

# **NOTICE INVITING TENDER**

For

**Supply, Installation, Commissioning & System Integration of SERVER, Storage, system software, network & Backup System for e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas.**

**Tender No : 1580/O.CON/DM**

**Date : 21.03.2011**

**District e-Governance Society, North 24 Parganas**

Office of the District Magistrate  
New Administrative Building  
Rishi Bankim Sarani  
Barasat, North 24 Parganas  
Kolkata-124

Government of West Bengal  
Office of the District Magistrate  
New Administrative Building  
Rishi Bankim Sarani, Barasat  
North 24 Parganas

Notification No. 1580/O.CON/DM

Dated: .21.03.2011

**NOTICE INVITING TENDER**

Sealed Tenders are invited for supply, installation & commissioning of different Server, Storage, Network equipments, Software & Peripherals from reputed System Integrators having sufficient experience and credentials for successful completion of similar nature of work, preferably in a Govt. Department and must have adequate Service Engineer for providing on-site warranty service within the stipulated time.

1.	Brief description of material	Supply, Installation & Commissioning of Computer Server, Storage, Software & Peripherals and Establishment of Network for <b>e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas.</b>
2.	Tender document Fee	Rs.2500/- (Rupees Two Thousand Five Hundred only)
3.	Earnest Money Deposit	Rs.100000.00 (Rupees One Lac only) in the form of DD from any Scheduled bank in favour of " <b>District e-Governance Society, North 24 Parganas</b> " payable at Kolkata
4.	Commencement of Sale of Tender document	21.03.2011
5.	Last date of Sale of Tender document	04.04.2011 upto 02.00 PM
6.	Last date & time of Tender Submission	05.04.2011 upto 02.00 PM
7.	Date & time of opening of Tender	05.04.2011 on 03.00 PM
8.	Last date & time of submission of pre-bid query	31.03.2011
9.	Pre-Bid Meeting	01.04.2011 on 03.00 PM
10.	Venue of Pre-Bid Meeting, Tender Submission & Opening of Tender	<b>District e-Governance Society, North 24 Parganas</b> New Administrative Building, Rishi Bankim Sarani, Barasat, North 24 Parganas, Kolkata-124

The tender documents are available at the office of the **Chairman, District e-Governance Society, North 24 Parganas** office on all working days from 10.30 AM to 4.00 PM, address given above, on submission of a demand draft of Rs.2500.00 (Rupees Two Thousand five Hundred only) of any Nationalised Bank in favour of **District e-Governance Society, North 24 Parganas, payable at Kolkata**.

Tender document is also available on website <http://north24parganas.gov.in> & <http://tenders.gov.in>. Interested bidders may also print the document from the website and submit the tender document along with the cost of the document in the form of demand draft of Rs.2500/- (Rupees Two Thousand five Hundred only) of any Nationalised Bank.

In case of any information please contact at the following numbers:

1. Mr. Randhir Kumar, IAS, ADM(G) (033-25523355, 9830200977, admg24p@gmail.com)
2. Mr. B.Chakraborty, SSA (033-25520094, 9434308385, dio-nprg@nic.in)

Pre-Bid Query will be submitted to Mr. Mr. B.Chakraborty, SSA, ADIO as per format in original.

**News Paper Matter**

<p style="text-align: center;"><b>TENDER NOTICE</b></p> <p>Sealed Tenders are invited for supply, installation &amp; commissioning of Server, SAN, Network equipments, Peripherals &amp; Software. Details of the NIT are available on <a href="http://north24parganas.gov.in">http://north24parganas.gov.in</a>. Last date of submission is 05.04.2011.</p> <p style="text-align: center;">Sd/- District Magistrate North 24 Parganas</p>
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*Be*  
*21/3/11*  
**District Magistrate  
&  
Chairman  
District e-Governance Society  
North 24 Parganas**

## **CONTENTS OF THE TENDER DOCUMENT**

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SECTION – C	GENERAL TERMS & CONDITIONS
SECTION – D	INSTRUCTION TO BIDDER
SECTION – E	BID FORM
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## SECTION – A

### ELIGIBILITY CRITERIA

1. The bidder shall be an Information Technology Company and shall be a reputed System Integrator in India.
2. The bidder shall have executed similar single order as system Integrator for an amount not less than Rupees Fifty Lac per year in last two financial years (considering FY - 2008-09, 2009-10) preferably in Government/PSU. Documentary evidence to be submitted (order copy depicting clearly SYSTEM INTEGRATION).
3. The bidder should have an annual turnover of not less than Rs.5 Crores in the last financial year and aggregate of turnover of last three (3) consecutive financial years should be Rs.50 Crores or above.
4. Preferably the bidder should have sufficient no of certified engineers each for RHEL 5.5 Advanced Platform, Standard (Maximum sockets of the quoted server), PostgreSQL, Server, Storage, Networking and must have his service personnel in Kolkata so that any call reported is attended within stipulated the response time. To qualify the bidder must have minimum six service personnel at Kolkata to cater prompt service. Detailed list of Service personnel with address, name of contact person and contact number to be submitted.
5. The bidder should have experience in integration work with ZOPE, ZEO, ZOPE-DB, Apache on Linux for Portal Server, Apache, Tomcat etc. on Linux for Application Server, PostgreSQL on Linux for RDBMS Server and Apache, Tomcat, ZOPE, ZOPE-DB, ZEO, PostgreSQL, Storage Management & Backup Management SW. Credential in this respect is to be submitted.
6. Bidder to produce up to date photocopies of VAT, Service Tax, PAN card. All such clearance certificates shall remain valid on the date of submission of tender.
7. The bidder should preferably have a Call Centre operational on 24X7 basis. Each registered call would be provided a unique docket number. All received calls and their resolution details have to be communicated to the Chairman, District e-Governance Society, North 24 Parganas on a fortnightly basis during the entire period of the contract. Details about Call Centre to be submitted.
8. SI to ensure service during the warranty period and availability of spares for minimum period of 5 years after the warranty period. Manufacturer Authorization Certificate to be submitted.
9. Bidder should submit Earnest Money Deposit (EMD) of Rs. 100000.00 (Rupees One Lac only) in the form of Demand Draft from any Scheduled Bank in favour of '**District e-Governance Society, North 24 Parganas**' payable at Kolkata.
10. Manufacturer's tender specific authorizations for major items like Server, Storage, Printer, Network (for Active & Passive product) & Software must be submitted as per format enclosed (Section - A ) otherwise offer to be rejected.
11. The bidder shall have Quality Certification (ISO 9001:2008).
12. The bidder shall submit Bank Solvency certificate of Rs.1 Crore (Rupees One Crore).

13. The bidder should have sufficient experience as system integrator of a comprehensive enterprise ON-Line IT infrastructure comprising of supply, installation and commissioning of Servers, Storage, Red Hat Linux, PostgreSQL to provide on line support. Models quoted must be substantiated with OEM brochure. Copy of orders and completion certificate is to be submitted.
14. Outsourcing of services is banned except from OEM undertaking is required.
15. Category wise details of support engineer and their bio-data with technical qualification to be submitted.
16. Undertaking from OEM whose product they are quoting that the equipment will be delivered within 45 days.
17. The bidder should be in a position to ensure availability of spares for a minimum period of five years after warranty of five years.

## SECTION – B

### **INSTRUCTIONS AND INFORMATIONS FOR SUBMISSION OF PROPOSAL**

Interested Bidders are required to submit their (A) Technical proposals, (B) Financial proposal and (C) Declaration of complying eligibility criteria in three separate sealed envelopes as per instructions given below: -

The firm shall seal & mark various parts of the proposal as follows:

- A) Technical Bid in one envelope super- scribed with words “**Technical Bid for Supply, Installation, Commissioning & System Integration of Computer SERVER, Storage, system software, network & Backup System for e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas**”. This envelope will also contain the EMD in another small envelope inside it (1+1 Copy + soft copy in pdf).
- B) Financial Bid in one envelope super- scribed with words “**Financial Bid for Supply, Installation, Commissioning & System Integration of Computer SERVER, Storage, system software, network & Backup System for e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas**” (1+1 Copy + soft copy in pdf)..
- C) Declaration of complying eligibility criteria duly signed and stamped in one envelop super scribed with words “**Declaration**”. This declaration is mandatory without which the bid will not be considered (1+1 Copy + soft copy in pdf).
- D) All the envelopes shall be sealed in a covering envelope super scribed with words “**Tender No. ...., Declaration, Technical Bid & Financial Bid for Supply, Installation, Commissioning & System Integration of Computer SERVER, Storage, system software, network & Backup System for e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas**” (1+1 Copy).

Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

**The Chairman  
District e-Governance Society, North 24 Parganas  
New Administrative Building  
Rishi Bankim Sarani  
Barasat, North 24 Parganas  
Kolkata-124**

The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal. Proposals sent through telex/telegrams/fax/e-mail shall not be accepted. The Chairman, District e-Governance Society, North 24 Parganas shall not be responsible for delay on account of delivery by the postal authorities as well as courier companies. Such delivery shall be at the risk and cost of the bidder.

If the envelopes are not sealed and marked as required above, the Chairman, District e-Governance Society, North 24 Parganas shall assume no responsibility for the proposal's misplacement or premature opening.

The sealed envelope containing the sealed Techno-Commercial Bid and Financial Bid either may be dropped in tender box kept at office upto **02.00 PM, 05.04.2011** or through post/speed post/Courier addressed to the Chairman, District e-Governance Society, New Administrative Building, Rishi Bankim Sarani, Barasat, North 24 Parganas Kolkata-124 by

**02-00 PM of 04.04.2011** . No other mode of delivery shall be accepted. The Chairman, District e-Governance Society, North 24 Parganas will not be responsible for any postal delay.

### **(B.1) TECHNICAL PROPOSAL**

The **Technical Bid** should consist of the following documents:

1. Manufacturer Authorisation Certificate as per eligibility criteria & format (Section-O).
2. Technical Compliance Sheet as per format (Section-I)
3. List of Service Engineer with qualification, certification details.
4. Relevant certification copies as applicable for technical proposal.

### **(B.2) FINANCIAL PROPOSAL**

The Financial Bid should consist of Price Bid as per format (Section-M) on the letter head of the Bidder.

### **(B.3) Declaration**

The **Declaration** should consist of the following documents

1. EMD of Rs.100000/- (Rupee One Lac only) in the form of Demand Draft from a Scheduled Bank in favour of "**District e-Governance Society, North, 24 Parganas**" payable at Kolkata.
2. Detailed profile of the bidder.
3. Copy of orders executed as per eligibility criteria.
4. Audited Annual Accounts/Annual Report of last three financial years (2007-08, 2008-09 & 2009-10).
5. PAN allotted by the Income Tax authorities, Copy of Card to be submitted.
6. Photocopy of the VAT Certificate,
7. Service Tax Registration Certificate.
8. Bid Form duly filled and signed as per format (Section-E)
9. Original Tender document duly stamped & signed on all pages.
10. List of Client of similar order
11. Call Center Details
12. Power of Attorney of Authorization for signing the bid

### **(B.4) GENERAL INFORMATION**

#### **(i) Schedule of the Tender**

The tender document along with the Earnest Money Deposit of Rs.100000/- (Rupees One Lac only) in the form of Demand Draft from any Scheduled bank in favour of "District e-Governance Society, North, 24 Parganas" payable at Kolkata shall be received on or before 02-00 PM on **05.04.2011** to the Chairman, District e-Governance Society, New Administrative Building, Rishi Bankim Sarani, Barasat, North 24 Parganas Kolkata-124.

#### **(ii) Amendment of Invitation**

At any time prior to the deadline for submission of proposals, the Chairman, District e-Governance Society, North 24 Parganas reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents (Techno Commercial as well as financial bid).

#### **(iii) Earnest Money Deposit (EMD)**

The firm shall furnish an EMD of Rs.100000/- (Rupees One Lac only) in the form of a

demand draft from a Scheduled Bank payable at Kolkata and in favour of "District e-Governance Society, North, 24 Parganas". Any bid not accompanied with the EMD shall be rejected.

**(iv) Forfeiture of EMD**

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of the Chairman, District e-Governance Society, North 24 Parganas regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.

The decision of the Chairman, District e-Governance Society, North 24 Parganas regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will not be allowed to participate in any job of the Chairman, District e-Governance Society, North 24 Parganas for a period of one year.

**(v) Clarification Regarding Tender Document**

A prospective Bidder requiring any clarification about the Tender document and scope of work may contact Mr. Randhir Kumar, IAS, ADM(G) & CEO, District e-Governance Society, North 24 Parganas) or Mr. B.Chakraborty, SSA/ADIO, Member, District e-Governance Society, North 24 Parganas during working hours.

**(vi) Awarding of Contract**

This is a turnkey job in a nature, so bidder(s) to quote all the items mentioned in the tender document, which can ensure single point contact / sole responsibility of the bidder(s) towards project execution. However the Chairman, District e-Governance Society, North 24 Parganas reserve the right to split the order among L1, L2, and L3, if required, at L1 price. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

**(vii) Amendment of Proposals**

In order to afford prospective Bidder reasonable time to make amendment in their proposals, the Chairman, District e-Governance Society, North 24 Parganas may, at his discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on the Chairman, District e-Governance Society, North 24 Parganas.

**(viii) Language of Proposal & Correspondence**

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & the Chairman, District e-Governance Society, North 24 Parganas will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

**(ix) Proposal Currencies**



Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing taxes, levies, duties, cess etc.

**(x) Period of Validity of Proposals**

For the purpose of placing the order, the proposals shall remain valid till 180 days. **During the period of validity of proposals, the rates quoted shall not change.** In exceptional circumstances, the Chairman, District e-Governance Society, North 24 Parganas may ask for extension of the period of validity and such a request shall be binding on Bidders. The request and the response of Chairman, District e-Governance Society, North 24 Parganas to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

**(xi) Formats & Signing of Proposals**

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory(ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words/figures completely.

**(xii) Deadline for Submission of Proposals**

Proposals will be received by the Chairman, District e-Governance Society, North 24 Parganas at the specified address not later than 14:00 hrs. on 05.04.2011 the Chairman, District e-Governance Society, North 24 Parganas may, at his discretion, extend this deadline. The Chairman, District e-Governance Society, North 24 Parganas may also extend this deadline for any other administrative reason.

**(xiii) Late Proposals**

Any proposal received by the Chairman, District e-Governance Society, North 24 Parganas after the deadline for submission of proposals will not be accepted. The Chairman, District e-Governance Society, North 24 Parganas reserves the right to accept of the late entries.

**(xiv) Withdrawal of proposals and proposals for additional items of work**

Proposals cannot be withdrawn during the interval between their submission and expiry of proposal's validity period. Fresh proposals may be called from eligible vendors for any additional item(s) of work not mentioned herein, if so required.

**Evaluation Scoring Guidelines**

**1. Declaration Evaluation**

A Organization Capacity			
Bid Quality			
Organization of the bid	15	Neatness of the Bid document, typing quality, binding	5
		Presence absence of index/page no	5
		Original bid document signed and stamped	5
Proof of job carried out	50	Similar SI job of at least 2 Crore in a single order preferably in Government/PSU as clause no 2 of eligibility criteria	50
A1 Financial Profile			
Turnover per annum ( Of Bidder or Parent Company ) as mentioned in eligibility criteria, minimum 50 crores	200	Turnover =< 10 Crore	50
		Turnover = or < 20 Crore	100
		Turnover = or < 50 Crore	150
		Turnover > 100 Crore	200
B2 Customer support infrastructure			

Call Centre	50	Details of call centre with working during office hours only	20
		Call centre with 24 hours working	50
Customer support management procedure	35	No details of customer support management procedure	0
		Assessment will be done by Technical Team	
		Highest Score	35
<b>B3. Project Management</b>			
Technical Capability in executing & managing projects integrating various technologies (Network, hardware, software). Write up should not exceed 10 pages)	50	11 points for each completed project with full project details i.e. order, job completion certificate, project management details, etc.	50
<b>Total Marks</b>	<b>400</b>		<b>400</b>

## 2. Technical Evaluation

Only technical bids of successful bidders after “Declaration” evaluation will be considered for technical evaluation.

Description	Max Score	Details	
<b>TECHNICAL CAPABILITY</b>			
<b>Support manpower availability at Kolkata</b>			
Server quoted, Linux & PostgreSQL integration Engineers	100	Score 25 marks for every qualified engineer details along with certification provided	100
Storage Integration Engineer and Backup I	50	Score/marks for every qualified/ certified engineer details provided 25	50
Network Integration Engineer	50	Score/Marks for every certified Engineer details - 25	50
<b>Total Marks</b>	<b>200</b>		<b>200</b>

### CRITERIA FOR QUALIFYING “DECLARATION”.

Bidders must secure minimum 80% marks in Declaration evaluation for qualifying for Technical evaluation of the bid.

### CRITERIA FOR QUALIFYING TECHNICAL BIDS

Bidders must secure minimum 80% marks in technical evaluation for qualifying for financial evaluation of the bid. Financial bids of only those bidders who get qualified will be opened.

[For each row/sub-row in a table marks for ‘Higher’ = 100%, ‘Equal’ = 80%, ‘Lower’ =40%, ‘Inconvenient’ = 20 % and ‘Non-Quote/No Mention/Otherwise’ = 0]

### Evaluation of Financial Bids

Goods and Services that are required but have been left out or are necessary to correct minor deviations of the bid will be added to the total bid price using costs taken from the highest prices from other responsive bids for the same Goods and Services or at prevailing list prices from published web site or documents, whichever is higher. Commercial bids submitted will be compared with respective Scope of Work and detailed Bill of Material. The price schedule shall also have the indicative price break up for various sections of works involved in line with the details submitted along with respective technical proposal. The Bidders will not be permitted or required to modify the source of any hardware, Software, related equipment, Materials, products, or other Goods, as well as related Services after bid opening.

## **SECTION – C**

### **GENERAL TERMS & CONDITIONS**

#### **1. Interpretation of documents**

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

#### **2. Splitting of the Contract and Curtailment of Work**

The Chairman, District e-Governance Society, North 24 Parganas reserves the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.

#### **3. Payment Terms**

Payment will be made only after full & final installation and verification & acceptance of duly constituted technical committee of the society.

#### **4. Preparation of Tender**

Tender shall be submitted in accordance with the following instructions:

- (i) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the words shall govern.
- (ii) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- (iii) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- (iv) Tenders shall be delivered to the office as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the bidder.
- (v) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- (vi) Each and every page of the tender document must be signed with company seal by the bidder.
- (vii) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

#### **5. Opening of Tenders**

The tenders shall be opened at the time set forth in the document. Bidders or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened.

**6. Assignments**

No assignment by the Contractor of any contract to be entered into hereunder of any part hereof, or of funds to be received hereunder by the Contractor, will be recognized by the company unless such assignment has had its prior approval.

**7. Deduction of Sales Tax & Income Tax**

Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.

**8. Tax Registration Certificate**

Bidder submitting a tender shall produce up to date VAT, Income Tax and Professional Tax Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

**9. Canvassing**

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

**10. Warranty**

The bidder/OEM will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, as mentioned in Bill of Material, from the date of final acceptance of the system by the customer. The bidder shall not, without the express prior written consent of the Chairman, District e-Governance Society, North 24 Parganas, assign to any third party of the contract or part thereof. Service support for the entire warranty period (five years from the final acceptance from the customer) will be on site and comprehensive (including spares) and free of cost for the entire warranty period.

**11. Warranty Support**

The equipment supplied will be warranted against bad workmanship and manufacturing defects, as mentioned in Bill of Material, from the dated of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive (including spares and all software support) and free of cost for the entire warranty period.

The bidder should have a call centre working for 24x7 in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call.

The call log as well as resolution details have to be submitted to the Chairman, District e-Governance Society, North 24 Parganas on a fortnightly basis. Non-receipt of report within the specific date would be treated as non-performance of the service obligation and subsequent extension of warranty

The average uptime averaged over each quarter should be as follows:

<b>Up time requiremen</b>	<b>Machine location</b>	<b>Maximum Downtime</b>	<b>Penalty</b>
99.0% Per Calendar Month.	District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124	3 Hrs.	Penalty of 0.5% of the Server / equipment cost beyond 12 Hrs but within 1 days and 1 % thereafter per day.

The bidder should locate his service personnel at District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124 so that any call report is attended within the response time specified.

If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time.

#### 12. **Delivery**

All materials should be delivered and installed at the site within 6 weeks from the date of issuance of order. The material will be installed at the sites as detailed in Section – ....

#### 13. **Liquidated Damage**

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, the Chairman, District e-Governance Society, North 24 Parganas reserves the right to terminate the contract and the Chairman, District e-Governance Society, North 24 Parganas will get the job completed by any other competent party. The difference of cost incurred by the Chairman, District e-Governance Society, North 24 Parganas will be recovered from the contractor.

#### 14. **Performance Bank Guarantee (PBG)**

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support for 60(Sixty) month from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section-P)

15. The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.

16. If any bidder withdraws his tender before acceptance or refusal within a reasonable time without giving any satisfactory explanation for his withdrawal, he/she shall be disqualified for participation in any tender of this organization for a minimum period of 2 (two) years.

17. The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.

18. The bidder must be present at the time of opening of the Tender. We are not answerable for any queries of any bidder who remain absent at that time.

#### **19. Bid Validity**

The price quoted must be firm and must remain valid for acceptance up to 180 days from the date opening of Price Bid. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. In exceptional circumstances, the Chairman, District e-Governance Society, North 24 Parganas may ask for extension of the period of validity and such a request shall be binding on Bidders.

#### **20. Price**

- Price should be quoted in the Price Bid format only. No deviation in any form in the Price Bid sheet is acceptable
- Price quoted should be firm, inclusive of all charges like packing, forwarding, insurance, freight, etc.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise the Chairman, District e-Governance Society, North 24 Parganas reserves the right to reject such vague offer.
- Price to be quoted inclusive of **installation & Commissioning** charges.

#### **21. Discrepancies & Adjustment thereof**

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

#### **22. Force Majure Condition**

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then the Chairman, District e-Governance Society, North 24 Parganas may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

#### **23. Contacting District e-Governance Society, North 24 Parganas**

Bidder shall not approach the Chairman, District e-Governance Society, North 24 Parganas officers after office hours and/or outside the Chairman, District e-Governance Society, North 24 Parganas office premises, from the time of the bid opening till the time the contract is awarded. Any effort by bidder to influence the Chairman, District e-Governance Society, North 24 Parganas officers in the decision on bid evaluation, bid comparison or contract award shall result in rejection of the bidder's offer. If the bidder wishes to bring additional information to the Govt. of West Bengal, they shall do so in writing.

#### **24. Society's Right to Reject**

The Chairman, District e-Governance Society, North 24 Parganas reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

#### **25. Lack of Information to bidder**

The bidder shall be deemed to have carefully examined the tender document to full satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill the obligation. If the bidder has any queries, they can send the

queries to the Chairman, District e-Governance Society, North 24 Parganas four (4) working days prior to the date of submission of tender.

#### **26. Pre-Dispatch Instruction**

All materials / equipments supplied against the purchase order shall be subjected to Inspection, check and /or test by the authorized representative from the District e-Governance Society, North 24 Parganas.

#### **27. Final Inspection**

Final inspection will be carried by the authorized representative from the District e-Governance Society, North 24 Parganas.

#### **28. Site Inspection**

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from the Chairman, District e-Governance Society, North 24 Parganas in writing. The Chairman, District e-Governance Society, North 24 Parganas will take at least four days to organize such permission.

#### **29. Quality Control**

- a. The contractor is obliged to work closely with the Chairman, District e-Governance Society, North 24 Parganas and/or staff, act within its authority and abide by directive issued by them on implementation activities.
- b. The contractor will abide by the safety measures and free the Chairman, District e-Governance Society, North 24 Parganas from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold the Chairman, District e-Governance Society, North 24 Parganas responsible.
- c. The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of the District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124.
- d. The Chairman, District e-Governance Society, North 24 Parganas reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. the Chairman, District e-Governance Society, North 24 Parganas shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of the Chairman, District e-Governance Society, North 24 Parganas does not relieve the contractor of the responsibility for quality control in all phases.
- e. The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

#### **30. Pre-Bid Meeting**

Pre-bid meeting will be held on 01.04.2011 at 03.00 PM at the office of the Chairman, District e-Governance Society, North 24 Parganas office. Bidders are requested to submit their queries pertaining to this tender to the Chairman, District e-Governance Society, North 24 Parganas on or before 31.03.2011 in writing as per format (Section-N). No others queries will be entertained and will not be discussed during the Pre-Bid meeting. The following points may be noted:

- Intending bidders who procure the Tender document will be eligible for Pre-Bid Meeting.
- Only two persons for each intending bidding organization will be allowed to attend the Pre-Bid Meeting.
- The person should have proper authorization in respective company letter heads.

## SECTION – D

### INSTRUCTION TO BIDDER

#### 1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

**“Acceptance Test Document”** means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor with in 7 days of issuance of the Letter of Award.

**“Agreement”** means the Agreement to be signed between the successful bidder and the Chairman, District e-Governance Society, North 24 Parganas including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the tender, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

**“Bidder”** means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom the Chairman, District e-Governance Society, North 24 Parganas signs the agreement for supply, install, commission and render services for the systems deployed in various treasuries

**“Contract”** is used synonymously with Agreement.

**“Contract Price”** means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

**“Contractor”** means the Bidder whose bid to perform the Contract has been accepted by the Chairman, District e-Governance Society, North 24 Parganas and is named as such in the Letter of Award.

**“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other.

**“Engineer”** means persons having minimum BE/B Tech/AMIE degree holder or termed engineering degrees by AICTE/UGC recognized Deemed University or University/Diploma in Electronics/Computer Science/Electrical with 5 years experience.

**“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Chairman, District e-Governance Society, North 24 Parganas and eventually Govt. of West Bengal of the benefits of free and open competition.

**“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

**“Government” / “Gov. of W. Bengal”** means the Government of West Bengal.

**“GoI”** shall stand for the Government of India.

**“GoWB”** means Government of West Bengal

**“Installation”** means that the laying down and installation of the Solution in accordance with this Contract.

**“Party”** means the **Chairman**, District e-Governance Society, North 24 Parganas or the Bidder, as the case may be, and “Parties” means both of them.



**“Personnel”** means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

**“Project”** means the Supply, Installation and Commissioning of the systems at designated Treasuries of Government of West Bengal

**“Project Plan”** means the document to be developed by the Contractor and approved by the Chairman, District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124, based on the requirements of the Contract and the Preliminary Project Plan included in the Contractor’s bid. For the sake of clarity, the Agreed and Finalised Project Plan” refers to the version of the Project Plan submitted by the contractor after receiving the letter of Award and the same approved by the Chairman, District e-Governance Society, North 24 Parganas, Barasat, Kolkata-124. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

**“Implementation Period”** shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.

**“Services”** means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

**“Interest rate”** means „364 days Government of India (GoI) Treasury Bills” rate.

**“Law”** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

**“LOI”** means issuing of Letter of Intent shall constitute the intention of the Chairman, District e-Governance Society, North 24 Parganas to place the Purchase Order with the successful bidder.

**“Operator”** means the company providing the services under Agreement.

**“Period of Agreement”** means 5 years from the date of Final acceptance of the Project

**“Requirements”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

**“Service”** means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work “

**“Termination Notice”** means the written notice of termination of the Agreement issued by the Chairman, District e-Governance Society, North 24 Parganas

**“Uptime”** means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT”

**“%Uptime”** means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”

**“Service Down Time”** (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled “WARRANTY SUPPORT” are not available to Gov. of W. Bengal and its user departments and organisations.

2. Tender documents are not transferable. Bidders must buy the tender documents in their own name.
3. The bid and all correspondence and document relating to the bid shall be written in English language.

4. All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
5. All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/ tampered/ manipulated in any way, the total responsibility lies with the bidder and the Chairman, District e-Governance Society, North 24 Parganas reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
6. Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/ manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
7. Details of the enclosures should be clearly mentioned in the forwarding letter in your letterhead along with the bid.
8. No Technical/Commercial clarification will be entertained after opening of the tender.
9. Item, if any other than specified in BOM, felt necessary to complete the installation may please be quoted separately with clarification and reflected in the deviation sheet.
10. Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. The Chairman, District e-Governance Society, North 24 Parganas reserve the right to increase or decrease the quantity specified in the tender.
11. The Chairman, District e-Governance Society, North 24 Parganas reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
12. Supporting technical brochures/catalogues indicating each feature in respect of offered model and make must be submitted along with the offer, in absence of which the offer is liable to be ignored.
13. Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected.
14. Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.

**SECTION-E**

**BID FORM**

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head)

To

**The Chairman  
District e-Governance Society, North 24 Parganas  
New Administrative Building  
Barasat, North, 24 Parganas  
Kolkata-124.**

**Sub : Supply, Installation & Commissioning of Computer Server, Storage, Networking, Software & Peripherals and Network Establishment for e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas.**

Sir,

We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. \_\_\_\_\_ do hereby propose to execute the job as per specification as set forth in your Bid documents.

The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.

We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.

Earnest Money Deposit: We have enclosed EMD in the form of Demand draft for a sum of Rs.100000/- (DD no. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_)

We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.

If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.

We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Bid document (Section-P).

We agree that the Chairman, District e-Governance Society, North 24 Parganas reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, this .....day of .....2011

Thanking you, we remain,

Yours faithfully

Signature .....  
Name in full .....  
Designation .....

Signature & Authorized Verified by

Name & Designation .....  
Full Signature & Stamp .....

## SECTION - F

### Format for Organisation Details

1	Name of the Firm	
2	Registered Office Address <ul style="list-style-type: none"><li>▪ Telephone Number</li><li>▪ Fax Number</li><li>▪ e-mail</li></ul>	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	Is the firm a registered company? If yes, submit documentary proof of Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm <ul style="list-style-type: none"><li>▪ a Government/ Public Sector Undertaking</li><li>▪ a propriety firm</li><li>▪ a partnership firm (if yes, give partnership deed)</li><li>▪ a limited company or limited corporation</li><li>▪ a member of a group of companies (if yes, give name and address, and description of other companies)</li><li>▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.</li></ul>	
8	Is the firm registered with sales tax department? If yes, submit valid sales tax /VAT Registration certificate.	
9	Is the firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
11	Attach the organizational chart showing the structure of the organization. Total number of employees	
12	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
13	How many years has your organization been in business under your present name? What were your fields when you established your organization	
14	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none"><li>▪ Manufacturer</li><li>▪ Supplier</li><li>▪ System Integrator</li><li>▪ Consultant</li><li>▪ Service Provider (Pl. specify details)</li><li>▪ Software Development</li><li>▪ Total solution provider (Design, Supply , Integration, O&amp;M)</li><li>▪ IT Company</li></ul>	
15	Number of Offices / Project Locations in West Bengal	

16	Do you have a local representation /office in Kolkata? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
17	Do you intend to Authorised Service Provider for the works for which you are bidding? If so, please give full particulars of that organization separately.	
18	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications & experience and the certification attained from network product vendor. (documentary proof to be submitted)	
19	Is your organization has <b>ISO 9001</b> certificates? If so, attach copies of the certificates State details, if certified by bodies, other than that stated.	
20	List the major clients with whom your organization has been/ is currently associated.	
21	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
22	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
23	Whether your organisations has Bank"s certificate of solvency. The purchaser reserves the right to seek Documentary proof if contract is awarded.	
24	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	

**SECTION - G**  
**Format for Financial Capability**

**FINANCIAL INFORMATION**

Sl. No.	Name of the bidder	Turnover (Rs. Crores)		
		2007-2008	2008-2009	2009-2010

**Note:**

1. Submit the audited financial statement/ audited annual report of the last three financial years.  
Minimum requirement of turnover is not less than 5 (Five) crores in last financial year.

## SECTION - H

### Format for Technical Capability

S. No	Project Name	Start Date	End date/ status	Brief Description of Project & Scope of work (implementation, Operation & maintenance)	Type of project	No of Locations	Approx. Value of the project	Contact details of the Customer

**Note:**

1. Type of Project shall indicate the implementation of services (Hardware, Software Implementation, system operation/ FM support etc).
2. Scope of work shall indicate whether it is implementation, Operation or maintenance.
3. Submit details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.
4. The Purchaser reserves the right to contact the customer mentioned and /or visit the site

## SECTION – I

### Compliance Statement

#### A) Technical

Compliance should be specifically indicated against individual features of each equipment.

All details of the Technical Specifications to be furnished as detailed in the Bill of Material.

***Each line item and sub systems mentioned in the Detailed Technical Specification must be addressed separately and has to be accompanied by supporting printed literature or reference to Published Website of the OEM.***

**Absence of compliance for each line item will be treated as deviation and scored accordingly during evaluation**

#### Non-Technical

Sl. No.	Tender Clause No.	Page No.	Description	Compliance (Complied/ Not complied)	Documentary proof reference	Comments

Note:

1. By signing and affixing rubber stamp on each page of the NIT document, the bidder implicitly expresses his compliance to all clauses mentioned in the NIT. In the event of any deviation or disagreement the vendor is supposed to detail out in a separate item wise deviation statement



## SECTION – J

### BILL OF MATERIAL

Sl. No.	Type of Equip / component /supply / works	Qty at Site	Remarks
1	Server for 'e-Office-Portal'	One	Cluster with Failure-Backup server
2	Server for 'e-File'	One	Cluster with Failure-Backup server
3	Server for 'Database'	One	Cluster with Failure-Backup server
4	Server for 'Failover Backup'	One	Cluster with above three servers
5	Storage	One	Directly linked in between
6	Backup Device	One	Connect to all servers through Storage Network Device
7	Storage Net Device	One	16-Ports each
8	Layer 3 Ethernet Switch	One	
9	RHEL	Equal to numbers of servers	Operating System must conform to LSB-4.0, POSIX standards and EAL-4 or higher. Implementation of e-Office mandates use of RHEL 5.5 Advanced Platform(Maximum sockets per quoted server)
10	Storage & Backup Management Software	Equal to nos. of servers	As per quoted configuration
11	Application Servers and associated utility software (opensource)		Apache, ZOPE application server with ZOPE-DB and with ZEO architecture. Apache, Tomcat application server.
12	PostgreSQL	Equal to nos. of servers	Latest PostgreSQL, as available in the quoted OS, with administration kit.

## SECTION-K

### LIST OF DOCUMENT TO BE SUBMITTED

Sl. No.	Documents to enclosed	Enclosed (Yes / No)
01	Profile of the bidder	
02	Bid Form	
03	Earnest Money Deposit of Rs.100000/- (Rupees One Lac only) in the form of bank draft drawn in favor of the Chairman, District e-Governance Society, North, 24 Parganas payable at Kolkata	
04	Photocopy of Reference order (both OEM & bidder)	
05	List of Clients of similar order	
06	Manufacturer's Authorization and support, spares availability for Server	
07	Manufacturer's Authorization and support, spares availability for Storage	
08	MAF and Supports, open availability for Storage Networking devices	
09	MAF and Supports, open availability for Automated Tape Library	
10	Manufacturer's Authorization for Active & Passive Network component	
11	Photocopy of VAT	
12	Photocopy of PAN or equivalent	
13	Photocopy of Service Tax	
14	Photocopy Audited balance sheet for last three financial years	
15	Original Tender document duly stamped & Signed	
16	Technical Compliance Sheet	
17	All certification copies	
18	List of Service Personal / Centers	
19	Call center details	
20	Power of Attorney of Authorization for signing the bid	
21		

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

**SECTION – L**

<b>LIST OF CLIENTS OF SIMILAR ORDERS</b>					
<b>Sl. No.</b>	<b>Name of the Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Designation</b>	<b>Contact Numbers</b>

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

## SECTION – M

### PRICE BID FORMAT

Sl. No.	Item Description (Details stated in the Technical compliance Sheet)	Unit Rate	Quantity	VAT	Price (All Inclusive)
1	Server for 'Database'		1		
2	Server for 'e-Office Portal'		1		
3	Server for 'e-File'		1		
4	Server for 'Failure-Backup'		1		
5	Storage Device		1		
6	Storage Networking Device		1		
7	Automated Tape Library		1		
8	Layer 3 Ethernet Switch		1		
9	Operating System		4		
10					
11					
12					
13					
14					
Total					

(Rupees in word )

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

**SECTION – N**

**PRE-BID MEETING QUERY**

Name of the Bidder :

Queries :

Sl. No.	Section No.	Clause No.	Page No.	Queries

Note : There is a cut off date for receiving of queries before Pre Bid Meeting. Queries received after the cut off period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

SECTION – O

**Manufacturer's Authorization Form**

Date:

To

**The Chairman  
District e-Governance Society, North 24 Parganas  
New Administrative Buildings  
Rishi Bankim Sarani  
Barasat, North 24 Parganas  
Kolkata-124**

Ref: Tender No.: \_\_\_\_\_

WHEREAS \_\_\_\_\_ who are official producers of \_\_\_\_\_ and having production facilities at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ located at \_\_\_\_\_ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids

When resold by \_\_\_\_\_, these products are subject to our applicable standard end user warranty terms .

We assure you that in the event of \_\_\_\_\_, not being able to fulfill its obligation as our Service Provider in respect of our standard Warranty Terms we would continue to meet our Warranty Terms through alternate arrangements.

We also confirm that \_\_\_\_\_ is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued with in \_\_\_\_\_ from the day of this letter. We assure availability of spares for the products for the next five years after three years warranty.

Name \_\_\_\_\_ In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the authorization for and on behalf of \_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_

**Note :** This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.

## SECTION – P

### PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

#### PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT-CUM-PERFORMANCE GUARANTEE

Ref .....

Bank Guarantee no.....

Date .....

#### PROFORMA OF BG FOR SECURITY DEPOSIT

**KNOW ALL MEN BY THESE PRESENTS** that in consideration of the Chairman, District e-Governance Society, North 24 Parganas, Government of West Bengal having its office at New Administrative Buildings, Rishi Bankim Sarani, Barasat, North 24 Parganas, Kolkata-124 (hereinafter called "The Purchaser") having agreed to accept from \_\_\_\_\_ (hereinafter called "The Contractor") Having its Head Office at \_\_\_\_\_, a Bank guarantee for Rs. \_\_\_\_\_ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Purchaser for \_\_\_\_\_ (hereinafter called "the said work order" dated \_\_\_\_\_). We \_\_\_\_\_ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ of which breach the opinion of the Purchaser shall be final and conclusive.

- (2) AND WE, \_\_\_\_\_ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of \_\_\_\_\_ Rupees \_\_\_\_\_) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for \_\_\_\_\_ Work Order no. , \_\_\_\_\_ dated \_\_\_\_\_
- (3) WE \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.
- (4) We \_\_\_\_\_ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.
- (5) The liability under the Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and will expire on \_\_\_\_\_ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from \_\_\_\_\_ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)
- (6) The Guarantee herein contained shall not be determined or effected by liquidation or winding up or insolvency or closer of the Contractor.

- (7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.
- (8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and our guarantee shall remain in force up to \_\_\_\_\_ and unless a demand or claim under the guarantee is made on us in writing on or before \_\_\_\_\_ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, \_\_\_\_\_ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we \_\_\_\_\_ have set and subscribed our hand on this \_\_\_\_\_ day of \_\_\_\_\_.

**SIGNED, SEALED AND DELIVERED**

**WITNESS**

1) \_\_\_\_\_

\_\_\_\_\_

(Stamp of the executants)

2) \_\_\_\_\_  
(Name & address in full with  
Rubber Stamp)



## **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, B.G. for security Deposit-cum-Performance Guarantee should be executed on the Non-Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents.

The Power of Attorney is to be witnessed by two persons mentioning their full name and address.

3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Performa prescribed by the Chairman, District e-Governance Society, North 24 Parganas in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Vendor are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. for making any future queries to the Chairman, District e-Governance Society, North 24 Parganas.

## SECTION – Q

### E-OFFICE CORE ICT INFRASTRUCTURE FOR COLLECTORATE, NORTH 24 PARGANAS

NIC will install and configure application software for e-office portal, e-file server infrastructure integrated in the proposed h/w and systems s/w infrastructure, to be procured through this tender.

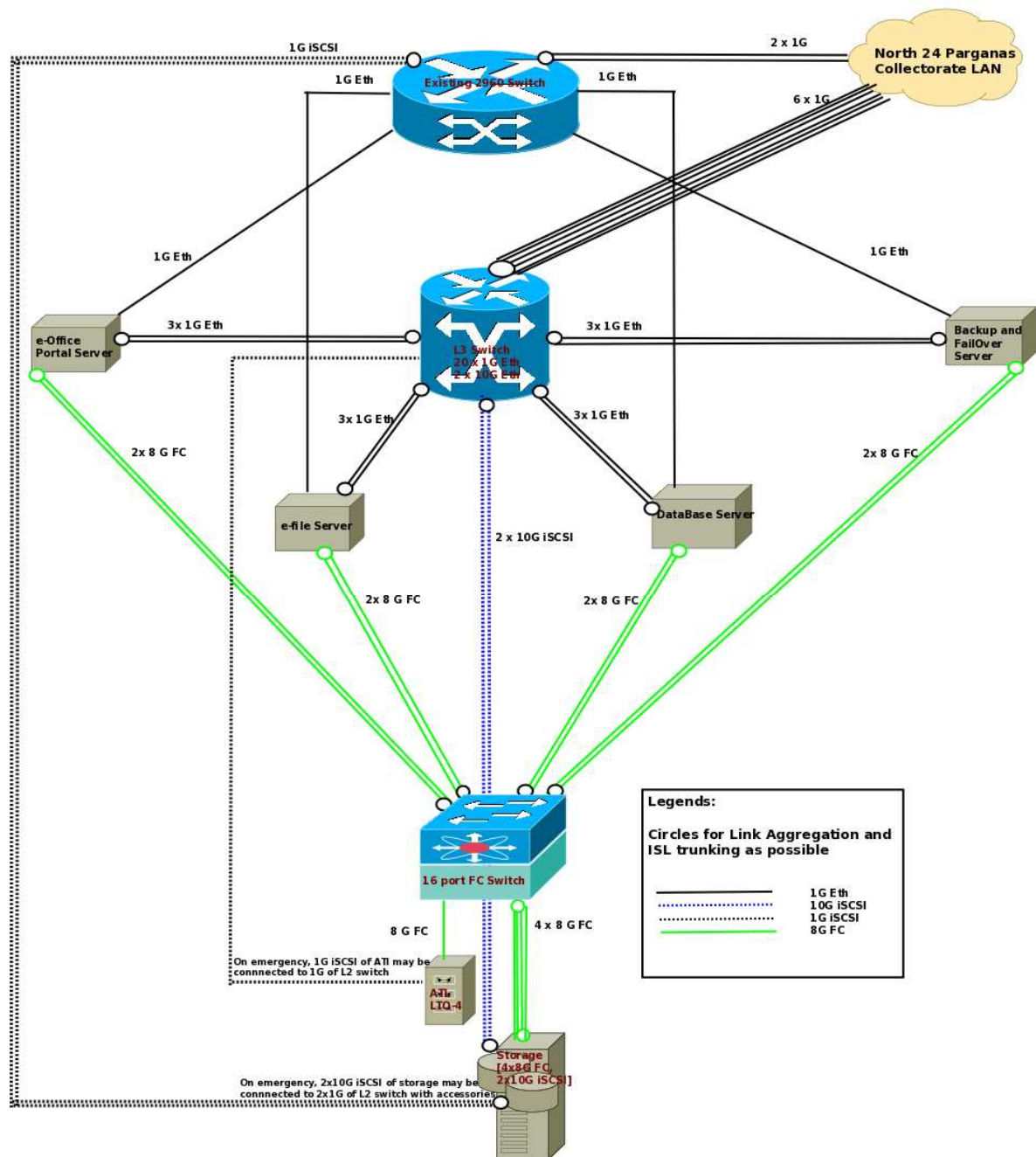
#### **A. ICT Infrastructure**

- 1. Servers :** (a) e-Office Portal Server – 1 No., (b) e-File Server – 1 No. (c) Data Base Server for e-Office – 1 No., (d) Backup and Fail-over Server – 1 No., with all LSB-4.x, EAL-4 and POSIX compliant Linux Server OS [e-Office application mandates use of RHEL 5.5 Advanced Platform, Standard (Maximum sockets of the quoted server), Source : Initial Specification from e-Office group], and related software.
- 2. Ethernet Switch :** (a) Minimum 20 x 1 Gbps on RJ-45, 2 x 10 Gbps on Fiber, L3 Switch, IPv6 capable – 1 No. (b) Existing Switch – (i) Cisco 2960 ( 24 x 10 /100 Mbps on RJ-45, 2 x 10 / 100 / 1000 Mbps on RJ-45 with RJ-45 to Fiber converter – OM3 std interfaces or Cisco 2960G (24x1 GBPS on RJ-45 and 4 nos of dual gigabit interfaces – SFP and RJ-45)
- 3. FC SAN Switch :** 16 port 8 Gbps FC switch, with all accessories ( fiber interfaces, cables and licenses)
- 4. SAN Storage :** 4 TB raw with dual active-active controller with min. 4 x 8 Gbps FC [for FC SAN Switch connectivity], min. 2 x 10 Gbps iSCSI [ for 10 Gbps Ethernet connectivity with L3 switch], with local replication and management software on Linux with licenses. [ Storage Capacity : 2TB + 2TB (local copy / clone) for 500 users in 5 years at the rate of 200 GB per 100 users in 3 years for moderate use (source : e-Office Setup.pdf)]
- 5. ATL :** Rack mountable with one LTO-5 drive, min. 10 cartridge slots, 8 Gbps FC [ to connect to SAN switch] and 1 Gbps iSCSI interface on RJ-45 [ to connect to L3 / L2 Ethernet switch] with backup software on Linux and license, and 6 nos of 1600GB/ 3200GB cartridges.
- 6. Racks & Accessories :** 2 nos of 19", industry standard, 36U, high depth (1000mm) rack each with dual power inlets with necessary power outlets to connect equipment. One will be used for housing 3 servers, SAN Switch, L3 switch, required patch panels and wire manages, 8 port IP KVM switch, 17" foldable monitor with KBD and mouse, and other to house Backup & Fail-over server, Storage, ATL, existing L2 switch, and required patch panels, and wire manages, 17" / 19" TFT monitor, KBD and mouse etc.
- 7. Installation :** Vendor is responsible for Systems Integration with the above with User Acceptance / e-Office Group Acceptance Certificate.
- 8. Warranty :** Vendor is responsible for 3 years comprehensive, on-site with all hardware, firmware, utility, and system tools, and associated applicable upgrades from the date of User Acceptance Certificate and additional 2 years warranty after 3 years of warranty, or as applicable in the purchase policy of the User / Department.

#### **B. Basis of Core ICT Infrastructure for e-Office**

- 1. Failure of Servers :** (Ref. A-1 above) – Failure of any one or more of A-1(a),(b),(c) will need manual intervention to server from A-1(d) for all services, with reduced performance.

2. **Failure of Ethernet Switch** : (Ref. A-2 above) – Failure of A-2(a) will be taken care of by A-2(b) with reduced performance.
3. **Failure of SAN Switch** : (Ref. A-3 above) – Failure of A-3 will be taken care by iSCSI links through L3 switch.
4. **Failure of SAN Storage** : (Ref. A-4 above) – Failure of one storage controller will be taken care of by the other active one, each storage enclosure is equipped with dual paths. Failure of both the controllers necessitates required replacements and restoration from backed up LTO-5 tapes.
5. **Site Preparation** : Civil, electrical ( UPS, PAC / CAC, Fire Control, Rodent / Pest Control, Water leakage monitoring, Building Management system with access control etc. ) supply and works may be considered by the user / concerned authority.
6. **PCs and Peripherals** : PCs and required peripherals ( scanner, printer etc.) are not included.
7. **Anti-Virus Software** : Anti-virus software and associated licenses are not included.



North 24 Parganas e-office core ICT diagram

## **C. Minimum Guiding Specifications for Centralised ICT for e-Office**

### **C.1 Generic Notes on Minimum Guiding Specification**

- C.1.0 Specifications against each component / item / utility / work are the minimum guiding ones. Equipment / system / service is considered to be compliant with the specifications if it meets all the minimum guiding specifications. Equipment / system may have higher capability, interfaces or can integrate with higher nos. of components.
- C.1.1 Bidder has to fill the specification tables as formatted. Reference to claims of compliance with the minimum guiding specifications has to be stated as asked, mentioning section / page / para etc. of the published documents of the OEM / Evaluation Authority as applicable, in the specified format, failure of which will be considered as non-compliant to that parameter .
- C.1.2 Bidder may apply justification while choosing nos of components, as different components may have different loading factors with evaluation software etc. For storage and network systems, all the minimum nos of ports / interfaces, asked for, must be activated ones.

### **C.2 Notes on Minimum Guiding Specification**

#### **C.2.1 Note on Specifications for e-Office DB , Portal, e-File and Backup-Failover Servers HW**

Quoted processor must have higher clock frequency, in the family, with multi-processor compatibility. Maximum no. of threads per core / processor may be opted for. Maximum cache ( L1, L2, L3 – wherever applicable) for processor may be opted. All these may have implication on average of SPECInt\_rate2006 and SPECfp\_rate2006, to minimally satisfy the required value.

#### **C.2.2 Note on Specifications for Storage & Backup Devices HW**

Global Hot Spare disk should be available , with same specification as other disks, and should be in excess of required raw storage capacity. Storage and Backup management software may preferably run on Linux . SAN based backup may be chosen.

#### **C.2.3 Note on Specifications for Switching System**

All ports of the SAN switch should have required licenses ( if any), and to be fitted with compatible interface modules to connect to servers, storage, ATL. 10G iSCSI ports should also be fitted with compatible modules to connect to 10Gbps Ethernet ports of the quoted switch.

#### **C.2.4 Note on Specifications for Operating System SW**

Operating System must conform to LSB-4.0, POSIX standards and EAL-4 or higher. Implementation of e-Office mandates use of RHEL 5.5 Advanced Platform, Standard (Maximum sockets of the quoted server).

#### **C.2.5 Note on Specifications for ORDBMS SW**

Latest PostgreSQL, as available in the quoted OS, with administration kit.

#### **C.2.6 Note on Specifications for e-Office Portal SW**

Apache, ZOPE application server with ZOPE-DB and with ZEO architecture.

### **C.2.7 Note on Specifications for e-File SW**

Apache, Tomcat application server.

### **C.2.8 Note on Specifications for Racks**

Industry standard, high depth server racks, with air circulation mechanism front to rear and from bottom to top. One server rack must be equipped with 16-port IP KVM switch with 1U KBD & mouse and fold-able, sliding 17" wide TFT monitor, with all other accessories. Rack must have power distribution from inlet of 2 different sources. Output sockets must be compatible with equipment inlet ones. Each equipment must be fed power from these 2 different sources, where ever applicable. Bidder must express gross weight (rack and equipment in the rack ) of rack, and floor area coverage. Bidder may note that, equipment may be fitted in the racks at the place of installation. User / Department may consult building maintenance authority for acceptance of gross weight (rack and equipment in the rack) of the rack.

### **C.2.9 Note on Specifications for HVAC requirement**

Vendor must mention max. power requirement on full load of all equipment, and environmental conditions (e.g. temperature, humidity etc.). user / Department may implement as required.

### **C.2.10 Note on Specifications for Surveillance System for Core ICT**

Physical security, as applicable, may be decided by the Department.

### **C.2.11 Note on Specifications for LAN infrastructure for Core ICT Equipment**

Required accessories ( patch panel, wire manages for CAT-6 and accessories for fiber cable routing ) should be quoted by the bidder.

### **C.2.12 Detailed Bill-of-Material:**

After specification of each category of items, detailed BOM must be furnished, in tabular format, with table header mentioning the item name with quantity and each row as a single sub-component with columns within as (a) Sl. no (b) Sub-component description, (c) Sub-component specification in brief (d) part-no (e) reference (must be hyperlinked in soft-copy) to specification doc- Pg no , Para No, and clause , (f) reference to minimum guiding spec parameter (if any), (g) quantity / license nos, (h) bidder's judgment for the requirements of the solution , (i) Evaluation by department etc.

### **C.2.13 Evaluation Criteria**

Financial Solvency, past performance, Technical Evaluation & Financial bid may be taken into consideration for evaluation. However this may be taken up by the Department for finalization, according to the respective purchase policy / guideline. Only RoHS compliance has been asked for, among different environment / energy standards. Department may ask for compliance with other energy / emission standard, and allocate credit thereon.

## **C.3 Minimum Guiding Specifications for Servers HW**

### **C.3.1 e-Office Portal, e-file, RDBMS and Backup-Failover Server HW: [Quantity : 4]**

### C.3.1.1 Server HW & OS with accessories: Minimum Guiding Specification

**Table-1**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/ Para No. of Bid – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Processor	Make & Model, 2 Physical Processors, Nos. of Cores / Processor, Nos. of Threads / Core i.e. in total P / C / T				
1.1		64 Bit architecture for all cores (if any) and all processors, supporting x86 architecture				
1.2		Proc Feeq. (in GHz), Proc. Freq. Boost (if any - in MHz)				
1.3		L1 cache (I , D), L2 cache (I, D, Comb.), L3 cache (I, D, Comb.) all in MiB				
1.4		Max. Processor-Memory transport : Bye / transfer , Transfer / Sec, Bandwidth				
1.5		Max. Processor-I/O transport : Bye / transfer , Transfer / Sec, Bandwidth				
2	Average SPEC-CPU2006 Rates	SPECPU2006 (1.1) Rates : Average of SPECint_rate2006 and SPECfp_rate2006 >=250 +/- 10				
3	Memory	Mem >= 48 GB, ECC / Equivalent, DDR3 Type , DDR Freq (mention)				
3.1	Max. memory possible on quoted config, after full expansion.	128 GB				
3.2	Additional memory	Mem >= 48 GB, ECC / Equivalent, DDR3 Type , DDR Freq (mention)				
4	VGA & Others	Separate VGA Mem >= 8MB & VGA Mem Type, 1 KBD Port Type, 1 Mouse Port Type, nos. of USB				

		Port & Type				
5	RAID	Controller configured for dual-ported SAS drives, each with 512 MB battery backup cache, supporting RAID-0,1,10 supporting hot-swap & hot-spare devices				
6	Hot-swap , small form factor SAS drives	Min. 2 nos, 15K rpm, dual ported SAS, 2.5", min. 6 Gbps max transfer rate each, min 146 GB raw capacity each, to be configured with RAID-1				
7	SAS Casing	Min 4 , 2.5", hot-swap, dual ported casing				
8	DVD-DL RW	DVD-DL RW				
9	FC-HBA	FC-HBA with 2 ports (8, 4 Gbps) each with fiber patch cord and module accessories				
10	Ethernet	Min. 4 nos of 10/100/1000 Mbps, Ethernet on RJ-45 capable of transporting Ethernet and iSCSI				
11	Free slot for adapters	Min. 2 nos. (preferably PCI-Express) – Mention type and parameter				
12	Server Environment, Management	Interfaces / utilities for power, temperature, predictive component failure status etc in SNMPv3 / RMON / Equiv. compatible with ICT Monitoring				
13	Power Supply ( per server / per enclosure )	Min. 2 nos. of hot-swap power-supply, Watt of each > fully configured and all components working requirements				
14	OS with DVD media for SW, Manual and other utilities ( as applicable) [e-Office application mandates use of RHEL 5.5 Advanced Platform, Standard (Maximum	LSB-4.0 , latest POSIX & EAL-4 or higher compliant OS: OS & Ver, Kernel Ver, Lic. (if any) etc.				

	sockets of the quoted server)					
15	Form factor	Form factor : Rack mountable				
16	Other component / utility /software	Specify & quote , as necessary to achieve solution				
17	RoHS	Compliance and level of compliance				
28	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
19	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after warranty as in sl. 18				

### C.3.1.2 Servers for e-Office Portal, e-File, RDBMS, Backup-Failover HW & OS with accessories:

Provide Detailed BoM here [ as per sec. C.2.12 ]

### C.3.2 Storage & Network Specification

**Tabl-2**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg /Para No. of Bid – by the Bidder)	Examine Config ( <u>H</u> igher / <u>E</u> qual / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance ( <u>Y</u> es / <u>N</u> o ) by the department
1	Storage Net Switching Device [ Qty: 1 ]	Make & Model				
1.1	Generic	1U, Rack mountable SAN switch, 16 FC ports, fan, redundant hot-swap power supplies.				
1.2	Embedded OS	Fabric OS – 6.2 & E-OS compatible or equivalent or higher (mention)				
1.3	Interfaces with all modules.	Hot plug-able non-blocking Fiber duplex Ports >=16 : Min. (1) 16 nos of 8 Gbps FC ports [ with lic. - if any – for all ports ] (2) Integrated (min.) 1G Eth and serial port ( preferable) (3) FC ports configurable connect to storage, backup , servers and for ISL				
1.4	Port Type Support	F_port, FL_Port, E_Port, Ex_Port, Mirror Port, Virtualisation (if any) on E_Port etc.				
1.5	Features	Supported Features :				



		(1)Auto sensing, (2)Zoning, (3) non-disruptive firmware upgrade (4) ent-to-end performance monitoring (5) POST and on-line diagnostics (6) capability to interface , SAN switch, HBA, Storage, ATL from multiple OEM and supporting multiple operating system, (7) Security for hardware-enforced zoning, (8) Policy based security and centralised fabric management, (9)Secure Access, (1) Support for FC based authentication (10) support for SSH, SNMP, (11) Port Binding, (12) Port Masking, (13) ISL trunking, (14) Multipath (15) support for dynamic load balancing of links with no overhead etc.				
1.6	Management	SSH, HTTP / HTTPS, SNMPv3, Telnet, SMI-S, LDAP, Port binding, switch binding, on-line diagnostics & monitoring for ports & paths				
1.7	Accessories	All compatible cables ( 5 M), modules as applicable				
1.7	RoHS	Compliance with level of compliance				
1.8	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
1.9	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after warranty as in sl. 1.8				
1.10	Storage & Net Switching Device with accessories : Provide Detailed BoM [ as per sec. C.2.12 ]					

**Table-3**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg /Para No. of Bid – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance ( Yes / No ) by the department
2	Storage Device [ Qty : 1]	Make, Model				
2.1	Interfaces	Min. (1) 8 Gbps FC host port >=4 (2) 10G iSCSI ports >=2 with compatible cables to connect to Ethernet switch				
2.2	Controller	Dual Active controller with minimum 4 GB memory per				

		controller(preferable), supporting RAID-0,1,10,5,6				
2.3	Max nos of Disks	Max. nos of FC disks supported >= 100 Max. partition sported >=128, Support for FC and SATA disks				
2.4	Nos. of Disks & Capacity	8x 600 GB dual-ported, hot-swap FC disk, 15K rpm, and one Global Hot Spare Disk of same specification.				
2.5	Std. compliance	SNIA / SMI-S compliance				
2.6	Power & Cooling	Power supply & Fans : dual redundant, hot-swap				
2.7	Features	Custom LUN, remote mirror to multi LUN, hot-spare disks, volume copy, point-in-time copy, dynamic volume expansion, multipath, zoning, cloning, synchronous / asynchronous block replication, web based management, and associated licenses.				
2.8	RoHS	Compliance and level of compliance				
2.9	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
2.10	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after warranty as in sl. 2.9				
2.11	Storage Device with accessories : Provide Detailed BoM [ as per sec. C.2.12 ]					

**Table-4**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specificatio n (Quoted / Applicable – by the Bidder)	Reference (Section/Pg /Para No. of Bid – by the Bidder)	Examine Config ( <u>H</u> igher / <u>E</u> qual / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance ( <u>Y</u> es / <u>N</u> o ) by the department
3	Backup Device (Tape Library) [ Qty: 1 ]	Make & Model				
3.1	Drives	Rack mountable with 1 tape drive of LTO-Ultrium-5 or equivalent, FC interface , and (min.) 1Gbps Eth				
3.2	Tapes	6 nos of Ultrium-5, each 1600GB uncompressed, Max. no. of cartridges 10, 1 cleaning cartridges				
3.3	Features	Encryption, path-fail-over, web based management				
3.4	Power & Cooling	Dual hot-swap power supply, and fans				
3.5	Backup sw and	FC based Back-up SW and				

	licenses	licenses ( mention )				
3.6	Other component / utility /software	Specify & quote , as necessary to achieve solution				
3.7	RoHS	Compliance and level of compliance				
3.8	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
3.9	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after warranty as in sl. 3.8				
3.10	Backup Device with accessories : Provide Detailed BoM [ as per sec. C.2.12 ]					

**Table-5**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg /Para No. of Bid – by the Bidder)	Examine Config ( <u>H</u> igher / <u>E</u> qual / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance ( <u>Y</u> es / <u>N</u> o ) by the department
4	Layer-3 Ethernet Switch [ Qty: 1]	Make & Model				
4.1	Generic	Rack mountable, Layer-3, 20 x 1 Gbps on RJ-45 and 2 x 10Gbps full-duplex Ethernet port., 10G ports should have compatible interfaces and modules to connect to 10G iSCSI port of the storage. Redundant hot-swap power supplies.				
4.2	Switching capacity	Non-blocking, full duplex on all ports with all quoted features and functionality. Switching Fabric capacity > 88 Gbps				
4.3	IP Std.	IPv6 capable				
4.4	Routing Protocols	On all ports - Static, RIPv2 or higher				
4.5	Brief list of Protocols	IEEE 802.1s, 802.1w 802.1x, 802.3ad, 802.1ae, 802.1D, 802.1p, 802.1Q, 802.3au, 802.3ab, 802.3ae etc.				
4.5	Management	RMON-I,II, SNMPv2 SNMPv3, Web Interface etc.				
4.6	RoHS	Compliance and level of compliance				
4.7	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
4.8	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after				

	warranty as in sl. 4.7				
4.9	Layer-3 Ethernet Switch : Provide Detailed BoM [ as per sec. C.2.12 ]				

**Table-6**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg /Para No. of Bid – by the Bidder)	Examine Config ( <u>H</u> igher / <u>E</u> qual / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance ( <u>Y</u> es / <u>N</u> o ) by the department
5	19", 42U High Depth Server Rack & Accessories [ Qty: 2]	Make & Model				
5.1	Generic	19", 42U, high depth (1000 mm) industry standard rack with accessories				
5.2	Power sockets	Dual power inlets, with sufficient nos. of compatible sockets to power servers, switches, ATL etc.				
5.3	Patch panel & Wire Manages	Patch panel, wire-manages,				
5.6	Patch cords	CAT-6 moulded patch cord with gold plated RJ-45 connectors to connect equipment				
5.7	IP KVM Switch	16 port IP KVM Switch with all cables , accessories, and SW				
5.8	KVM Monitor	17" foldable, rack mount, TFT with KBD mouse (1U) [ <u>Qty : One</u> ]				
5.9	Door & Fans	Perforated front door, with lock and key arrangement, sufficient nos of fans etc.				
5.6	Addition Trays	2 trays				
5.7	RoHS	Compliance and level of compliance				
5.8	Warranty	3 years, on-site, comprehensive (firmware, utility, component) after User Acceptance Certificate				
5.9	Additional Warranty	2 years, on-site, comprehensive (firmware, utility, component) after warranty as in sl. 5.9				
5.10	Rack, IP KVM & Accessories : Provide Detailed BoM [ as per sec. C.2.12 ]					

### C.3.3 Integration with Software

Table-7

Sl. No.	Software (SW) on CD / DVD media	Acceptance by the bidder [ Bidder has to obtain User Acceptance Certificate after integration ] ( Yes / No )	Judgment on Acceptance ( <u>Yes / No</u> ) by the Department
1	ZOPE, ZEO, ZOPE-DB, Apache on Linux for e-Office Portal Server	<i>Equal as above for the open-source software and associated integration work</i>	
2.	Apache, Tomcat etc. on Linux for e-File Server	-- do --	
3.	PostgreSQL on Linux for RDBMS Server	-- do --	
4.	Apache, Tomcat, ZOPE, ZOPE-DB, ZEO, PostgreSQL, Storage Management and Backup Management SW	-- do --	

### Other Requirements

1. All software to be provided with appropriate media.
2. Only First Year Support (SUL&PS) will be part of the procurement.
3. Selected Vendor to provide Manpower support at user site for installation, maintenance and tuning of Database and Web logic Suite.

### Placement of Infrastructure

As per BoM

## **SECTION – R**

### **ROLE OF SYSTEM INTEGRATOR**

1. System Integrator (SI) who would be responsible for supply, installation, implementation and maintenance of all systems and network requirements including cabling etc. SI should also implement utility powering infrastructure for powering computing items, along with earth-in, as necessary. SI also will provide HVAC and alternate power (Department supply.) requirements for the computing infrastructure to the e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas.
2. The SI should place engineers on call basis for regular upkeep of the systems and all peripherals.
3. As a part of selection of SI, a Service Level Agreement (SLA) with the prospective SI is a must, broad guidelines of which are narrated throughout the document. Nitty-gritty of services, processes of availing such services, record-keeping of quality and timeliness of such services / processes and related tangible penalties, and other related clauses will be drawn in the SLA between the prospective SI and the e-Office Core ICT Infrastructure, Collectorate, North 24 Parganas, and that agreement will be binding on both.
4. After selection of the SI, all agreements may be done the Chairman, District e-Governance Society, North 24 Parganas and the selected SI.
5. If need be, a consulting agency, other than SI, may be involved for the purpose.