technical bid for “Data Centre Solutions for TISS”

Dear Sir,

We, the undersigned, offer to provide data centre solutions to TISS with reference to your Request for Proposal dated _____ and our Bid as attached herewith. We are hereby submitting our Pre-qualification & Technical bid.

We hereby declare that all the information and statements made in this Pre-qualification & Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to abide by all the terms and conditions of the RFP document issued by TISS in this regard.

We would hold the terms of our bid valid for the number of days as stipulated in the RFP document.

Yours sincerely,

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Annexure 3 : Bidder Profile

S. No.	Item	Bidder's Response
1.	Name & Address of Bidder:	
1.	Telephone No. /Fax No. / Email Address:	
2.	Legal Status	☐ Proprietary /Partnership ☐ Trust ☐ Limited Company or Corporation ☐ Government Company /PSU
3.	Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)	Year Established: Registration Number: Organization / Place of registration Page Number where Scan of Registration attached ____
4.	Name & Designation of Authorized person	
5.	Contact Person for purposes of the Bid Document:	Contact Name _____ Address: Mobile: Telephone: Email Address:

6.	Brief Description of the Organization	
7.	Name and titles of Directors & Officers with designation to be concerned with this work	
8.	Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.	
9.	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work	
10.	Have you or your constituent partner(s) been debarred / black listed for tendering in any organization at any time? If so, give details.	
11.	Area of specialization and Interest	
12.	Any other information considered necessary but not included above.	

-Sd-

Annexure 4 : Pre-Qualification & Technical Criteria

Bidder is requested to fill in details under Column 3 only, leaving Column 4 blank for evaluation purposes.

Where Column 3 requires documentational support, Bidder may input page number reference to the relevant part of the submission by the Bidder.

Sr. No. (1)	Criteria (2)	Details (3)	Score (4)
	Bidder's profile	Annexure 3 at Page No. _____	10
1.	Legal Structure	☐ Partnership /Proprietary ☐ Private Limited Company ☐ Public Limited Company / PSU / Govt Scan of Registration document at Page No. _____	/5
2.	Overall regular staff strength (Project Management / Development / Quality Assurance /Implementation/ Operations)	☐ >50 ☐ >=50 to =100 ☐ More than 100 Annexure 7 at Page No. ____	/5
3.	Bidder's Financial Capability Average annual turnover for the period 2016-17, 2017-18, 2018-19, 2019-20, 2020 – 21	☐ More than 30Cr and Less than 50 Cr INR ☐ More than 50 Cr and Less than 100 Cr INR ☐ More than 100 Cr and Less than 150 Cr INR ☐ More than 150 Cr and Less than 250 Cr INR Above 250 Cr INR Annexure 5 at Page No. _____ Other Details, if any : Page No. _____	/10
4.	Bidder's experience in DC Implementation of the Data Centre	☐ 1 to 4 Nodes HCI with Security and Firewall ☐ 5 to 9 Nodes HCI with Security and Firewall	/10

Sr. No. (1)	Criteria (2)	Details (3)	Score (4)
	solutions	☐ Above 10 Nodes HCI with Security and Firewall Details at Annexure 6 at Page No. _____	
5	Bidder's infrastructure support and maintenance capability Primary Data Centre with Secondary DC site to be managed by the bidder for data Security	☐ 'Tier I and II DC successfully implemented and supported by the bidder ☐ 'Tier III and IV DC successfully implemented and supported by the bidder ☐ 'Any Tier DC and DR successfully implemented and supported by the bidder Details at Annexure 6 at Page No. _____	/10
	Solution Proposed by the Bidder	(Evaluation based on Presentation)	60
6	Understanding of the DC upgradation solution requirement of the Institute	Details regarding the Scope of Work, enabling TISS to evaluate Understanding of the Bidder at Page No. _____	/10
7	Proposed Methodology and Approach	Summary of Proposed Methodology and Approach of the Bidder at Page No. _____	/10
8	Proposed Architecture design and turnkey solution implementation approach	Details of suggested solution and architectural design at Page No. _____	/20
9	Proposed Latest Infrastructure and Technology	Details of Proposed technology at Page No. _____	/20

Annexure 5 : Financial Information

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S. No.	Details	(1) 2020 -21	(2) 2019- 20	(3) 2018- 19	(4) 2017- 18	(5) 2016-17
i)	Gross annual turnover similar works.					
ii)	Profit/Loss					
iii)	Financial Position: a. Cash b. Current Assets c. Current Liabilities d. Working Capital (b-c) e. Current Ratio: Current Assets/Current Liabilities (b/c)					

- Up to date Income Tax Clearance Certificate.

Note: Attach / Upload additional sheets scan copies, if necessary.

(Signature of Bidder)

Annexure 6 : List of projects completed

[Comment: Why seek this information, not part of scoring model]

Mention the projects costing not less than Rs. 3 Crores

Sr.	Project and location	Name of Client with address	Name and Contact No. of contact person Project	Cost in Crores	Duration of the project

Please provide supporting documents.

Annexure 7 : Technical and Administrative Personnel

Table A : Organization Strength

Sr No	Designation	Total number of employees in that category	Number available for this work

Table B: Team for this Project:

Sr No	Name	Qualification	Professional experience and details of work carried out	In what capacity they would be involved in this project	Remarks

Annexure 8 : Technical Bid Criteria

Technical Proposal with compliance table filled

Along with Annexure 8, Bidder is required to provide:

4. A write up regarding their Understanding of Scope

The Bidder shall provide a write up explaining its understanding of the scope of work in providing a solution for TISS to upgrade its Data Centre. In this Write Up / Note, the Bidder will mention and include a discussion of any tangential issues that may arise in carrying out the scope of work, and its assessment of the existing and required infrastructure in order to address the scope of work laid out in the RfP.

5. A write up regarding their Proposed Approach and Methodology

The Bidder shall provide a detailed write up discussing the proposed turnkey Data Centre Solution, its approach and methodology to complete the scope of work and ensure seamless transition from the old existing data centre infrastructure to the new and upgraded one.

In discussing the methodology, the Bidder should investigate and discuss the compatibility of its suggested solution in view of the existing infrastructure of TISS and how the new equipment, software will work with the pre existing equipment, software.

Sr.	Specifications	Compliance (Y/N)	Remarks
1	The solution shall provide hyper- converged Infrastructure that allows delivery of enterprise-class storage services using latest x86 server infrastructure without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs		
2	The HCI solution should be Fully Software Defined Infrastructure		
3	Each Hyper Converged node should provide minimum 2 x 10Gbps SFP+ and 2x 1Gbps RJ45 networking ports		
7.14.1.1 Compute & Storage			
1	Should be based on modular scalable architecture having the ability to add, auto-discoverable nodes, configuration, and non-		

Sr.	Specifications	Compliance (Y/N)	Remarks
	disruptive updates.		
2	The solution should be scalable in a non-disruptive manner by adding additional nodes to the cluster at a later point of time without having to power down any nodes.		
3	The solution should propose migration strategy of existing data into the DC (Mumbai)/NDC Site (Mumbai - Same premises)/DR or Backup site (Guwahati) with near zero downtime and disturbance at the production centers (Servers)		
4	Single button non-disruptive rolling upgrades of Hyper converged system software and system firmware from the same management GUI console.		
5	The solution should deliver zero data loss capability in case of disk, host, network, or Rack power failure. * vendor should evaluate the power and rack space in existing data center		
7	Hypervisor layer should provide High Availability for VMs, Dockers etc... It should support features like snapshots & cloning of individual virtual environment, non-disruptive Scale-Up & Scale-Out to grow capacity and/or performance whenever required. It should provide ease of use wizard for snapshot scheduling and instant batch Cloning of Virtual environment		
8	Hypervisor layer should support live migration of running virtual machines from one physical node to another with zero downtime, continuous service availability, and complete transaction integrity transparent to users.		
9	In the event of a node failure, virtual machines should automatically run on another node.		
11	Virtualization software should provide enhanced visibility into storage throughput and latency of hosts and virtual machines		

Sr.	Specifications	Compliance (Y/N)	Remarks
	that can help in troubleshooting performance issues across compute, storage, and network.		
12	Storage scalability should be supported with minimum building block expansion based on required capacity		
13	The solution should support for heterogeneous guest operating systems such as Linux (at least Red Hat, Ubuntu and CentOS) and Windows (Desktop & Server OS)		
14	Storage should be integrated with the hypervisor but the upgrades of the hypervisor and SDS should not cause any impact while upgrades		
15	Should provide Block Level Support for real-time data storage tearing between SSD Cache Layer and Data layer to deliver and maintain optimal performance.		
19	Single dashboard to manage and provisions for virtual machines, network, storage, monitor performance and manage events & alerts.		
20	Solution should provide a dashboard for monitoring & generate reports that can be customizable as per needs. Customized dashboard along with - identifying oversized/undersized virtual machines based on past utilizations - identify capacity shortfalls before they effect end users - capacity planning & forecasting to be included.		
21	The proposed solution should be capable of supporting DR software solutions With Existing Infrastructure		
22	Both Asynchronous and Synchronous replication to be supported per Virtualized environment with any point in time recovery for critical Virtualized environment. Should be fully integrated with Storage Policy based		

Sr.	Specifications	Compliance (Y/N)	Remarks
	management.		
23	The proposed replication solution should have WAN optimization features such as write - folding, deduplication and compression that reduce WAN bandwidth consumption. (option)		
24	HCI solution should use Virtualized environment or datastore based replication to asynchronously replicate Virtualized environment or datastores across Hyper converged system in different sites based on configurable schedule of up to 5-15 minutes		
25	HCI Solution should be able to customize the shutdown of low-priority virtual machines at the failover site to get more resources or proper utilization of resources for the critical workloads		
26	HCI solution should provide multiple point-in-time recovery which will allow reversion to earlier known states with data integrity.		
27	HCI solution should have storage-agnostic replication that supports use of low-end storage, including direct-attached storage and also provides host based replication which will replicate only changed blocks to increase network efficiency.		
29	The HCI solution should be compatible with containerization technologies like Docker, Openshift and Kubernetes etc. with minimal impact on performance when compared with the same solution hosted on bare metal.		
30	All the component and Solution should be covered for next 3 years Support and optional of 5 Year Support.		
31	Ultimately the above Server Solution should resolve the below issues: • Data loss due to power drop • File crash due to multiple reason • Slowness of applications in peak time		

Sr.	Specifications	Compliance (Y/N)	Remarks
	- Virtualized environment Live sync in same premises - In case of crash, Virtualized environment should restore from backup (Virtualized environment Live sync in same premises) in minute, hour, day, and month base. - DR solution in Second DC - In case of full Disaster within couple of hours should live from DR - Every year DR able to test from a Bubble. - SOP / Run book for DR should cover in the Solution		
32	Hypervisor software shall provide a Hypervisor layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security. It should be Industry Standard software and no special purpose software is allowed. Proposed Hypervisor software should be in the latest MQ of Gartner		
7.14.1.2 Network & Security – Data Centre (Mumbai Campus)			
1	Dynamic routing between virtual Networks		
2	Stateful firewalling distributed across the Network		
3	Firewall capability for East-West Traffic Protection - This need firewalling between the users zones, data centre servers zones and dmz published servers.		
4	The solution shall support Quality of Service (QoS) functionality		
5	The solution shall provide a software defined and virtualized networking model that allows placement of virtual workloads on segments of networks that are isolated from each other without dependence on the underlying physical networking infrastructure configuration		

Sr.	Specifications	Compliance (Y/N)	Remarks
6	The solution shall provide simplified GUI based configuration and with the ability to backup & restore network configurations		
7	Backup and Restore networking configurations with rollback and recovery		
8	Proposed solution should be able to integrate Internal Network within Virtualized environment and External Network It should be an Edge firewall and also should be internet firewall. Min. 2 WAN interface. One interface for use of internet access, second is for services - published applications.		
10	The solution should be capable of natively integrating with third party security Software's. such as Syslog servers, authentications - ldap, monitoring SNMP, etc.,		
12	The solution may suitable with existing network monitoring tool (OBSERVUM) to monitor traffic in virtual network and physical network. (optional)		
14	Hypervisor software should allow configuring each virtual machine with one or more virtual NICs. Each of those network interfaces can have its own IP address and even its own MAC address, must support NIC teaming for load sharing and redundancy.		
15	Hypervisor software shall support configurations of 802.1q VLANs which are compatible with standard VLAN implementations from other vendors and allow creating virtual switches that connect virtual Machines		
16	The solution should support enforcing security for virtual machines at the Ethernet layer. Disallow promiscuous mode, sniffing of network traffic, MAC address changes, and forged source MAC transmits.		

Sr.	Specifications	Compliance (Y/N)	Remarks
17	The solution should support a Multiple VLAN's and demilitarized zone that separates physical or logical subnetwork that contains and exposes an organization's external-facing services to an untrusted, usually larger, network such as the Internet.		
18	Development Zone should be in Secure Socket Layer (SSL), Secure Shell (SSH), user level, IP and port based security, role-based access control (RBAC), and AD/ LDAP authentication.		
19	Firewall and UTM (combined) should support and configured in HA and Active Active or Active Passive mode in Mumbai DC		
20	UTM Should support 5000 users of 3 devices each and firewall should support 15000 users minimum for listening applications		
22	Firewall should be connected with Site to Site VPN to all campus include DR		
23	Firewall should support minimum 2000 user VPN client (include license)		
24	Firewall should support Dual Homing, WAN Load Balance, Traffic rerouting, Sub interface with multiple VLAN support and also Support and act as a UTM		
25	Firewall Internal interface should support minimum 10 Gig with minimum 6 interface. WAN interface should support min 2 interface and also support all type of WAN connectivity. 10 Gig inface - 6 nos. on Based-T with the provision of fibre (all 10 Gig should be		

Sr.	Specifications	Compliance (Y/N)	Remarks
	based-T with the provision of converting to Fibre.) Min 2 nos. - 1 Gig interface (1 Gig upload and 1 Gig download for WAN interface) 1 Gig interface in RJ-45 Interface should be SFP modules.		
26	Firewall should support Access list / policy based on VLAN, Port, IP base, User base and LDAP integrations		
27	Firewall should support IPS, IDS, all type Network inspections, gateway antivirus, include all AV, SSL, IPS, Web, App, Traffic Shaping (QoS), routing, and Heartbeat		
28	All the external traffic should be pass though FW, User traffic also managed by the FW UTM.		
29	In DC network and user's campus network should be separate, DC network and campus network should be point to point IP LB.		
30	DC network should be separate in 3 Zones 1. Production Server Zone 2. DMZ Zone (communicating outside servers) 3. Development Zone (development servers)		
	Hyderabad Campus – Firewall		
31	UTM Should support 1000 users of 3 devices each.		
32	The Appliance should have USB & Console Ports		

Sr.	Specifications	Compliance (Y/N)	Remarks
33	The solution shall provide simplified GUI based configuration and with the ability to backup & restore network configurations		
34	Backup and Restore networking configurations with rollback and recovery		
35	Simultaneous VPN site to site tunnels: min 50		
	Tuljapur Campus		
39	UTM Should support 2000 users of 3 devices each.		
40	The Appliance should have USB & Console Ports		
	The solution shall provide simplified GUI based configuration and with the ability to backup & restore network configurations		
41	Backup and Restore networking configurations with rollback and recovery		
	Simultaneous VPN site to site tunnels: min 50		

Annexure 9 : Financial Bid Covering Letter

On company letter head

To,
Registrar,
TISS

Subject: Commercial Bid for “Data Centre Solutions for TISS”

Dear Sir/ Ma'am,

We, the undersigned, offer to provide and implement a Data Centre Solution for TISS with reference to your RFP dated _____.

Our attached Commercial Bid has been prepared as per requirements specified in the RFP. The price(s) quoted are inclusive of all the taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 60 calendar days from the last date of submission of the Bids.
- We hereby confirm that our prices are inclusive of all taxes. However, all the taxes are quoted separately also under relevant sections.
- We understand that the actual payment would be made as per the prevailing rates at the time of payment.
- Rates have been quoted in the relevant forms as specified in the RFP and is for entire scope of work.

2. QUALIFYING DATA

- We confirm having submitted the information as specified in section “Instructions to Bidders”.
- In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

3. PERFORMANCE BANK GUARANTEE

- We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the RFP document.
- We understand you are not bound to accept any Bid you receive.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Thanking you,

(Authorized Signatory)

Name:

Designation:

Address:

Date:

Annexure 10 : Financial Bid Criteria

Bill of Material

The solution provided should have a comprehensive warranty of 3 years and Additional 2-year support.

Data Centre:

Sr	Product Description	Qty	Unit Price	Total Prices
1.	Servers nodes 4 year support, CPU – 2*18 Core min Intel CPU each node , Memory – Required 1TB each node . Need to optimize by OEM accordingly. 60TB total useable without compression and de-duplication – Future capacity upgrade need to be supported Network ports and SFP modules – 2*10Gig as per existing network compatibility, 2*1G port per node for management and console	4 minimum		
2.	Network Switches (Optional as existing switches if useable)	Based on Requirement		
3	Software Licenses (if required)	Based on Requirement		
4	Software license for Hypervisor (If required)	Based on Requirement		

5.	Load Balancer (Required for application load balancing, SSL off loading, Required user concurrency minimum 15,000, Total number of SSL web applications Minimum 100, L7 throughput 5Gbps would be enough. (optional)	Based on Requirement – only for cost estimate. Do not include this in the total cost. (Budgetary Quote)		
6	Backup Solution with all license	Based on Requirement – only for cost estimate. Do not include this in the total cost. (Budgetary Quote)		
7	Enterprise Firewall in HA with subscription Mumbai campus	2		
8	Enterprise Firewall with subscription Hyderabad campus			
9	Enterprise Firewall with subscription Tuljapur campus			

NB: if any component required for the solution should add with justification.

Near DC – Mumbai Campus

Sr	Product Description	Qty	Unit Price	Total Prices
1.	Software Licenses	Based on the Requirement		
2.	Network Switch (if required)	2		

3	Additional node for Near DR along with HCI with the same capacity of existing server usage should be reflect the difference between integrating with the existing infrastructure and adding a new node. (optional)	Based on the requirement - – only for cost evaluation to compare with the existing server integration.		

The existing servers to be used in the Mumbai Campus for Near DC Setup

a. **HPE Apollo R2600 ProLiant XL170r – 4 Node**

b. **HP StoreEasy 1650 - – 18 TB Storage**

DR/Backup – Guwahati Campus

Sr	Product Description	Qty	Unit Price	Total Prices
1.	Software Licenses	Based on the Requirement		
2.	Network Switch (Already available)	Not Required		

The existing setup to be configured for the Guwahati Campus setup

a. **HPE Apollo R2600 ProLiant XL170r – 3 Node**

b. **HP StoreEasy 1650 – 18 TB Storage**

Installation

Sr	Product Description	Qty	Unit Price	Total Prices
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1.	One time cost for the implementation for the DC			
2	One time cost for the implementation for the Near DC			
3.	One time cost for the implementation for the DR/ backup in Guwahati (optional)			

Warranty Support

Sr	Product Description	Qty	Unit Price	Taxes	Total Prices
1.	Extended Warranty support for the 3 years and should be extendable for 2 years				
2.	Certified Resource for providing support 7hrs*5days on premise				
3.	Cost for 4 th and 5 th year warranty, Do not include this in the total cost. This will extended at the end of 3 year warranty period.				
4.					

The proposal for the solution should also have a support of 7*24*365 telephonic by OEM and SI.

The rates quoted shall be inclusive of duties and taxes.

Date

(Signature of Bidder)

***Signature on each page of all documents being submitted is mandatory.**

***** END OF THE DOCUMENT *****