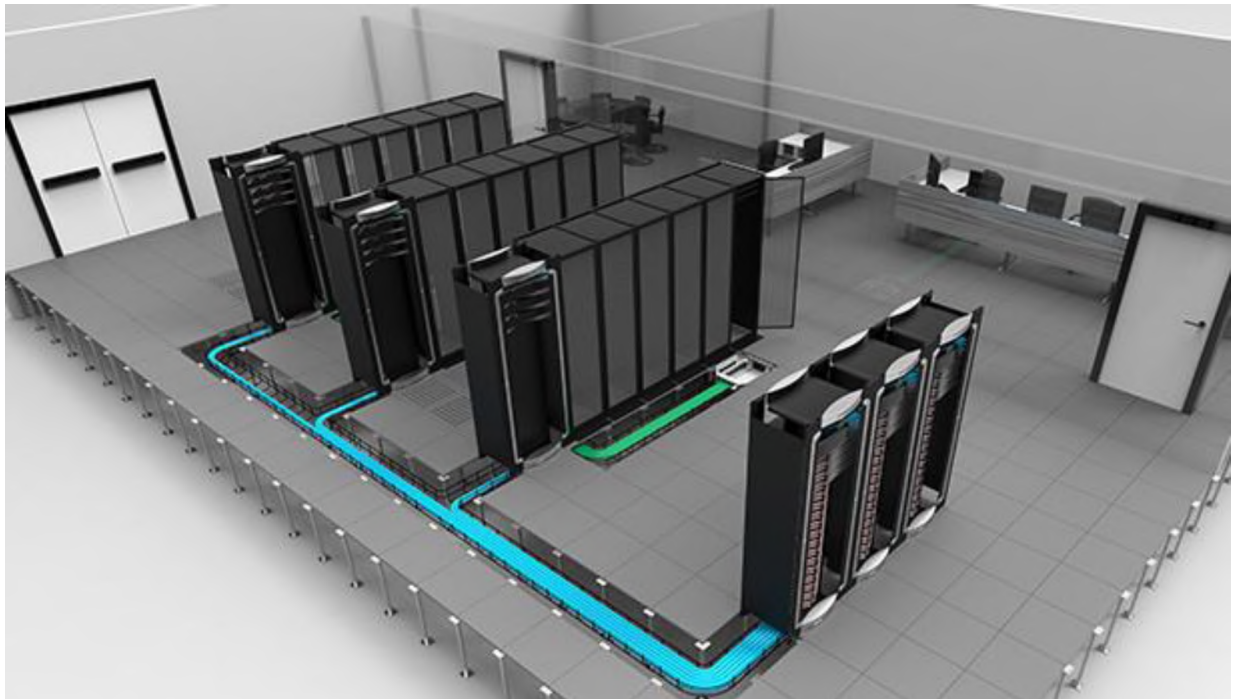


Request for Proposal
For Design, Supply, Installation, Commissioning, and
Operations & Maintenance of the State Data Centre Phase II
Puducherry



VOLUME I

ISSUED BY

Puducherry e-Governance Society (PeGS)

Puducherry

RFP NO: 261/PYSDC Phase II/RFP/2018

Dated: 05/04/2018

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Glossary

S.No.	Abbreviation	Full form
1	AMC	Annual Maintenance Cost
2	BMS	Building Management System
3	BOM	Bill of Material
4	BS	British Standards
5	CAPEX	Capital Expenditure
6	CCTV	Closed Circuit Television
7	CMMI	Capability Maturity Model Integration
8	Con	Consultant
9	CSC	Common Service Centre
10	DBA	Data Base Administrator
11	DCO	Data Centre Operator
12	DIT	Department of Information Technology
13	DMZ	De-Militarized Zone
14	DNS	Domain Name System
15	DPR	Detailed Project Report
16	DVR	Digital Video Recorder
17	EMD	Earnest Money Deposit
18	EMS	Enterprise Management System
19	FAT	Final Acceptance Test
20	G2B	Government to Business
21	G2C	Government to Citizen
22	G2G	Government to Government
23	GOI	Government of India
24	GOT	Government Operation Team
25	GOP	Government of Puducherry
26	HSSD	High Sensitivity Smoke Detection Systems
27	HVAC	Heating Ventilation and Air Conditioning
28	ICOM	Implementation Committee
29	ICT	Information & Communications Technology
30	IDC	Internet Data Centre
31	IDE	Integrated Development Environment
32	IP	Internet Protocol
33	IPS	Intrusion Prevention System
34	IPSEC	Internet protocol security
35	ISO	International Organization for Standardization
36	ISP	Internet Service Provider
37	ITD	IT division
38	ITIL	Information Technology Infrastructure Library
39	LAN	Local Area Network
40	LD	Liquidity Damages
41	LDAP	Lightweight Directory Access Protocol
42	LUN	Logical Unit Number
43	MIS	Management Information System

S.No.	Abbreviation	Full form
44	MoU	Memorandum Of Understanding
45	NAS	Network Attached Storage
46	NeGP	National e-Governance Plan
47	NIC	National Informatics Centre
48	NMS	Network Management System
49	OEM	Original Equipment Manufacturer
50	OPEX	Operating Expense
51	OS	Operating System
52	PBC	Pre-Bid Conference
53	PDA	Personal Digital assistant
54	PeGS	Puducherry eGovernance Society
55	PSWAN	Puducherry SWAN
56	QGR	Quarterly Gross Revenue
57	RAID	Redundant Array of Inexpensive Disks
58	RFP	Request for Proposal
59	SAN	Storage Area Networks
60	SDC	State Data Centre
61	SDD	Software Design Document
62	SHQ	State Head Quarters
63	SI	System Integrator
64	SIA	State Implementation Agency
65	SLA	Service Level Agreement
66	SMTP	Simple Mail Transfer Protocol
67	SNMP	Simple Network Management Protocol
68	SOAP	Simple Object Access Protocol
69	SPoC	Single point of contact
70	SPV	Special Purpose Vehicle
71	SQL	Structured Query Language
72	SRS	Software Requirement Specification
73	SSL	Secure sockets layer
74	SWAN	State Wide Area Network
75	SWO	SWAN Operator
76	TIA	Telecommunications Industry Association
77	TPA	Third Party Agency
78	UAT	User Acceptance Testing
79	UD	User Department
80	UPS	Uninterruptible Power Supply
81	VB	Visual Basic
82	VESDA	Very Early Smoke Detection Apparatus
83	VLAN	Virtual LAN
84	VPN	Virtual Private Network
85	WAN	Wide Area Network
86	XML	Extensible Markup Language

1 Section I - Invitation to Bidders/Important dates

The invitation to bid is for “Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II for a period of five years from the date of acceptance of the Data Centre”. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses for all communication.

1.1 Issuer

Puducherry eGovernance Society [**PeGS**] a society under
Directorate of Information Technology
Puducherry

1.2 Contact Person

Director – IT / Convenor [PeGS]

1.3 About The RFP Document

The Request for Proposal (RFP) document for Puducherry SDC Phase II project consists of 2 volumes viz.

RFP Volume I – Commercial Terms & Bid Process

- Section I – Invitation to Bidders/Important dates
- Section II – Eligibility Criteria
- Section III – Project Profile
- Section IV – Scope of Work
- Section V – Service Level Agreement
- Section VI – Instruction to Bidders
- Section VII – General Conditions of Contract
- Section VIII – Form at for Pre-Qualification Bid
- Section IX – Form at for Technical Bid
- Section X – Form at for Commercial Bid

RFP Volume II – Functional & Technical Specifications

- Section I – Technical Requirements
- Section II – Technical Specifications
- Section III – Compliance to Specifications
- Section IV – Instructions for Furnishing Bank Guarantee
- Section V – Proforma for Performance Bank Guarantee

1.4 Key Events & Dates

Event	Target Date
Non-Refundable tender cost	Rs.5,000/- Dem and draft/bankers pay order from a scheduled bank, drawn in favor of Puducherry eGovernance Society, Payable at Puducherry.
Sale of tender	05/04/2018
Earnest Money Deposit (EMD)	Rs. 4,00,000/- in the form of Dem and Draft in favor of Convenor, Puducherry eGovernance Society (PeGS) payable at Puducherry from a nationalized / scheduled bank.
Date and Time for Pre- Bid Conference	16/04/2018
Last date to send in requests for clarifications on the tender	13/04/2018
Last date for submission of bids	04/05/2018
Opening of Pre-qualification bids	04/05/2018
Presentation on technical bid by short-listed bidders, if required	To Be Declared Later
Declaration of short-list of bidders for commercial bid	To Be Declared Later
Opening of commercial bids	To Be Declared Later
Language of the Bid	This bid should be filled in English language only. If any supporting documents are to be submitted, in any other language other than English, then translation of the same in English language attested by the bidder should be attached.
e-Procurement, Puducherry	e- Procurement Cell, 3 rd Floor, Chief Secretariat, Puducherry-605 001 Tel: 0413-2220225 24x7 support: 0120- 4200462, 0120-4001002

1.5 Procurement of RFP Document

The RFP document can be downloaded from the website <http://pudutenders.gov.in/> free of cost. However in such cases also bidder must pay document cost before the DATE and TIME fixed for bid submission. Failure to pay Bid Document cost will make bidder ineligible for participating in Bid process. Interested bidders may obtain complete set of bid document from the office of the SIA

(State Implementation Agency) address mentioned in section 1.1, Volume I, of this RFP during the office hours on all working days from 05.04.2018 to 12.04.2018 on submission of an application with payment of the non refundable fee of Rs. 5, 000/- (Rupees Ten Thousand Only). This fee shall be paid through Demand draft/bankers pay order of any nationalized / scheduled / commercial bank located in India, payable at Puducherry, drawn in favour of "Convenor, Puducherry eGovernance Society (PeGS) payable at Puducherry".

1.6 Pre Bid Conference

The SIA (State Implementing Agency) shall organize a Pre Bid Conference on the scheduled date and time in the Directorate of Information Technology, Puducherry. **The SIA may incorporate any changes in the RFP based on acceptable suggestions received during the interactive Pre Bid Conference. The decision of the SIA regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.** The prospective bidders shall submit their questions in writing not later than Date and Time indicated under section 1.4 above. It may not be possible at the Pre Bid Conference to answer questions which are received late. However, prospective bidders are free to raise their queries during the meeting and responses will be conveyed to all the prospective bidders (by way of hosting amendments/ clarifications on the website i.e. at <http://pudutenders.gov.in/>) in accordance with the respective clauses of the RFP within 7 working days of completion of the Pre Bid Conference and no participant would be intimated individually about the response of the SIA. **Only those prospective Bidders who have purchased the bid document shall be permitted to take part in the deliberations during Pre Bid Conference. The prospective participants have to inform the SIA on the mail id mentioned in section 1.8 of RFP Volume I for attending the pre-bid conference.**

1.7 Amendment of RFP Document

At any time till 7 days before the deadline for submission of bids, the SIA may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment. All the amendments made in the document would be published in the website of <http://pudutenders.gov.in>. All prospective participants who have paid the fee of Rs. 5, 000/- shall be intimated of the amendment in writing by e-mail or fax but the SIA would not be responsible if the bidders do not get the individual intimates of such amendments. All such amendments shall be binding on all the bidders. **The bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates.** The SIA also reserves the rights to amend the dates mentioned in clause 1.4 of this volume for bid process.

1.8 Venue and Deadline for submission of Proposal

Proposals for Puducherry SDC Phase II Project must be uploaded in the <https://pudutenders.gov.in> portal and a hardcopy of the technical bid must be submitted at the address specified below not later than dates specified in Section 1.4 of this volume

Director / Convenor
Puducherry eGovernance Society [PeGS]
Directorate of Information Technology
Puducherry eGovernance Society

505, Kamaraj Salai, Saram
Puducherry-605013
Mail ID: dit.pon@nic.in

Any proposal received by the SIA after the deadline for submission of proposals mentioned in Section 1.4 above will be summarily rejected and returned unopened to the Bidder. SIA shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

2 Section II – Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the Data Centre Phase II and support services sought by the Puducherry eGovernance Society [PeGS], for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document.

The invitation to bid is open to all bidders who qualify the eligibility criteria as given below ;

S.No	Clause	Documents required
1.	The Bidder should be a company registered under company's acts 1956 / 2013 in India and should be operational for last three audited financial years as on 31.03.2017.	• Copy of Certificate of Incorporation / Registration under relevant acts in India
2.	Bidder should be an established Information Technology Company/ IT System Integrator and should have been in the business for a period exceeding three years as on 31.12.2017.	Relevant work Orders (LOA/ Contract), Agreement confirming year and area of activity. Memorandum and Articles of Associations.
3.	Bidder must have valid ISO 9001:2008 certification as on 31-12-2017.	Copy of valid certificate on the date of submission of the Bid
4.	The bidder should have commissioned and installed at least one Data center project that meets all the below mentioned requirements during the last three (3) years: 2014-2015, 2015-2016, and 2016-2017. - An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 5 crore. - Data center with minimum 600sqft (server farm area) shall be considered. - Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered. - ISO 27001 certification Note: - Bidder's captive data centers shall not be considered.	Copy of work order / client certificates For Internet Data Center (IDC) bidder, Certificate from Company Secretary confirming the order value/cost. - Valid Certification (IDC bidder shall also submit customer work orders) - Phase Completion certificate / Certificate from company secretary mentioning the server farm area in sq.ft. - Valid Copy of ISO Certificate
5.	The bidder should have experience in providing Facility management services to at least one data	Copy of work order / client certificates.

S.No	Clause	Documentsrequired
	center, for the last three years i.e. 2014-2015, 2015-16 & 2016-17 Note: o Bidder's captive data centers shall not be considered.	
6.	The bidder should have positive net worth and a turnover of more than Rs. 10 crores for each of the last three Financial Year ending on 31.3.2017.	Statutory Auditor certificate for Net-worth. Copy of the audited profit and loss account of the company showing turnover of the company for last three years.
7.	The bidder must have on its roll at least 30 technically qualified professionals in, networking, systems integration, and prior experience in providing the Data Center Infrastructure maintenance services as on 31-12-2017 .	Certificate from bidders HR Department for number of Technically qualified professionals employed by the company.
8.	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 4,00,000/-	The EMD should be denominated in Indian Rupees, and should be in the form of Demand Draft in favor of Convenor, Puducherry eGovernance Society (PeGS) payable at Puducherry from a nationalized / scheduled bank.
9.	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies / PSUs.	Self-Declaration by the authorized signatory of the Bidder.
10.	The bidder should submit valid letter from the OEMs confirming following: • Authorization for bidder • Confirm that the products quoted are not end of life products • Undertake that the support including spares, patches for the quoted products shall be available for minimum 6 years from the date GO-LIVE	Bidder has to submit the MAF for all the components listed in the Bill of Material in Section 1.2 of RFP Vol II.

3 Section III – Project Profile

3.1 Puducherry State Data Centre Overview

The State Data Centre (SDC) has been identified as one of the important element of the core infrastructure for supporting e-Governance initiatives of National e-Governance Plan (NeGP) in all the states. As a part of the process a Detailed Project Report (DPR) was created. The DPR has the information about the architecture, IT & Security Policies, Services offerings etc. A Project Management Consultant was appointed to assist the Government for the Preparation of the DPR, RFP and selection of the Data Center Operator. The Data Center Operator is responsible for the Design, Supply, Implementation, Testing, Commissioning and O&M and Knowledge transfer of the State Data Center.

In reference to the guidelines of DIT for State Data Centre, Government of Puducherry had implemented a State Data Center. Puducherry State Data Centre (PYSDC) is envisaged to provide consolidated services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. All the line departments from Puducherry are leveraging the services of SDC infrastructure space to house ICT assets within the state in an environment that meets the need for reliability, availability, scalability, security and interoperability.

PYSDC phase II shall aim at providing various functionalities such as Central Repository of the UT, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service for the users. These are some of the functionalities envisaged at the PYSDC Phase II.

PYSDC phase II will act as a mediator and convergence point between open unsecured public domain and sensitive government environment. It will enable various departments to host their services/applications on a common infrastructure leading to ease of integration and efficient management, ensuring that computing resources and the support connectivity infrastructure (PSWAN/NKN) is adequately and optimally used. The PYSDC II will be equipped to host / co-locate systems (e.g. Web Servers, Application Servers, Database Servers, SAN, etc.) to host applications at the PYSDC II to use the centralized computing power. The centralized computers/Servers will be used to host multiple applications. PYSDC II will have high availability, centralized authenticating system to authenticate the users to access their respective systems depending on the authentication matrix.

The Union Territory (UT) of Puducherry has already developed most of their eGovernance applications and some of the applications are in the pipeline for development. The details of applications are covered in “**Application Hosting Plan**”.

- a) Executive Summary provides a background of PYSDC and role of the consultant appointed by the UT in SDC project.
- b) Project Overview provides UT specific information such as the background work done by the UT in respect of SDC, Appointment of State Implementation Agency, Implementation model selected by the UT and the applications identified for hosting.
- c) Project Plan provides the project plan for implementation of the SDC.
- d) Design Consideration for the SDC provides the proposed SDC phase II design considerations, UT's DR requirements and other technical requirements.
- e) Commercial Proposal provides the CAPEX and OPEX of the SDC for infrastructure and facilities

3.2 Puducherry SDC- II

Government of Puducherry has already implemented the State Data Center phase I. The Government of Puducherry is already in the process of migrating all the applications of the UT into Puducherry eGovernance Society

the Meghraj Cloud, except CCTNS and e-District applications, since the current contract for those two applications are valid till next two years. As part of the CCTNS and e-district project the department had already procured the server infrastructures, software licenses etc. also contract and warranty for those applications and infrastructures are valid for next two years. Considering those parameters it was decided by the UT's administration that except CCTNS and e-district applications all the other applications has to be migrated to the Cloud. CCTNS and e-district applications shall be migrated to the cloud once the existing contract is over or once the application is ready to migrate to the cloud. The UT decided to revamp the existing SDC with the bare minimum infrastructure to maintain the two applications and archival storage. The existing SDC shall act as a data archival center for all the applications hosted in the public cloud.

The Government of Puducherry had decided to migrate all the UT's applications into the Meghraj cloud for the following reasons:

1. Most of the existing infrastructures have reached the 'End -of-Life' and 'End-of-Support' from the OEMs.
2. The existing IT / Non-IT infrastructure has reached its maximum capacity & hence puts a barrier for infrastructure scalability
3. The facility management services carried out by Data Centre Operator (DCO) has also come to an end
4. The Existing infrastructure are utilized fully and there is no provision for the hosting of new application

The proposed phase II of the State Data Centre in Puducherry Administration shall act as a Data archival center as well as the Datacenter for the CCTNS and e-District applications.

4 As-Is SDC Infrastructure details

4.1 Stakeholder details

- **State Implementation Agency**
 - **PeGS (Puducherry eGovernance Society)** is the State implementation agency for PYSDC.
- **Nodal officer for PYSDC: Member Secretary, PeGS**
 - The State Implementation Agency is in the process of opening a separate Bank Account for this purpose.

Data Center Operator: The SDC phase I is being operated by a Data center Operator with an extended contract. The Contract extension for the phase I Data Center Operator will end once the new DCO for the Phase II comes in.

4.2 Existing SDC setup details

4.2.1 State Data Center details

- The SDC site is on 2nd Floor, PIPDIC Technopolis Building, Next to Puducherry Engineering College Campus (PEC), Pillaichavadi, Puducherry- 605014. The total available space at the SDC site is given below;

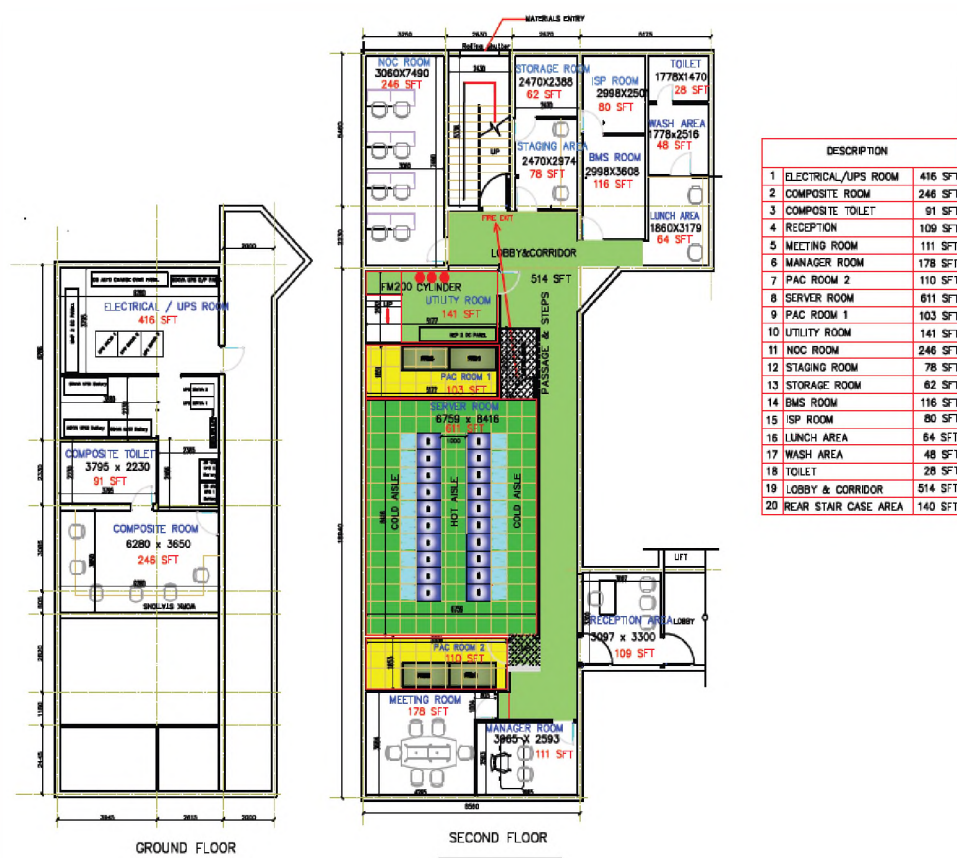
S No	Location	Dimension in Sq. ft.
1	Server Room	611
2	BMS Room	116
3	PAC/ Utility Room	103
4	Electrical/ UPS Room	416
5	Staging Area (Second floor)	78
6	ISP Room	80
7	Storage room	62
8	Meeting Room	178
9	NOC/ Helpdesk	246
10	Toilet	28
11	Lunch Area	64
12	Wash Area	48
13	Step Passage	514

S No	Location	Dimension in Sq. ft.
14	Manager Room	111
	Total	2655

- The Data Center has floor space for total of Twenty (20) 42U racks to take care of the UT's requirements for the next 5 years.
- The Administration has already implemented most of the e-Governance applications in the UT and a number of applications to be implemented are in rapid progress.

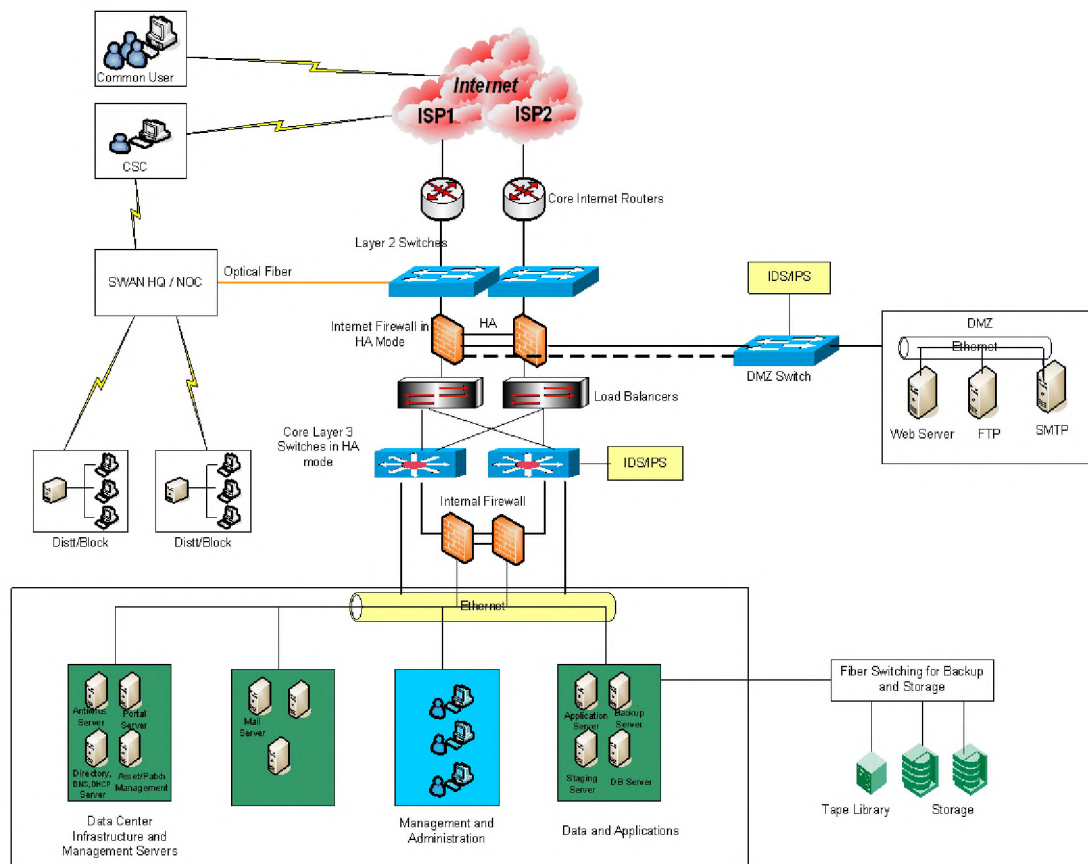
4.2.2 Floor Layout

The below layout plan for the existing SDC setup.



4.2.3 Existing SDC Architecture

State Data Centre Reference Architecture



4.2.4 Bill of Material

The below is the Bill of Material for the IT & Non-IT components of the existing SDC.

IT Infrastructure

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
1.	Shared	PeGS	Oracle 10g R2 Enterprise Edition processor perpetual Tivoli Monitoring Agent Tivoli Storage Manager	Server	IBM	P-550	2	12.02.2011	08.11.2016
2.	Shared	PeGS	Tivoli Monitoring Agent Tivoli Storage Manager Server Protect-Trend Micro HIPS Syslog Agent	Server	IBM	X3850	3	04.01.2011	08.11.2016
3.	Shared	PeGS	Tivoli Monitoring Agent Tivoli Storage Manager Server Protect-	Server	IBM	HS22	27	12.02.2011	08.11.2016

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
			Trend Micro HIPS Agent Syslog Postgress 9.4						
4.	Co-location	PeGS	BLADE SERVER - FULL	Server	HP	BL685 C G7	6	05.09.2014	04.09.2019
5.	Shared	PeGS	Server	Server	HP	Proliant DL180G6	1	31.05.2013	30.05.2018
6.	Co-location	PeGS	Server - CCTNS	Server	HP	DL360P Gen8 8-SFF CTO	6	19.08.2015	20.07.2018
7.	Co-location	PeGS	Server - CCTNS	Server	HCL	2700ST	1	19.08.2015	31.08.2018
8.	Shared	PeGS	Tivoli Monitoring Agent Tivoli Storage Manager Server Protect-Micro Trend HIPS Syslog Agent	Server	IBM	Blade Center E	1	12.02.2011	08.11.2016
9.	Co-location	PeGS	SSDG	Server	DELL	POWER EDGE R710	7	04.08.2011	03.08.2014

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
10.	Co-location	PeGS	SSDG	Server	DELL	POWER EDGE R510	2	04.08.2011	03.08.2014
11.	Co-location	PeGS	NA	Server	DELL	POWER EDGE M1000e	1	04.08.2011	03.08.2014
12.	Co-location	PeGS	SSDG	Server	DELL	POWER EDGE M610	8	04.08.2011	03.08.2014
13.	Co-location	PeGS	NA	Server	HP	C-7000	1	05.09.2014	04.09.2019
14.	Shared	PeGS		SAN STORAGE	IBM	DS 5100	1	12.02.2011	30.04.2017
15.	Shared	PeGS		SAN STORAGE EXPANSION	IBM	EXP 5000	8	12.02.2011	30.04.2017
16.	Shared			IBM SYSTEM STORAGE EXP3	IBM	13KoYGN	1	05.07.2012	30.04.2017
17.	Shared			IBM SYSTEM STORAGE EXP3	IBM	13KoYH9	1	05.07.2012	30.04.2017

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
18.	Shared			IBM SYSTEM STORAGE EXP3	IBM	13KoY44	1	05.07.2012	30.04.2017
19.	Shared	PeGS		SAN Switch 1	Cisco	MDS 9134	2	12.02.2011	08.11.2016
20.	Shared	PeGS		SAN Switch 3	Cisco	MDS 9148	2	05.07.2012	31.03.2017
21.	Shared	PeGS	BMS	Desktop	HP	Proliant ML110 G6	1	01.04.2011	31.03.2017
22.	Shared	PeGS	Desktop applications	Desktop	Lenovo	Thinkcentre BB5	10	09.02.2011	04.02.2016

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
23.	Shared	PeGS	Desktop applications	Desktop	HCL	FQC-01262	5		
24.	Co-location	DCO	BMS	Desktop	HP	PRO3090MT	1	01.04.2011	31.03.2016
25.	Shared	PeGS	TAPE LIBRARY	TAPE LIBRARY	IBM	TS3310	2	12.02.2011	30.04.2017
26.	Co-location	PeGS	TAPE DRIVE	TAPE DRIVE	DELL	POWER VAULT 124T	1	04.08.2011	03.08.2014
27.	Shared	PeGS	OPEN RACK 1	Rack	President	Patch Rack	2	12.02.2011	11.02.2012
28.	Shared	PeGS	SERVER RACK 42U 1	Rack	President	Server Rack	8	12.02.2011	11.02.2012

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
29.	Co-location	PeGS	RACK BSNL	Rack	PRESIDENT	FLEXIBOX	1	12.02.2011	NA
30.	Co-location	NKN	RACK NKN	Rack	ZTE	URITRANS	1	NIL	NIL
31.	Co-location	PeGS	SERVER RACK 42U 9	Rack	HP	BW903A	2	05.09.2014	04.09.2019
32.	Shared	PeGS	Staging SERVER RACK 42U	Rack	HP	Server Rack	1	31.05.2013	30.05.2018
33.	Co-location	PeGS	SERVER RACK 42U 13	Rack	Hitachi	AR3100	1		
34.	Co-location	PeGS	SERVER RACK 42U 15	Rack	APC	DKC-F7101-RK42	1	19.08.2015	20.07.2018
35.	Shared	PeGS	LCD Monitor	Monitor	Avocent	AP17KMM-106	1	12.02.2011	01.03.2016

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
36.	Shared	PeGS	LCD Monitor	Monitor	Avocent	RKP117	1	12.02.2011	25.08.2012
37.	Shared	PeGS	LCD Monitor	Monitor	HP	HPTFT7600G2	1	31.05.2013	30.05.2018
38.	Shared	PeGS	KVM IP Switch	KVM Switch	Avocent	DSR 2035 DAC	2	12.02.2011	25.08.2012
39.	Shared	PeGS	KVM Switch Analog	KVM Switch	Avocent	AV1415	4	12.02.2011	25.08.2012

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
40.	Shared	PeGS	INTERNET ROUTER ₁	Router	3Com MSR 50-40	0235A297	2	12.02.2011	24.08.2016
41.	Shared	PeGS	L3 CORE LAN SWITCH ₁	L3 Switch	H3C	S7506E	2	12.02.2011	24.08.2016
42.	Shared	PeGS	L2 APPLICATION SWITCH ₁	L2 Switch	H3C	S5120	5	12.02.2011	24.08.2016
43.	Shared	PeGS	EXTERNAL FIREWALL ₁	Firewall	H3C	Secpath F1000-E	2	12.02.2011	22.09.2016

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
44.	Shared	PeGS	IPS 1	IPS	Radware	DefensePro 3020	2	12.02.2011	30.04.2017
45.	Shared	PeGS	SERVER LOAD BALANCER 1	Load Balancer	Radware	AppDirector oDS2-XL	2	12.02.2011	30.04.2017
46.	Co-location	NKN	INTERNET ROUTER 3	Router	CISCO	ASR 1002	1	NIL	NIL
47.	Shared	PeGS	L2 Switch	L2 Switch	Cisco	Cisco 2960	1	Not Available	Not Available
48.	Shared	PeGS	Printer Laserjet	Printer	HP	1020 PLUS	2		
49.	Co-location	DCO	PRINTER	Printer	HP	M1213NFMFP	1	29.03.2011	NA
50.	Shared	PeGS	Archival software	Software Backup -	IBM-Tivoli	Tivoli	2 Package	30.04.2011	20.11.2016

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
51.	Shared	PeGS	CA Gateway security r8.1	Software	CA	CA Defence Internet security	31	13.03.2011	12.03.2013
52.	Shared	PeGS	Oracle 10g R2 Enterprise Edition processor perpetual	Software - Oracle	Oracle	Oracle Database	3	Full Use	Full Use
53.	Shared	PeGS	Microsoft SQL Server, Enterprise 2008 R2 (1 processor)	Software - SQL	Microsoft	810-08528	3	01.04.2011	Full Use
54.	Shared	PeGS	Microsoft Windows Server, Enterprise 2008 R2	Software - Windows OS	Microsoft	P72-04218	17	01.04.2011	Full Use
55.	Shared	PeGS	Microsoft Windows Server, Standard 2008 R2	Software - Windows OS	Microsoft	P73-04981	3	01.04.2011	Full Use
56.	Shared	PeGS	Red Hat Enterprise Linux Server	Software - Linux OS	Red Hat	RH0101594	3	04.04.2011	03.04.2016
57.	Shared	PeGS	Proventia Server for Windows	Software	IBM	Proventia	20	11.03.2011	10.04.2017

#	Hosting Model	Owner	Utilized for	Type	Make	Model	Qty	Year of Purchase	Warranty Period
58.	Shared	PeGS	Proventia Server for Linux	Software	IBM	Proventia	3	11.03.2011	10.04.2017
59.	Shared	PeGS	Kaspersky Businessspace Security	Software Antivirus	- Kaspersky	KL4853CAKTP	10	09.10.2012	08.10.2015
60.	Shared	PeGS	Trend Micro Antivirus	Software Antivirus	- Trend Micro	Enterprise Security Suite	36	09.03.2013	08.06.2017
61.	Shared	PeGS	Red Hat Enterprise Linux Server	Software Linux OS	- Red Hat	RH0101594F3	1	14.05.2013	05.05.2016
62.	Shared	PeGs	PRTG Network Monitor	Software Monitoring	- Paessler AG	PRTG100	1	03.03.2014	Full Use
63.	Shared	PeGS	Access control Software	Software	Euronet	Version 4.3.3	1	01.04.2011	31.03.2017
64.	Shared	PeGS	BMS Software	Software	Desigo Insight	Version 4.1	1	01.04.2011	31.03.2017
65.	Shared	PeGS	Windows 2007 Operating system	Software - Windows OS	Microsoft	2007 Operating system	1	12.08.2014	Full Use
66.	Co-location	PeGS	Microsoft Office 2013	Software - MS Office	Microsoft	Office 2013	4	12.08.2014	Full Use

Non- IT Infrastructure BOM

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
1.	Shared	PeGS	80 KVA UPS System	UPS	Emerson	Hipulse	3	08.02.2011
2.	Shared	PeGS	20 KVA UPS System	UPS	Emerson	S420D	2	14.02.2011
3.	Shared	PeGS	Battery 12V / 120Ah for 80 KVA UPS-1	UPS	Rocket	SMF Rechargeable	96	08.02.2011
4.	Shared	PeGS	Battery 12V / 42Ah for 20 KVA UPS-4	UPS	Rocket	SMF Rechargeable	52	14.02.2011
5.	Shared	PeGS	10 KVA UPS System	UPS	NUMERIC	UPS10000	1	31.12.2012
6.	Shared	PeGS	Battery 12V / 42Ah for 10 KVA UPS-6	UPS	Amaron(Quanta)	12AL042 - SMF	20	31.12.2012
7.	Shared	PeGS	DG Set 400 KVA	DG	Kirloskar	KG400WS	2	17.02.2011
8.	Shared	PeGS	DG Fuel Tank	DG	NA	NA	2	17.02.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
9.	Shared	PeGS	Switch Rack	Switch Rack	Custom made	NA	1	NA
10.	Shared	PeGS	Main Electrical Panel	Electrical	Star Power	NA	1	19.01.2011
11.	Shared	PeGS	DG Auto Changeover Panel	Electrical	GSC	NA	1	19.01.2011
12.	Shared	PeGS	80 KVA Output Panel	Electrical	Star Power	NA	1	19.01.2011
13.	Shared	PeGS	Main AC Panel	Electrical	Star Power	NA	1	19.01.2011
14.	Shared	PeGS	DB Main UPS Panel 80KVA	Electrical	Star Power	NA	2	19.01.2011
15.	Shared	PeGS	DB Main UPS Panel 20KVA	Electrical	Star Power	NA	1	19.01.2011
16.	Shared	PeGS	Lighting DB	Electrical	Schneider	NA	1	07.02.2011
17.	Shared	PeGS	Raw Power DB	Electrical	Schneider	NA	1	07.02.2011
18.	Shared	PeGS	Emergency DB	Electrical	Schneider	NA	1	07.02.2011
19.	Shared	PeGS	Light 2'x2'	Electrical	Wipro	WVP24236	43	07.02.2011
20.	Shared	PeGS	Spot Light	Electrical	Wipro	WCP27218	20	07.02.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
21.	Shared	PeGS	Double Tube Light	Electrical	Wipro	NA	8	07.02.2011
22.	Co-location	DCO	EMERGENCY LIGHT	Electrical	PREMIER	PRL-001	1	20.03.2013
23.	Co-location	DCO	TUBE LIGHT	Electrical	PHILIPS	NA	2	20.03.2013
24.	Shared	PeGS	Main Panel	Electrical	Custom made	NA	1	NA
25.	Shared	PeGS	Raw Power DB	Electrical	Hager	NA	1	NA
26.	Shared	PeGS	ACDB	Electrical	Hager	NA	1	NA
27.	Shared	PeGS	UPS DB	Electrical	Hager	NA	2	NA
28.	Shared	PeGS	Tube light	Electrical	Bajaj	230 Volt/40W	8	NA
29.	Shared	PeGS	Light 2'x2'	Electrical	Bajaj	230 Volt/2*36W	15	NA
30.	Shared	PeGS	CAC- 2 Ton	CAC	Bluestar	2HW241YBIDU	15	15.02.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
31.	Shared	PeGS	PAC-14 Ton	PAC	Bluestar	PCX502DVR2	4	15.02.2011
32.	Shared	PeGS	CAC	CAC	BLUESTAR	3HW18TBI	5	Not Available
33.	Shared	PeGS	Biometric reader	BMS Control System	Bioscrypt	V-Prox	3	01.04.2011
34.	Shared	PeGS	Biometric reader	BMS Control System	Bioscrypt	VPRX	5	01.04.2011
35.	Shared	PeGS	proximity card reader	BMS Control System	HID	6005	8	01.04.2011
36.	Shared	PeGS	CCTV camera	BMS Control System	Optix	CVFD480	16	01.04.2011
37.	Shared	PeGS	DVR	BMS Control System	Europlex	Tracer116	1	01.04.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
38.	Shared	PeGS	CCTV Monitor	BMS Control System	Dell	REV A02	1	01.04.2011
39.	Shared	PeGS	CCTV Monitor	BMS Control System	NA	CM146A	1	01.04.2011
40.	Shared	PeGS	Public Address System	BMS Control System	Royale	RE6210	1	01.04.2011
41.	Shared	PeGS	PAS Speaker	BMS Control System	Bosch	LBD 8352/01	22	01.04.2011
42.	Shared	PeGS	Amplifier	BMS Control System	Bosch	LBD191600	1	01.04.2011
43.	Shared	PeGS	DVD	BMS Control System	Philips	DVP3556X94	1	01.04.2011
44.	Shared	PeGS	Access Control Panel	BMS Control System	Siemens	Verinet E4	4	01.04.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
45.	Shared	PeGS	BMS Control Panel	BMS Control System	Siemens	Custom Built	1	01.04.2011
46.	Shared	PeGS	Fire Control Panel	BMS Control System	Siemens	FS 250	1	01.04.2011
47.	Shared	PeGS	WLD Control Panel	BMS Control System	Europlex	Unifier Lite	1	01.04.2011
48.	Shared	PeGS	RRS Control Panel	BMS Control System	Maser	VHFO	1	01.04.2011
49.	Shared	PeGS	Vesda Panel	BMS Control System	Xtralis	VLf-250	1	01.04.2011
50.	Shared	PeGS	Gas Release Panel	BMS Control System	Bentel	J408	1	01.04.2011
51.	Shared	PeGS	Temp +RH Sensor	BMS Control System	Siemens	QFA2020	3	01.04.2011

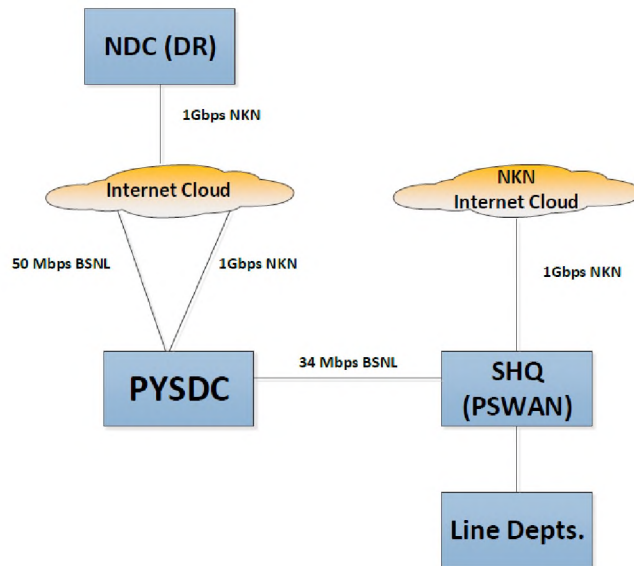
#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
52.	Shared	PeGS	Temp Sensor	BMS Control System	Siemens	QAA2061	3	01.04.2011
53.	Shared	PeGS	Smoke Detector - BFC	BMS Control System	Siemens	HFP11	40	01.04.2011
54.	Shared	PeGS	FM200 Gas Cylinder	BMS Control System	Siemens	80 L	3	01.04.2011
55.	Shared	PeGS	Door lock	BMS Control System	Europlex	EML1101	12	01.04.2011
56.	Shared	PeGS	Fire Extinguisher	BMS Control System	Mahavir	Dry Powder	8	26.07.2011
57.	Co-location	DCO	EBPAX	ICT	NEC	IP2AP-924MKSU	1	27.12.2011
58.	Co-location	DCO	TELEPHONE ₁	ICT	PANASONIC	KX-TS500MXWD	4	27.12.2011
59.	Co-location	DCO	TELEPHONE ₃	ICT	PANASONIC	KX-TSC60SXB	1	27.12.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
60.	Co-location	DCO	TELEPHONE 4	ICT	PANASONIC	KX-TS500MXBD	2	27.12.2011
61.	Co-location	DCO	TELEPHONE 6	ICT	MICROTEC	SP-F203C1D	1	27.12.2011
62.	Co-location	DCO	TELEPHONE MODEM	ICT	TATA INDICOM	SXT-2080	3	27.12.2011
63.	Co-location	DCO	TELEPHONE KRONE BOX	ICT	NCI	NA	1	27.12.2011
64.	Shared	PeGS	Media Storage-1	Storage	Goorej	FR safe series	2	26.07.2011
65.	Shared	PeGS	Chairs	Civil	Featherlite	NA	28	25.02.2011
66.	Shared	PeGS	Dining Chair	Civil	Custom made	NA	2	25.02.2011
67.	Shared	PeGS	Manager Room Table	Civil	Custom made	NA	1	25.02.2011
68.	Shared	PeGS	Conference Table	Civil	Custom made	NA	1	25.02.2011
69.	Shared	PeGS	Noc Room WorkStation Table (2 in 1)	Civil	Custom made	NA	6	25.02.2011
70.	Shared	PeGS	Lunch Room Table	Civil	Custom made	NA	1	25.02.2011
71.	Shared	PeGS	Reception Table	Civil	Custom made	NA	1	25.02.2011

#	Hosting Model	Owner	Description	Type	Make	Model	Qty	Year of Purchase
72.	Shared	PeGS	Composite Room Running Table (6 in 1)	Civil	Custom made	NA	1	25.02.2011
73.	Shared	PeGS	Sofa	Civil	Custom made	NA	1	25.02.2011
74.	Shared	PeGS	Chair (3 in 1)	Civil	Custom made	NA	1	25.02.2011
75.	Shared	PeGS	Overhead Storage	Civil	Custom made	NA	5	03.02.2011
76.	Shared	PeGS	Seven feet Storage	Civil	Custom made	NA	5	03.02.2011
77.	Shared	PeGS	Small Type Storage	Civil	Custom made	NA	17	03.02.2011
78.	Shared	PeGS	Over head storage	Civil	Custom made	NA	9	NA
79.	Shared	PeGS	Drawer	Civil	Custom made	NA	9	NA
80.	Shared	PeGS	Chair	Civil	Goorej	livemint	10	NA

4.2.5 Connectivity

- Government of Puducherry has already implemented PSWAN across the UT. The backbone for the PSWAN is through BSNL network. PSWAN is connecting all the line department offices and the PYSDC.
- As of now BSNL is providing 34 Mbps leased line connectivity between PSWAN and PYSDC. NKN is providing 1 Gbps internet bandwidth at the SDC and PSWAN NOC separately. Also BSNL is providing 19 Mbps internet bandwidth at the SDC



S No	Type of Connectivity	Bandwidth in Mbps
1	Internet Bandwidth - NKN	1000
2	Internet Bandwidth - BSNL	19
3	Intranet Bandwidth - PSWAN	34

4.2.6 Applications:

Following is the list of the applications in the SDC Puducherry.

Sl. No	Department	URLs
1	Commercial Tax	https://vat.py.gov.in/comvat
2		https://vat.py.gov.in/pvat
3		https://vat.py.gov.in/e-returns
4		https://vat.py.gov.in/efiling
5		https://vat.py.gov.in/ereg

Sl. No	Department	URLs
6		https://vat.py.gov.in/pgstvat
7		https://vat.py.gov.in/formverification
8		http://vat.py.gov.in/pvatservices/
9		http://vat.py.gov.in/mobileappln/
10		http://gst.py.gov.in/
11	E-Pathiram - Revenue	Application hosted outside SDC
12	Registration dept	http://epathiramunpathivu.py.gov.in/
13		http://ethirumanam.py.gov.in/
14		http://promis.py.gov.in/
15		http://regnec.py.gov.in
16		https://regn.py.gov.in/
17	Finance Department	http://financeportal.py.gov.in
18		http://finance.py.gov.in
19		http://safe.py.gov.in
20	Directorate of Information & Technology	http://puduvaisevai.py.gov.in/
21		http://puduvaisevai.py.gov.in/cscservices/
22		http://yogafestival.py.gov.in/
23		dit.py.gov.in
24		demoport.py.gov.in
25	Civil Supply	http://pdsaadhaar.py.gov.in
26		http://pdsoffice.py.gov.in
27		http://pdsdbt.py.gov.in/
28	LG office	http://lgredressal.py.gov.in/
29		http://lgfms.py.gov.in
30		https://lgpgrs.py.gov.in/
31		http://rajnivas.py.gov.in
32		http://pbcmdc.py.gov.in
33	Director of Art and culture	http://libraries.py.gov.in
34	Excise portal(Department of Revenue)	Excise portal
35	Election	http://ceopuducherry.py.gov.in
36		http://searchvoters.py.gov.in
37	Government of Puducherry Union Territory	http://collectorate.py.gov.in/
38	Puducherry institute of linguistics and Culture (PILC)	http://pilc.py.gov.in/
39	Fire Safety Department	http://fire.py.gov.in/
40	Hindu Religious Institutions	http://hriwakf.py.gov.in/
41	Fisheries& Fisheries welfare Department	http://fisheries.py.gov.in/
42	local Administration Department	http://lad.py.gov.in/
43	Renewable Energy Agency	reap.py.gov.in
44	Costal Disaster Risk Reduction	pia.py.gov.in
45	Puducherry corporation for the development of women and differently abled persons ltd	http://pcdwdap.py.gov.in/

Sl. No	Department	URLs
46	Office of The District Collector	http://edb.collectorate.py.gov.in/
47	Puducherry Seed Certification Agency	http://psca.py.gov.in/
48	Director of Economics and Statistics	http://statistics.py.gov.in/
49	department Directorate of Accounts and Treasuries	http://dat.py.gov.in
50	planning & research department	http://pandr.py.gov.in/
51	Collectorate	http://sws.collectorate.py.gov.in
52	KHADI	http://demoponkhadi.py.gov.in/
53	CEO mahe	http://ednmahe.py.gov.in/
54	Factory Information And Returns Management	http://cifb.py.gov.in/Form1c/
55	collabland	web services
56	Director of Industries & Commerce	https://msmeonline.py.gov.in/
57	Em pexchange Dept of labour	http://ee.py.gov.in
58	collectorate	http://sws.collectorate.py.gov.in
59	Director of Industries	https://cifb.py.gov.in
60	Welfare - E office	http://adwelfare.py.gov.in
61	Directorate Stationery	http://styandptg.py.gov.in/
62	Electricity	http://electricity.py.gov.in/
63	DCSCA	http://dcscs.py.gov.in
64	DHTE	http://dhte.py.gov.in/
65	TCPD	http://tcpd.py.gov.in/
66	PWD	http://pwd.py.gov.in/
67	Rural Development	http://drda.py.gov.in/
68	Transport	http://transport.py.gov.in/
69	WCD	http://wcd.py.gov.in/
70	Labour Department	http://labour.py.gov.in/
71	social welfare	http://socwelfare.py.gov.in/
72	Personal administration	http://dpar.py.gov.in/
73	Dept of Industry & Commerce	http://industry.py.gov.in/
74	Tourism Department	http://tourism.py.gov.in/
75	Animal Husbandry Dep	http://ahd.py.gov.in/
76	Directorate of Information & Technology-SSDG & Portal	https://py.gov.in
77	Directorate of Information & Technology	e- Office
78	Directorate of Information & Technology	e-District
79	Police	CCTNS

5 Envisaged Scenario

5.1 Stakeholder details

- **State Implementation Agency**

PeGS (Puducherry eGovernance Society) a society under

Directorate of Information Technology,

Puducherry

- **Nodal officer for PYSDC phase II: Member Secretary, PeGS**

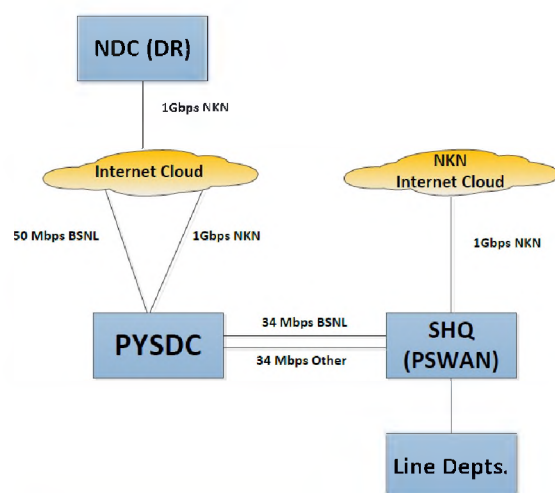
- The State Implementation Agency is in the process of opening a separate Bank Account for this purpose.

Data Center Operator: The SDC phase I is being operated by a Data center Operator with an extended contract. The Contract extension for the phase I Data Center Operator will end once the new DCO for the Phase II comes in.

5.2 Connectivity

The below table indicates the connectivity envisaged for the PYSDC II;

The SIA may provide a redundant link between PYSDC II and PSWAN to avoid single point of failure



S No	Type of Connectivity	Envisaged Bandwidth in Mbps
1	Internet Bandwidth - NKN	1000
2	Internet Bandwidth- BSNL	50

S No	Type of Connectivity	Envisaged Bandwidth in Mbps
3	Intranet Bandwidth- PSWAN	34

5.3 Planned Applications

From list of existing applications, the below are the applications identified to be hosted in the PYSDC II

S No	Name of the Department	Name of the Application
1.	Directorate of Information & Technology	e-District
2.	Police	CCTNS

5.4 Objectives of the Project

Following summarizes the broad project objectives of Puducherry State Data Centre phase II:

- Design and implementation of the Puducherry State Data Centre II as per the defined scope of work given in the RFP
- Supply, installation and setting up of the IT infrastructure including server, storage, Network and security components, Passive components etc. The successful bidder has to do the site survey and arrive at the actual requirement of the infrastructure components including cabling and lighting.
- Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems
- Help departments to focus on addressing the issues in service delivery & administration
- Help in freeing the Departments from the problems relating to vendor management, Infrastructure, Security and performance management to a competent Implementation Partner identified for the entire State
- Migration of the existing CCTNS and e-district applications from the existing storage setup to the new system.
- The SDC II shall be connected with the Puducherry SWAN for providing access to the Information Systems hosted in the SDC to all the Stakeholders across the State.
- The bidders should incorporate/adhere the Security and Interoperability Guidelines issued by DIT/NIC while preparing solution for Puducherry State Data Centre Phase II.

5.5 Envisaged Outcomes

- a) Reduced costs of Infrastructure creation, Monitoring, Management for State Data Centre Phase II for Government of Puducherry and its Government Departments/ Corporations/ organizations etc...
- b) Enhanced reliability & security of Information Systems through centralized management of IT Infrastructure adopting the necessary measures and practices
 - i. Dynamic Scalability
 - ii. Centralized and Simplified Management
 - iii. Improved quality of Data housekeeping
 - iv. Lower risk of data loss
 - v. Higher availability of system and data - 24x7x365
 - vi. Better management of security & access control
 - vii. Guaranteed Service Levels
- c) Reduced administrative burden for Government of Puducherry & its departments by avoiding necessity of vendor management, addressing the technical issues surrounding the IT Infrastructure on a standalone basis by each department
- d) Efficient & effective management of Information Security related issues across the Government locations
- e) Availability of 'IT Infrastructure on Demand' to the various departments & offices of Puducherry Government
- f) Aggregation of IT Infrastructure (Hardware, Storage, Networking and Software) and Management Resources
- g) Optimal Utilization by sharing of IT Infrastructure Resources to meet individual peak loads
- h) Standardization of Systems
- i) Faster Implementation cycle times
- j) Stable and Predictable Physical and Technical Environment

6 Section IV - Scope of Work

The Government of Puducherry proposes to select an agency which will design, Implement, and operate & maintain the State data center phase II for a period of 5 years from the Go-Live.

Successful bidder's overall responsibility shall be to Design, Procure, install, operate and maintain Puducherry state Data Center phase II. The expected minimum scope of work is detailed under this section. Bidders are requested to read through carefully the entire tender document prior to responding to the tender. The minimum scope of work for the DCO are as follows;

- a) Supply, Install, Test, Commission and O&M of the archival storage and other IT infrastructure (Network components such as Router, Switch, Firewall etc. and Non-IT components such as PAC and comfort AC etc.).
- b) Co-location support (such as LUN provisioning, Network configuration support, power and cooling etc.) for the CCTNS and e-District applications at the SDC for two years.
- c) Migration of all the data of CCTNS and e-district applications from the existing storage to the new setup
- d) Supply, Install, Test, Commission and O&M of PAC and comfort AC as per the requirement
- e) Archival of old data from various departments shall be kept in the SDC, SIA shall facilitate for the Archival activity with the line departments. All the technical support and maintain the archival data at the SDC is in the scope of the DCO.
- f) Support and maintenance of the existing infrastructures and applications till the implementation of the new setup. The DCO has to provide the required manpower for these period.
- g) The Government of Puducherry is already in the process of migrating all the applications to the cloud. During the on boarding of the new DCO, the list of applications hosted in the SDC and to be migrated to the cloud shall be provided by the SIA to the DCO. The DCO has to extend all the required support to the SIA to migrate the applications to the cloud. The DCO will provide all assistance and support for the challenges faced by the UT in view of the migration process.
- h) It is the responsibility of the DCO to maintain the SLA for the SDC as per the SLA requirement of the RFP. However the responsibility is limited to the hardware/ software supplied by the DCO in this project. Also the SIA may ask DCO to replace the components at the SDC on need basis. The cost for the same shall be paid on actual. The SIA may ask the DCO to maintain the SLA for the identified existing critical components for which the prospective bidder shall quote additionally. It is the responsibility of the DCO to maintain the existing DG set and UPS for the overall contract duration. The DCO may do the proper testing/ inspection of the existing DG set and UPS.
- i) The DCO has to use the storage replicator which is available in the SDC to enable the DR requirement at the NDC Delhi. The DCO has to provide all the necessary assistance and support to enable the DR Service.

The scope of work of this tender covers two phases (Viz Phase I & II) as mentioned below:

Phase I

This phase starts from the date of issue of LOA to the date of issue of Commissioning Certificate. The DCO has to design, supply, install and commission the SDC Phase II as per the guidelines given in the tender and also as per the detailed technical specifications and schedule of requirements given in the tender. The DCO has to create both the IT, Physical & Support Infrastructure as per the requirement.

The new DCO has to co-ordinate with the existing DCO for collecting the existing SDC details and data including knowledge transfer within the timeline mentioned in the RFP.

The existing DCO may not be available from T+2 weeks (as per the project timeline).

Phase II

There is a five year period commencing from the date of issue of Commissioning certificate wherein the DCO has to Operate, Maintain & Manage the PYSDC Phase II on 24x7 basis as per the requirements, SLA & as per the contract agreement.

The DCO has to obtain the ISO 27001 certification for the PYSDC Phase II within the first two quarter operation; failure of doing so will invite Liquidity Damage as mentioned in this tender.

The submission of daily, weekly, monthly, quarterly EMS/BMS/SLA reports should be made strictly in accordance with the Tender Document and should get necessary approval from SIA.

Based on the EMS/BMS/SLA Quarterly reports the half yearly Audit reports should be submitted.

The renewal of annual security certification to be executed; The DCO should ensure validity of their ISO 9001:2008 certification throughout the contract period.

Phase – I (Issue of LOA to issue of Commissioning Certificate)

The DCO shall carry out the following work during Phase-I of the project.

1. Supply, Install, Test, Commission and O&M of the archival storage and related infrastructure (Network components such as Router, Switch, Firewall etc. and Non-IT components such as PAC and comfort AC etc.) for maintaining the CCTNS and e-district applications.
2. The DCO should submit complete implementation timeline prepared using a professional software tool and it has to be maintained during the implementation period
3. The Consultant/SIA will supervise and monitor the progress of the implementation and necessary coordination should be made with the Consultant/SIA
4. Preparation and submission of complete Bill of Materials (BoM) along with detailed technical specifications, manufacturer's name and part number of OEM etc. and schedule of delivery at the site.
5. Preparation and submission of the details of the manpower deployment for the Phase-I of the project.

6. Dispatch of materials as per the implementation timelines. The materials should be brand new and as per the tender specifications/requirements.
7. Preparation and submission of periodical progress report for all the stages of the implementation milestone.
8. Stage-wise report encapsulating the detail of the work carried out along with the detailed measurement sheet, test reports, drawings, etc. are to be submitted against the IT & Computing Infrastructure including Help Desk & EMS & BMS & Non-IT
9. Necessary test and measurement equipments/special tools, all relevant consumables if any for installation, testing and commissioning should be available with the DCO. Necessary calibration should be done and the certification of the same should be obtained.
10. Stage-wise report submitted by the DCO will be verified by the consultant/SIA and approval will be given by SIA, necessary coordination and support has to be extended by the DCO
11. Final Acceptance Testing (FAT) of the applications should be carried out by the DCO.
12. The FAT test report(s) will be verified by the consultant/SIA and on satisfactory completion of FAT SIA shall issue completion certificate for FAT.
13. Proper documentation should be made for the testing, configuration, and commissioning of the SDC.
14. Operation & maintenance manual has to be submitted by the DCO

Phase-II (Operation, Maintenance & Management of the SDC)

1. The DCO shall operate maintain and manage the SDC on 24x7 basis for five years. The entire system operation and maintenance shall be the responsibility of the DCO.
2. The necessary certification(s) (like ISO 27001, ISO 20000 etc.) for the SDC is to be obtained within the first two quarter of operation.
3. Number and various categories of maintenance personnel proposed to be deployed for the Phase-II of project should be submitted.
4. Adequate manpower should be deployed to honor the EMS/BMS/SLA commitments and the agreement of contract.
5. Monitoring and Reporting of failure of the systems as per SLA
6. Preventive maintenance has to be carried out on a periodical basis.
7. Monitor the SDC proactively for performance as per SLA.
8. Prescribed formats for daily, weekly, monthly, quarterly EMS/BMS/SLA reports should be in accordance with the EMS & BMS software deployed and the same should be submitted for approval of SIA/TPA. EMS/BMS/SLA reports in approved format should be submitted on monthly and quarterly basis.
9. The details of procedure for Problem Resolution and Fault Report Management have to be updated in a standard format.
10. Security incidents monitoring and taking corrective/preventive actions. Such incidents have to be updated in a standard format.

11. Audit reports based on the SDC utilization should be submitted on half yearly basis and also on need basis as required.
12. DCO will be the single point of contact for SDC; however the basic infrastructure failures /issues such as connectivity, power, water etc... are to be brought to the notice of SIA immediately. Necessary recovery management solution would be provided by SIA.
13. Help Desk will register all the calls reported and ensure the call to be closed as per SLA.
14. DCO should coordinate with the Government departments/software developers/NIC to install, test, commission the Hardware, provisioning of storage LUN, archival activities.
15. The DCO is required to meet the standards like ITIL Framework, ISO 20000 or equivalent for the process and procedure established for monitoring management and documentation of Infrastructure.

Note:

- For SDC Phase II, DCO shall take care of all the necessary tools/equipments (like desktops, laptops, Printers, Scanners, Multi-Functional devices, Projectors/Display Units, Mobiles without camera, etc) required during implementation & Operation of SDC in order to meet tender requirements & SLA.

6.1 Survey, Design, Supply, Installation & Commissioning Phase

6.1.1 Survey

It has been identified to retain some of the infrastructures from the existing SDC based on our preliminary study. Hence, the bidders have to do the detailed survey before quoting for the project. The date will be announced by the SIA before the bid submission date. Only 3 members from each system integrators will be allowed to do the survey. In order to be a part of the site survey the organizations have to fulfill the following condition;

- a) Should have purchased the Tender document and produce the bid document acknowledgement
- b) Maximum of 3 people can represent with proper ID proof.

6.1.2 Design of PYSDC Phase II

While the basic design of the data center is given as part of the RFP volume II, the Successful Bidder will be free to redesign the architecture and/ or specifications given as part of this RFP on the basis of their initial study, subject to the approval by PeGS. Any infrastructure level upgradation if required shall be allowed with Government of Puducherry approval.

6.1.2.1 Design Validation and Change

The successful Bidder shall prepare detailed deployment design document for both physical and IT and shall submit the same for approval as per the implementation timeline given in the RFP Vol I. While preparing the design, the Successful Bidder shall keep in mind the scalability requirements as mentioned below.

All the proposed components of the data centre must support scalability. A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and

throughput of the system. The Data Centre should support both Horizontal (the ability to increase capacity by connecting multiple hardware or software entities so that they work as a single logical unit) and Vertical (the ability to increase the capacity of existing hardware or software by adding resources – for example, adding processing power to a server to make it faster) scalability. Modular design of the Data Centre is an excellent strategy to address growth without major disruptions. A scalable SDC shall easily be expanded or upgraded on demand. Scalability is important because new computing component is constantly being deployed, either to replace legacy component or to support new missions.

6.1.3 Supply, Installation and Commissioning of Non IT Components

The selected bidder shall procure and supply the Non IT components as per the Bill of Material provided in the RFP. The existing SDC already has the electrical panel, electrical cabling, PAC ducting, partitions, False ceiling & flooring, interiors and passive components. The selected bidder would be required to undertake all the additional cabling if required for installation of new components. Other Non-IT components such as Access control systems, CCTV system to be replaced with the new system by the successful bidder.

Installation shall mean to install and configure / integrate every component and subsystem component, required for functioning of the State Data Centre Phase II.

Based on generic solution design, minimum capacities and specifications for the components have been worked out and described in Volume II of the RFP. However, these are only bare minimum requirements and the Bidder is at liberty to suggest better to meet the overall SLA requirements.

- a) The Capacity of the PAC to be sized and proposed by the bidder with N+1 configuration.
- b) The Existing Workstation, Access Control System are identified to be replaced with the new systems/ components.
- c) DG set and UPS shall be provided by the SIA.
- d) Existing Fire Suppression system with FM 200 to be upgraded with latest Gas also ducting to be checked and if required to be replaced.
- e) Access control readers, Biometric readers, access cards and controllers to be replaced
- f) Existing Analog CCTV camera to be replaced with IP CCTV cameras and NVR.
- g) Fire compliance standard to be maintained in all the rooms, DG area and transformer area of the SDC.
- h) Ensure scalability in terms of availability of physical space, racks and supporting infrastructure.
- i) Provide access card activation service for access to the server farm area in consultation with the SIA - The existing setup needs to be replaced.
- j) Provide locked server cabinets for storage, with CCTV surveillance and hand key biometric access to the required area - The existing setup needs to be replaced.

6.1.4 Supply, Installation and Commissioning of IT Components

The selected bidder shall procure and supply all the necessary IT components as per the RFP Bill of Material. The selected bidder would be required to undertake all the necessary works related to installation of all the components.

Installation shall mean to install and configure / integrate every component and subsystem component, required for functioning of the State Data Centre Phase II.

Based on generic solution design, minimum capacities and specifications for the components have been worked out and described in Volume II of the RFP. However, these are only bare minimum requirements and the Bidder is at liberty to suggest better solutions to meet the overall SLA requirements

- a) The phase II of the PYSDC will have the Next Generation Firewall
- b) It is the responsibility of the DCO to take care of necessary precautions while working in the server farm area. Any damages made to the existing setup during the installation of the new system shall be replaced by the DCO at no cost and without affecting the project timeline.
- c) The two numbers of rack servers are proposed in this RFP shall be utilized for testing of any applications/ hosting at the SDC. The DCO has to provide all the necessary OS & DB licenses required for those servers. Also the DCO has to provide all technical assistance during the testing/ hosting of the applications in the SDC.
- d) Leverage internet connectivity and ensure connectivity with SWAN. The Connections from PSWAN, NKN and BSNL is already available at the SDC.

The SIA is in the process of procuring a SAN storage separately. If that is done, the supply of SAN storage scope may be removed from the scope of the DCO. However all the configuration and maintenance support scope shall be with the DCO.

6.1.5 Migration of Applications and Databases from SDC I to SDC phase II

The successful bidder has to study the IP schema, VLAN details and security policies of the existing SDC. The SIA will assist the successful bidder to get the details about the above said requirements from the existing DCO. It is the responsibility of the selected bidder to migrate the existing application and databases of CCTNS and e-District to the new storage. All kind of server/application level assistance shall be provided by the respective vendors of those applications. The new DCO has to propose the detailed migration plan for migrating the existing applications/ databases from SDC phase I to Phase II of the PYSDC.

It is also the responsibility of the DCO to migrate the PYSDC II network from Ipv4 to Ipv6 whenever is required by the SIA during the contract period.

6.1.6 Material Buy Back scope

The outdated existing components (IT & Non-IT) are proposed in a "Buy-Back" model. The DCO has to propose the buy back cost for the Bill of Material proposed in the financial bid. The following are the scope of the DCO for the buy back items but not limited to;

- a) Decommissioning of the components (IT & Non-IT)

- b) Material movement
- c) Logistics

6.1.7 Acceptance Testing and Commissioning

The SIA shall review the detailed acceptance test plan (FAT) in consultation with the consultant after taking in to account any comments / suggestions of the DIT.

The SIA would also conduct audit of the process, plan and results of the Acceptance Test carried out by the Data Centre Operator. The SIA would issue certification of completion for which P&GS shall verify availability of all the defined services as per the contract signed between the DCO and SIA. The DCO shall be required to demonstrate all the services / features / functionalities as mentioned in the agreement.

Commissioning shall involve the completion of the PYSDC II supply and installation of the required components and making the Data Centre available to the SIA for carrying out live Operations and getting the acceptance of the same from the SIA. Testing and Commissioning shall be carried out before the commencement of Operations.

6.1.7.1 Final Acceptance Testing

The final acceptance shall cover complete scope of work of the Puducherry State Data Centre phase II, after successful testing by the SIA or its third party monitoring agency; a Final Acceptance Test Certificate (FAT) shall be issued by the SIA to the DCO. The date on which Final FAT certificate is issued shall be deemed to be the date of successful commissioning of the PYSDC.

Prerequisite for Carrying out FAT activity:

- a) Detailed test plan shall be defined by the SIA. This shall be submitted by DCO before FAT activity to be carried out.
- b) All documentation related to PYSDC and relevant acceptance test document (including IT Components, Non IT Components etc.) should be completed & submitted before the final acceptance test to the client (SIA).
- c) The training requirements as mentioned should be completed before the final acceptance test.
- d) Successful hosting of all the departmental applications.
- e) For both IT & Non-IT equipment's / software manuals / brochures / Data Sheets / CD / DVD / media for all the PYSDC supplied components

The FAT shall include the following:

- a) All hardware and software items must be installed at PYSDC II site as per the specification.
- b) Availability of all the defined services shall be verified.
- c) The DCO shall be required to demonstrate all the features / facilities / functionalities as mentioned in the RFP.

- d) The DCO will arrange the test equipment required for performance verification. Successful bidder will also provide documented test results.
- e) The DCO shall be responsible for the security audit of the network to be carried out by a certified agency other than the successful bidder.

6.1.8 Application Hosting at PYSDC

The approximate list of applications that are already running in the existing State Data Center are mentioned in the RFP. The table also provides broad details of the current underlying IT infrastructure for each application and comments/notes have been added, if the current infrastructure requires any migration for hosting (shared/ co-location).

The existing application and Database of various line departments are currently running in the existing Data Center. The same shall be migrated to the public cloud by the SIA. The existing SDC shall provide Co-location service for CCTNS and e-district applications.

Co-located: In this model, Line department will only bring their own server infrastructure and application software and licenses at PYSDC II.

Training and Documentation

After installation and commissioning, the selected bidder shall provide training to a batch of 5 to 10 people for 7 days at the SDC premise. All the required training material will be provided to the participants by successful bidder. The training shall cover both IT and Non-IT components of SDC and shall be provided by Certified Professionals.

The Successful bidder shall document all the installation and commissioning procedures and provide the same to the SIA within one week of the commissioning of data center. The authority shall provide the existing SLD, Cable routing details etc. to the successful bidder.

Manufacturer's technical documentation on all devices used in the system including user Manuals for the configuration of and their 'As installed' configuration shall be provided by the Successful bidder. The DCO will also provide documentation, which should follow the ITIL (Information Technology Infrastructure Library) standards. This documentation should be submitted as the project undergoes various stages of implementation.

- Process documentation: The DCO shall be responsible for preparing process documentation relating to operation and maintenance of each and every service as mentioned in this section. The prepared process document shall be formally signed off by SIA before completion of final acceptance test. The process documentation shall include but not limited to all the categories of scope defined above. Each process map shall clearly define the roles and responsibilities, detailed steps for execution the defined task, detailed configuration steps etc.

6.1.9 Key Considerations

Some of the key considerations for designing the SDC have been covered in the following:

A. PSWAN

The PSWAN and Data Center is connected using optical Fiber. Provisioning of connectivity between the SDC and SWAN shall be the responsibility of the SIA.

B. Scalability

A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and throughput of the system. The PYSDC II should support both vertical (the growth of computational power within one operating environment) and horizontal scalability (leveraging multiple systems to work together on a common problem in parallel). Modular design of the Data Centre is an excellent strategy to address growth without major disruptions. A scalable SDC shall easily be expanded or upgraded on demand. Scalability is important because new computing component is constantly being deployed, either to replace legacy component or to support new missions.

All the additional hardware & software required i.e. Racks, Storage, Licenses etc would be procured from the State funds by the State & would be maintained by the DCO. SIA shall be responsible for the procurement of additional hardware & software at its own cost. However the DCO should extend support for the same as a part of operation & maintenance of the State Data Centre Phase II.

DCO shall be responsible for the operation & maintenance of additional hardware. For this operation & maintenance, SIA would pay 1% per Quarter of the cost of the procurement of the hardware on the core physical, network, servers and security infrastructure. The additional hardware procured will also be covered by the SLAs mentioned in this RFP.

EMS tools (Open Source) deployed for the State Data Centre Phase II shall have the ability to manage the entire IT infrastructure proposed by the bidder as part of the SDC scheme. The bidder is required to provide sufficient licenses to meet the above mentioned requirement. For ITIL based Helpdesk System, the bidder should support minimum 1 concurrent helpdesk analyst users at the same time.

C. Availability

All the components of the PYSDC II must ensure availability of the applications and the Data Centre services. Designing for availability assumes that systems will fail, and therefore the systems are configured to mask and recover from component or server failures with minimum application outage.

D. Interoperability

The entire system/subsystem should be interoperable, in order to support information flow and integration. Operating systems, database and storage technologies from several vendors must interact well with each other. These systems should support the open architecture solutions such

as XML, AV, Virtualization, AAA, LDAP, SOAP, etc. where information/data can be ported to any system, whenever desired.

E. Security

The PYSDC shall be designed with security blanket to protect applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) and internal (through intranet) hackers. Using Firewalls and Intrusion detection systems such attacks and theft should be controlled and well supported (and implemented) with the security policy. PYSDC II should be designed to make use of the SSL/VPN technologies to have secured communication between Applications and its end users. Furthermore, all the system logs should be properly stored & archived for future analysis and forensics whenever desired.

The SDC layout should be divided into domains such as:

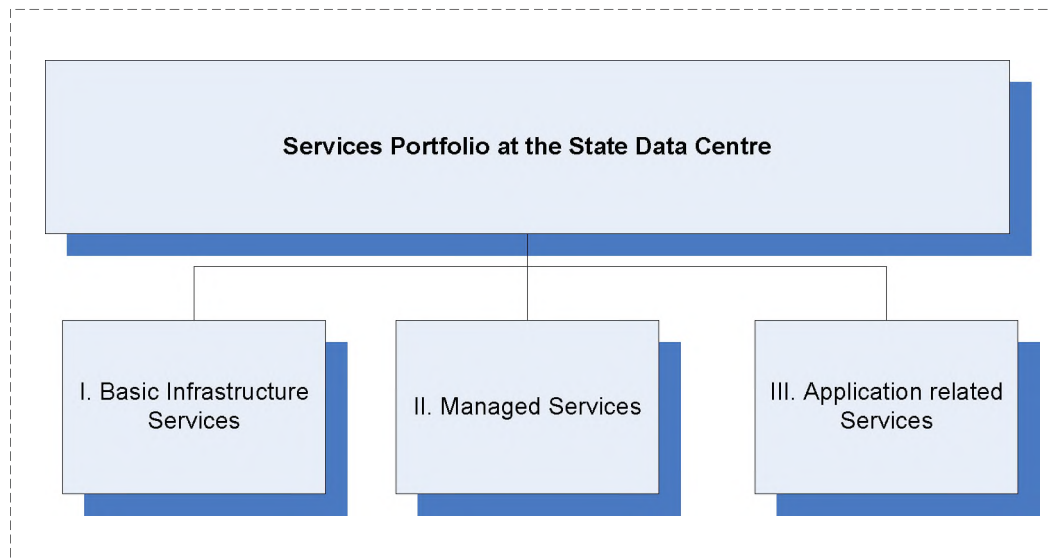
- Trusted Zone – is the secure zone which has a restricted access. This zone mainly consists of storage, database and management servers which are not directly accessible to the outside zone. The trusted zone is separated using strong access control and a firewall, which provides an additional level of security to the infrastructure.
- De-militarized Zone – (DMZ) would be a “neutral zone” between SDC’s internal network and the outside network. It would prevent extranet users from getting direct access to the servers. In other words, this is a small network that lies between a trusted internal network (SDC LAN), and an un-trusted external network (such as the public Internet). Mostly the DMZ contains devices accessible to Internet traffic, such as Web, FTP, SMTP and DNS servers.

F. Manageability

The SDC must be designed in an efficient way to ensure an ease in maintenance. It must facilitate ease of configuration, ongoing health monitoring, and failure detection that are vital to the goals of scalability, availability, and security. The SDC shall be designed to match the growth of the environment including IT Infrastructure, Government data & information, etc

6.2 Operation and Maintenance Phase

The scope of work for the Operations Phase can be categorized under three service categories as depicted in the figure below. Basic Infrastructure Services are mandatory services to be provided by the DCO to ensure seamless SDC operations. User Departments shall have an option to choose among the services listed under the Managed Services and Application related Services as per their specific requirements.



6.2.1 Pre-requisites for the Services

- DCO and SIA should agree upon the contractual period & service levels for providing the necessary services.
- Servers, necessary OS & other software, Database Licenses and other infrastructure necessary for hosting the CCTNS and e-District application(s) would be provided by the SIA, additional servers for EMS & NMS and Active directory and anti-virus solution shall be provided by the DCO along with the required software licenses.
- It is expected from the bidder to propose the open source EMS & NMS software along with the hardware and software licenses required for this project.

6.2.2 Basic Infrastructure Services

Following services shall be provided by the DCO under the basic infrastructure services:

- Ensure availability of the SDC infrastructure (both physical and IT) including but not limited to Power, Cooling, CCTV, Access Control, VESDA, Racks, Firewall, Storage and other peripheral equipment installed at the time of SDC commissioning.
- Facilitate hosting of departmental application infrastructure at the SDC:
 - Provide rack-space.
 - Provide power & cooling requirements up to the servers and associated infrastructure
 - Provide testing / staging infrastructure for testing the application infrastructure before hosting on the racks.
 - Ensure availability of the other peripheral infrastructure such as CCTV, VESDA, SAN, network etc.
- Ensure scalability in terms of availability of physical space, racks and supporting infrastructure.
- Provide access card activation service for access to the server farm area in consultation with the SIA

- Provide locked server cabinets for storage, with CCTV surveillance and hand key biometric access to all areas
- Proactive and reactive maintenance, repair and replacement of defective components (physical and other peripheral IT infrastructure) installed at the Data center through this RFP. The cost for repair and replacement shall be borne by the DCO.
- Any component (Physical & IT installed at the time of SDC commissioning) that is reported to be faulty / non-functional on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame agreed upon in the Service Level Agreement (SLA).
- Proactive monitoring of the entire basic infrastructure installed at the SDC through building management software
- DCO shall maintain records of the maintenance of the basic infrastructure and shall maintain a logbook on-site that may be inspected by the State at any time.

6.2.2.1 Integration Testing

- This shall be a black-box testing role primarily to ensure that the application to be deployed does not disrupt the SDC operations and affect other SDC infrastructure in terms of performance and security. The technical tasks to be carried out shall be as follows:
- Performance Testing: Ensuring that the application meets expressed performance requirements on the SDC servers/ storage by using performance test tools and performance monitoring tools
- Security Testing: Testing for exploitable application security weaknesses that undermine the application security or the security of the infrastructure.

6.2.2.2 Change Management

- Tracking the changes in hard / soft configurations, changes to applications, changes to policies, applying of upgrades / updates / patches, etc.
- Plan for changes to be made – draw up a task list, decide on responsibilities, coordinate with all the affected parties, establish and maintain communication between parties to identify and mitigate risks, manage the schedule, execute the change, ensure and manage the post change tests and documentation.

6.2.2.3 Vendor Management Services

The activities shall include:

- Coordination with all the project stakeholders (State Implementation Committee, Nodal Agency, User Departments, Vendors, if any) to ensure that all Data Centre activities are carried out in a timely manner.
- Coordination with vendors and OEMs to ensure that time and equipment dependencies are optimally managed

- DCO shall also coordinate with vendors of user departments who would host their infrastructure at SDC and ensure that the issues are resolved in accordance with the SLA signed between the User Departments and the vendors. DCO shall maintain a track of SLA performance for such vendors.
- DCO shall maintain database of the various vendors with details like contact person, telephone nos., escalation matrix, response time and resolution time commitments etc.
- DCO shall draw a consolidated quarterly SLA performance report across vendors for consideration of the user departments.

6.2.2.4 Installation and Configuration of Application Infrastructure

DCO shall provide installation and configuration support for hosting of application in the SDC. This service shall be availed by Departments based on their specific requirements. It shall not include application deployment, tuning or any other application related work. The activities shall include:

- a. DCO shall undertake pre-installation planning at the State Data Centre Phase II including but not limited to Rack planning, structured cabling, SAN cabling, power points, etc.
- b. DCO shall be responsible for the commissioning of the storage, network & security components and related basic infrastructure at the SDC.
- c. DCO shall be responsible for the hosting of any line department/ users application in the SDC for the co-location model. This scope will comprise of storage LUN provisioning, Network configuration support and providing service & maintenance support.
- d. DCO shall carry out the planning and layout design for the placement of equipment in the SDC. The plan and layout design should be developed in a manner so as to optimally and efficiently use the resources and facilities being provisioned at the SDC.
- e. The plan and design documents thus developed shall be submitted to the user departments for approval and the acceptance would be obtained prior to commencement of installation.

6.2.2.5 Network Management

The objective of this service is to ensure continuous operation and upkeep of the LAN & WAN infrastructure at the SDC including all active and passive components.

The services to be provided for Network Management include:

- Ensuring that the network is available 24x7x365 as per the prescribed SLAs
- Attending to and resolving network failures and snags
- Support and maintain the overall network infrastructure including but not limited to LAN passive components, routers, switches etc.
- Configuration and backup of network devices including documentation of all configurations.
- 24x7x365 monitoring of the network to spot the problems immediately.
- Provide information on performance of Ethernet segments, including capacity utilization and error statistics for the segment and the top-contributing hosts, WAN links and routers.

- Enable the required support for the archival of the old data of various line department

6.2.2.6 Physical Infrastructure Management and Maintenance Services

All the devices that will be installed in the Data Centre as part of the physical infrastructure should be SNMP enabled and shall be centrally and remotely monitored and managed on a 24x7x365 basis. The bidder can propose open source infrastructure management solution to facilitate monitoring and management of the Data Centre Infrastructure on one integrated console. The physical infrastructure management and maintenance services shall include:

1. Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software). The cost for repair and replacement shall be borne by the selected bidder.
2. The selected bidder shall have to stock and provide adequate on-site and off-site spare parts and spare component to ensure that the uptime commitment as per SLA is met. To provide this service it is important for the selected bidder to have back-to-back arrangement with the OEMs. The selected bidder needs to provide a copy of the service level agreement signed with the respective OEMs.
3. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.
4. The selected bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by the SIA at any time.

6.2.2.7 License Metering/ Management

DCO shall track software usage throughout the IT setup so as to effectively manage the risk of unauthorized usage or under-licensing of software installed at the SDC. This may be carried out through the use of standard license metering tools.

6.2.3 Managed Services

Managed Services shall include a range of services related to the IT infrastructure at the data center. These services shall not involve any application related work. Following services shall form a part of managed services:

6.2.3.1 Basic Infrastructure Services

Refer above for detailed description of Basic Infrastructure Services

6.2.3.2 Monitoring and Management Services

The DCO shall provide monitoring and management services for an agreed service window during the agreed contractual period from the date of final acceptance test. The scope of the services for overall Physical and IT infrastructure management during this period shall include Monitoring, Administration and Management of the entire SDC infrastructure. The entire stack of monitoring and management services (as depicted in the figure alongside) shall include the following:

- Help Desk Services
- Server Monitoring, Administration & Management Services
- Storage Administration & Management Services
- Data Archival
- Security Administration Services



6.2.3.3 Server Monitoring, Administration & Management Services

The activities shall include:

- Configuration of server parameters (other than the Co-located servers), operating systems administration and tuning.
- Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- Re-installation in the event of system crash/failures.
- Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Event log analysis generated in all the subsystems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc. Ensuring that the logs are backed up and truncated at regular intervals.
- Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- Ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications if any during the tenure of the contract.
- Identification, diagnosis and resolution of problem areas pertaining to the SDC infrastructure and application and maintenance of assured SLA levels.
- Implementation and maintenance of standard operating procedures for maintenance of the infrastructure based on the State's policies.
- Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.

- System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary.
- System administration activities shall include tasks including but not limited to setting up the servers, other activities shall include:
 - Configuring and apportioning storage space
 - Management and integration of databases
 - Implementing security on the Internet / Intranet
 - Setting up of firewalls and authorization systems
 - Performing periodic backup of data and automating reporting tasks
 - Executing hardware and software updates when necessary.

6.2.3.4 Storage Administration & Management Services

The activities shall include:

- Installation and configuration of the storage system at SDC.
- Management of storage environment to maintain performance at desired optimum levels
- Development of storage management policy, configuration and management of disk array, SAN fabric / switches, etc.
- Configuration of SAN whenever a new application is hosted on the SDC. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc.

6.2.3.5 Backup and Restore Services

The activities shall include:

- Backup of operating system, database and application as per stipulated policies at the SDC.
- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system.
- Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- Media management including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets.
- Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.
- Physical security of the media stored in cabinets.
- Ongoing support for file and volume restoration requests at the SDC

6.2.3.6 Security Administration Services

The activities to be carried out under security administration shall include:

- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001 guidelines
- Operating system hardening through appropriate configuration and patch updates.
- Periodic reviews of domain level rights and privileges.

6.2.3.7 Help Desk Services

The help desk service will serve as a single point of contact for all incidents and service requests at the SDC. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments whose infrastructure is hosted at the data center. The activities shall include:

- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure.
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:

- Specific E-Mail account
- Telephone line
- Portal
- Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to SDC infrastructure and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- Creation of knowledge base on frequently asked questions to assist user departments in resolving basic issues themselves
- Track each incident/ call to resolution
- Provide feedback to callers.
- Analyze the call statistics
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the physical as well as the IT infrastructure at the SDC to ensure availability as per agreed SLAs.
- Monitoring shall be done with the help of BMS and EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated.
- Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the DCO and the user department. The escalation matrix shall be developed by the DCO in discussion with the State.
- Coordinate with respective vendors for closure of calls.
- Analyze the incident/ call statistics and provide monthly reports including but not limited to:
 - Type of incidents/ calls logged
 - Incidents/ calls resolved
 - Incidents/ calls open
- The DCO shall provide 24x7x365 Help Desk facility for reporting issues/ problems with the IT infrastructure as well as Non IT components. The DCO shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.

6.2.4 MIS Reports

DCO shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative list of MIS reports that may be submitted to the State:

f. Daily reports

- Summary of issues/ complaints logged at the Help Desk
- Summary of resolved, unresolved and escalated issues/ complaints
- Summary of resolved, unresolved and escalated issues/ complaints to vendors.
- Log of backup and restoration undertaken.

g. Weekly Reports

- Issues / Complaints Analysis report for virus calls, call trend, call history, etc.
 - Summary of systems rebooted.
 - Summary of issues / complaints logged with the OEMs.
 - Inventory of spare parts in the SDC.
 - Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
- h. Monthly reports
- Component wise physical as well as IT infrastructure availability and resource utilization
 - Consolidated SLA / (non)-conformance report.
 - Summary of component wise Data Centre uptime.
 - Summary of changes in the Data Centre.
 - Log of preventive / scheduled maintenance undertaken
 - Log of break-fix maintenance undertaken
- i. Quarterly Reports
- Consolidated component-wise physical and IT infrastructure availability and resource utilization.
- j. Half-yearly Reports
- Data Centre Security Audit Report
 - IT infrastructure Upgrade / Obsolescence Report
- k. Incident Reporting
- Detection of security vulnerability with the available solutions / workarounds for fixing.
 - Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.
 - Software license violations

6.2.5 ISO 27001 ISMS Standards

Bidders are required to submit the ISO 27001 (ISMS) implementation cum certification plan as part of their technical proposal. This plan should be comprehensive enough and will include the milestones, description, timelines etc.

DCO have to ensure to establish Plan-Do-Check-Act (PDCA) model for the ISMS, DCO would be responsible for establishing, operating, monitoring, reviewing, maintaining and improving the Information Security Management System (ISMS) at the PYSDC II. For the purpose DCO shall implement ISO/IEC 27001 standard and get certification from the certification body such as STQC, BSI, DNV, BV Qi, etc.

DCO have to take consent of SIA in case of any changes required in policy manual or documentation or in forming of Information security organization or as required.

DCO has to plan and implement data centre as per ISO/IEC 27001 standard. DCO should be made responsible to apply, obtain and maintain the ISO 27001 certification for the project duration. The cost incurred for obtaining and maintaining the certification shall be borne by the DCO.

The technology solution should comply with ISO 27001 standards and the DCO has to get the certificate of the same within three quarters from the date of start of successful operations of the Data Centre. Subsequently periodic surveillance audits must be carried out. The Surveillance Audit will be carried by the Third Party Agency as appointed by the SIA & the cost of the surveillance audit would be borne by the SIA.

The ISO 27001 certification would be obtained by the DCO latest by end of third Quarter of the Operations phase failing which the subsequent QGRs will be deferred till the certification is obtained.

6.2.6 ISO 20000 ITIL (Information Technology Infrastructure Library) Standard

Bidders are required to submit the ISO 20000 (ITSM/ITIL) implementation cum certification plan as part of their technical proposal. This plan should be comprehensive enough and will include the milestones, description, timelines etc.

ISO/IEC 20000 adoption in PYSDC infrastructure helps in ascertaining that the Services delivered to the SIA / User Departments by the DCO are:

- As per the agreed Service levels
- Professionally managed with domain expertise
- Project Risks are well understood and managed

DCO shall be responsible to implement ISO/IEC 20000 standard which shall promote the adoption of an integrated process approach to effectively deliver managed services to meet the SDC, SIA and User Departments. The ISO 20000 certification would be obtained by the DCO latest by the end of third Quarter of the Operations phase failing which the subsequent QGRs will be deferred till the certification is obtained. The Surveillance Audit would be carried by the Third Party Agency as appointed by the SIA & the cost of the surveillance audit would be borne by the SIA.

Following methodologies are proposed for ITSM/ITIL standard:

PDCA (Plan-Do-Check-Act) methodology shall be adopted to implement ISO 20000 standard to establish the objectives and processes necessary to deliver results in accordance with SIA requirements as well as the SDC policies and to implement the processes accordingly. DCO shall monitor and measure processes and services against policies objectives and requirements and report the results and take actions on the differences and continually improve process performance.

- Alignment of information technology services and strategy.
- To create a formal framework for current service improvement projects.
- To improve relationship between different departments via better definitions & more clarity in terms of responsibility and goals.

- To create stable framework for both resource training and service management automation.

6.2.7 Application Related Services

Application related services shall complete the entire spectrum of services to be provided by the DCO. The objective of application related services is to facilitate the user departments by providing them with “One Stop Shop” for their requirements. As part of these services, the DCO shall provide support for enhancements, operational support, and assistance to the User Department. These services have been classified under the following three categories depending upon the extent of application support that may be required by the User Departments:

a. Application Performance Monitoring

The application hosting plan at the SDC cannot be finalized at this point in time and will only develop over a period of time. However DCO’s scope of work will include only the Application Monitoring services for the proposed Data Centre.

6.2.7.1 Application Performance Monitoring

The application hosted at the SDC will require management in the functionalities at some point in time.

- Monitor the departmental applications on a day-to-day basis to ensure that the application functions reliably.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other application servers on an ongoing basis to ensure smooth functioning of the applications.
- Develop expertise in the application to have the ability to troubleshoot problems, monitor erratic behavior through the application logs. Further, the DCO shall co-ordinate with application vendor for resolution of application related issues.
- Coordinate with the application vendor to manage patch upgrade as and when required with minimal downtime. Ensure configuration management and backups of patch to rollback in case of problems.

6.3 Roles and Responsibilities

6.3.1 Summary of Roles of Responsibilities

The roles of the stakeholders shall change over a period of time as the project will evolve from design to implementation and enter the operations phase. With this background, stakeholders’ responsibilities, illustrative organizational structure for the design & implementation phase, operational phase is given below:

Below mentioned Table 1 summarizes the roles and responsibilities of stakeholders involved in the project.

GOT	Government Operation Team (Composite Team)
SIA	State Designated Agency
UD	User departments
Con	Consultant
DCO	Data Centre Operator /Bidder
TPA	Third Party Agency

Summary of Roles and Responsibilities of stakeholders

SL. No	Activity	TPA	PeGS	SIA/ GOT	DCO	Con	UD
	Implementation Phase						
1	Provision of State Data Centre Building Space			Y			
2	Site evaluation and providing inputs to fill the identified risk areas/gaps					Y	
3	Site Strengthening		Y	Y			
4	Taking necessary actions based on the site evaluation and risk assessment		Y	Y			
5	Preparation of Backup, Security policy, business continuity plan and other Policy documents		Y	Y	Y		
6	Provisioning of Raw Power (Raw Power would be provided by the State along with the separate power meter for PYSDC phase II)			Y			
7	Requirement analysis, sizing and capacity planning for SDC					Y	
8	Identification of the list of applications being planned for the data center		Y	Y		Y	
9	Finalizing the requirements with respect to physical and IT needs and come out with functional requirement specifications		Y	Y		Y	Y
10	As-Is Assessment Report Submission					Y	
11	Draft DPR Submission					Y	
12	Review DPR		Y	Y			
13	Draft RFP submission					Y	
14	Review of RFP		Y	Y			
15	Clearance for RFP		Y	Y			
16	Bid process management		Y	Y		Y	

SL. No	Activity	TPA	PeGS	SIA/ GOT	DCO	Con	UD
17	Contract signing		Y	Y	Y		
18	Site preparation of State Data Centre Facilities (If required)		Y	Y	Y		
19	Connectivity to SWAN SHQ		Y	Y			
20	Procurement and installation of Infrastructure for SDC and preparation of related documentation				Y		
21	Migration of CCTNS and e-district applications from the existing storage to the PYSDC II				Y		
22	Decommissioning of the identified existing infrastructure				Y		
23	Project Documentation including communication plan, training plan, acceptance test plan etc. for SDC			Y		Y	Y
24	Prepare periodic reports and status update to PeGS & SIA on implementation progress, and Monitoring of implementation & SLA with DCO.				Y	Y	
25	SLA agreement between the UD and SIA			Y			Y
26	Acceptance Testing			Y	Y	Y	
Operations and Management Phase							
27	Providing the required bandwidth for connecting the State Data Center to SWAN and SHQ		Y	Y			
28	Operations & Management of the State Data Center infrastructure as per SLA				Y		
29	Archival of Data from various line departments at the SDC		Y	Y	Y		
30	Recurring expenditure like electricity, diesel, consumables etc. during build up and implementation of the SDC		Y	Y			
31	Recurring expenditure like electricity, diesel, consumables etc. post implementation during O & M period		Y	Y			
32	Rack space / Hosting of application		Y	Y	Y		
33	Availability of power and cooling and other facility as per SLA		Y	Y	Y		

SL. No	Activity	TPA	PeGS	SIA/ GOT	DCO	Con	UD
34	Scalability in terms of availability of physical space, racks and supporting infrastructure			Y	Y		
35	Foolproof security – locked server cabinets, CCTV surveillance and hand key biometric access to all areas.			Y	Y		
36	24x7 monitoring of the IT infrastructure Server Management – Periodic system upgrades / updates, Vulnerability Assessment w.r.t SDC infrastructure etc			Y	Y		
37	Security Management – Firewall Monitoring, analyze logs and update configurations			Y	Y		
38	Storage Infrastructure including administration and management services			Y	Y		
39	Backup infrastructure			Y	Y		
40	24x7 availability of help desk				Y		
41	Obtain ISO 20000 certification for PYSDC II				Y		
42	Obtain ISO 27001 certification for PYSDC II				Y		
43	Physical Security				Y		
44	Surveillance Audit for the certification	Y		Y	Y		
45	SLA Audit	Y		Y	Y		
46	Audit of consumption of Power & Diesel	Y					

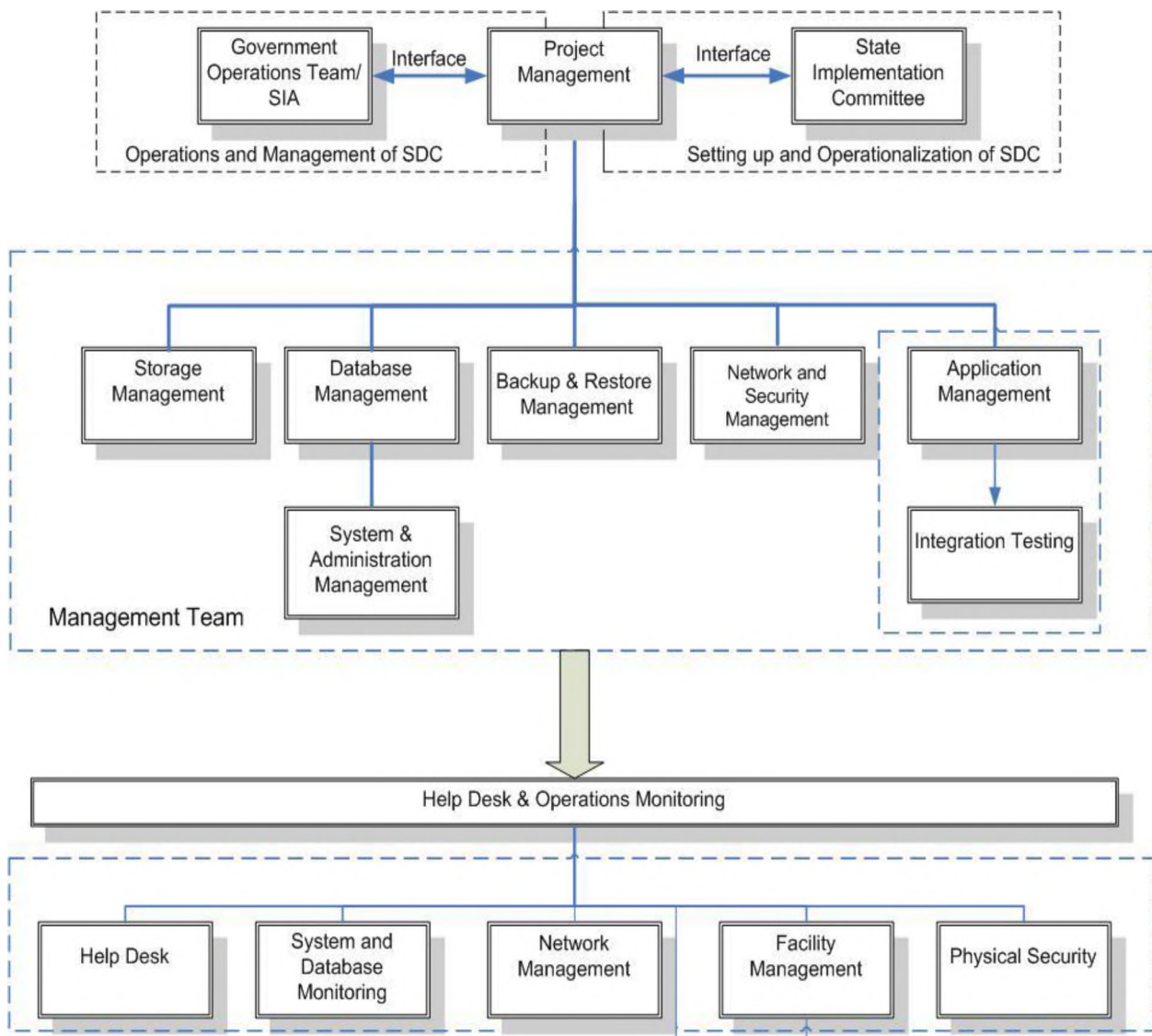
Please Note:

1. Based on the above, typical responsibility matrix will need to be finalized at the State depending upon the functions as mutually agreed. Third party security audit and third party SLA audit would be the responsibility of the State Designated Agency (SIA).
2. Normal Diesel would be used for the DG set.
3. The SIA shall provide the diesel for the SDC. The bidder has to ensure that there is an automatic system installed which allows for measurement of the diesel consumed and this system should also be integrated with the Building Management System (BMS). This BMS should provide the overall statistics of the power availability, source of power, etc. “Double Tax” should be avoided.

4. Composite Team (CT) shall be formed by SIA which would comprise of professionals & domain experts for the SDC. Composite team shall be responsible for the implementation of the various policies & overseeing the operation & maintenance aspects of the State Data Centre. The Project Manager provided by DCO would report to the CT for all matters relating to the efficient operations & maintenance of the SDC.
5. The Third Party Agency (TPA) would be interacting through the Composite team for any activities relating to the Monitoring, Inspection & Periodic Audit for the facilities being maintained by the DCO.
6. Audit of Consumption of Power & Diesel would be done by the TPA & DCO shall co-ordinate for the same.

6.3.2 Data Centre Organization

With a view to define responsibilities a logical view to the indicative organizational setup during implementation and operational phase has been given below:



Note: The above on indicates staffing pattern; number of resources required may be worked out by the SIA/GOT.

The roles and responsibilities that have been broadly stipulated as above shall generally be addressed by the composite team under the direction of the State IT Secretary. As specified in the Implementation option I of the SDC scheme, the composite team would be constituted at the State.

6.3.3 Estimated Timelines

The table below provides the timeschedule for implementation of the SDC. T, as referred to in the table, is treated as the date of signing the agreement with the selected DCO by SIA.

Tentative Time Schedule for Implementation & Operations of SDC

Week	Activity	Remarks
T + 0	Project Kick-off	This would be done after Contract Signing between SIA & DCO
T + 1	Site Survey & Feasibility for SDC	SDC site to be provided by SIA
T + 1	Site Survey report with identification of infrastructure to be replaced / retained	
T + 2	Approval of Site survey report	To be obtained from SIA within 10 days
T + 2	Knowledge transfer and sign off from the existing DCO to the new DCO (PYSDC II)	The new DCO has to co-ordinate with the existing DCO. SIA shall enable the co-ordination
T + 3	Detailed Designing of Physical Infrastructure (including procurement of SDC Components)	Report to be prepared by DCO
T + 3	Backup of the existing applications and database	Report to be prepared by DCO
T + 12	Site Preparation (If required) and Installation of Non-IT components	DCO had to carry out Civil work (wherever required) and installation of all the non-IT components of SDC
T + 13	Testing of PAC, access Control, CCTV, NVR etc.	New DCO has to test the existing DG set, UPS and

Week	Activity	Remarks
		other No-IT components.
T + 13	Supply, Installation & Testing of IT components including LAN Cabling laying including replacement of identified existing components as mentioned in the scope of work.	
T + 13	Security Level Design Document & implementation of Security policy	
T + 14	Commissioning of non-IT & IT components	
T + 15	Migration of all the existing applications into the new infrastructure	
T + 16	Decommission of all the existing infrastructure as mentioned in the Existing system details	SDC site to be provided by SIA
T + 16	Design document & manual handover to end customer	
T + 18	User Acceptance Test	
T + 20	Training	Training shall be provided for a batch of 10 people for 7 days.
T + 20	Project Sign-off	Also after Project Sign-off O & M period shall start.

6.3.4 Resource Requirement

Man Power Resources

The indicative manpower list has been provided in the below table. However the DCO is free to propose the required manpower to provide the operation & maintenance service and meet the SLA for the project. The DCO has to provide the list of manpower to be deployed for the overall all project period along with the technical proposal for PYSDC phase II.

It is the responsibility of the DCO to maintain the attendance for the manpower on regular basis using biometric based attendance management system. The Payment shall be made based on the attendance report.

Sr. No.	Role	Shifts		Total Man power
		Morning 9 Am to 6 PM- 1 shift	24X7 3 Shifts	
1	Technical specialist Network & Security	1		1
2	Technical specialist Electrical system	1		1
3	Technical specialist Storage & Backup	1		1
4	BMS support		1	3
5	Physical Security		1	3
6	Support Staff/Back office staff-House keeping	1		1
	Total	4	2	10

7 Section V – Service Level Agreement

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

The DCO and SIA shall regularly review the performance of the services being provided by the DCO and the effectiveness of this SLA

7.1 Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- **“Uptime”** shall mean the time period for which the specified services / components with specified technical and service standards are available to the state and user departments. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:
$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$
- **“Downtime”** shall mean the time period for which the specified services / components with specified technical and service standards are not available to the state and user departments and excludes the scheduled outages planned in advance for the Puducherry State Data Centre Phase II and the link failures that are SWO's responsibility.
- **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre Equipment / specified services that may lead to disruption in normal operations of the Puducherry State Data Centre Phase II services.
- **“Helpdesk Support”** shall mean the 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- **“Resolution Time”** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident reported at the helpdesk. The severity would be as follows:
 - a. **Critical:** Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. These incidents shall impact the overall functioning of the SDC. For example, purchase of printer, router, etc.
 - b. **Medium:** Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. For example, installation of operating system, replacement of switch etc.
 - c. **Low:** Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that

component. For example, installation of printer on a client, replacement of LAN chord etc.

7.2 Category of SLAs

This SLA document provides for a minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The DCO shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the DCO shall be reviewed by the Puducherry Technology Services Limited that shall:

- Regularly check performance of the DCO against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The SLA has been logically segregated in the following categories:

- 1) Implementation Service levels
- 2) IT Infrastructure related Service levels
- 3) Physical Infrastructure related Service levels
- 4) Helpdesk Services
- 5) Compliance and Reporting Procedures
- 6) Application Related Services
- 7) Security & Incident Management SLA

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract. All the targets for the measurements are calculated on a quarterly basis. Please note that the bidder should provide comprehensive, end-to-end service to maintain the SDC Infrastructure, including replacement of the equipment in case of physical damage. No reason shall be entertained (unless those mentioned in Force Majeure) in case of un-availability of any service given in the scope of work in this RFP and the appropriate penalty shall be levied.

7.2.1 Implementation Service levels

Implementation Service Levels

Service Category	Target	Severity	Penalty
System Integration Services for Final Acceptance Testing	20 Weeks from Signing of contract	<u>Critical</u>	A Penalty as 2% per week for first two weeks, 4% per week for every subsequent week. Subject to a maximum of 20%. Penalty will be computed on CAPEX value of contract.

7.2.2 IT Infrastructure related Service Levels

Following outlines the service level indicators & the target performance level to be maintained by the Agency during the contract period. These SLAs shall be strictly imposed and a third party audit/certification agency shall be deployed for certifying the performance of the Agency against the target performance metrics as outlined in the table below:

IT infrastructure related Service Levels

S. No.	Measurement	Target	Severity	Penalty
1.	Server Availability (Supplied in this project) (including the OS and database running on it)	99.74%	<u>Critical</u>	.50% of the QGR for every hour of down time at a stretch or in parts up to total down time of 4 hours. This down time shall be calculated over and above the total hours of downtime permissible as per Tier II standards. Beyond 4 hours of down time, 2% of the QGR for every 1 hour of down time at a stretch or in parts.
2.	Storage Availability	99.74%	<u>Critical</u>	.50% of the QGR for every hour of down time at a stretch or in parts up to total down time of 4 hours. This down time shall be calculated over and above the total hours of downtime permissible as per Tier II standards. Beyond 4 hours of down time, 2% of the QGR for every 1 hour of down time at a stretch or in parts.
3.	LAN Availability (Active and passive components)	99.74%	<u>Critical</u>	1% of the QGR for every hour of down time at a stretch or in parts up to total down time of 5 hours. This down time shall be calculated over and above the total hours of downtime permissible as per Tier II standards. Beyond 5 hours of down time, 2% of the QGR for every 1 hour of down time at a stretch or in parts.

Note: Equipment Availability Related penalties shall be governed by the following conditions:

- The Penalty shall be calculated on a quarterly basis.
- If the SLAs drop below the lower limited specified for each component in the table above, it will be governed by the event of default clause as specified under Section VII: General Conditions of the Contract.

7.2.3 Physical Infrastructure related Service Levels

Physical Infrastructure related Service Levels SLA

S. No.	Measurement	Target	Severity	Penalty
1.	PAC system Availability	$\geq 99.74\%$		No Penalty
		$\leq 99.74\%$ to $\geq 99.00\%$	Medium	2% of the QGR
		$\leq 99\%$ to $\geq 98.00\%$	Medium	3% of the QGR
		$\leq 98.00\%$	Critical	5% of the QGR
2.	CCTV Availability	$\geq 99.74\%$		No Penalty
		$\leq 99.74\%$ to $\geq 99.00\%$	Medium	2% of the QGR
		$\leq 99\%$ to $\geq 98.00\%$	Critical	3% of the QGR
		$\leq 98.00\%$	Critical	5% of the QGR

7.2.4 Help Desk Services

Time in which a complaint / query is resolved after it has been responded to by the IT service management.

Help Desk Services related SLA

Type of Incident	Resolution time	Penalty
Critical For critical the resolution time shall be mutually agreed by the State and the DCO at the time of award of contract. T shall be the agreed resolution time.	T	No Penalty
	$T_1 = T + 2$ hours	0.05% of the QGR for every unresolved call
	$T_2 = T_1 + 2$ hours	1% of the QGR for every unresolved call
	$> T_2$	2% of the QGR for every unresolved call

Medium	1 day from the time of incident logged at the help desk	No penalty
	> 1 day and < = 2 days	0.05% of the QGR for every unresolved call
	> 2 days	1% of the QGR for every unresolved call
Low	< = 2 days from time of response logged.	No Penalty
	> 2 days and < = 4 days	0.01% of the QGR for every unresolved call
	> 4 days	0.05% of the QGR for every unresolved call

7.2.5 Compliance & Reporting procedures SLAs

Compliances & Reporting procedure SLAs

S. No.	Measurement	Definition	Target	Penalty
1	Submission of MIS Reports	The DCO shall submit the MIS reports as requested by the Puducherry Technology Services Limited, Society, Puducherry	Report for the previous month shall be submitted by the 7 th of the next month. Penalty shall be levied only after the 10 th of the month of submission	1 % of the QGR for every 1 day of delay in submission on an incremental basis to a maximum of 5 %.

7.2.6 Application related SLAs

Application related SLAs

S. No	Measurement	Target	Penalty
1.	Application Availability	> = 99.74%	1% of the QGR for every 2 hours of downtime at a stretch or in parts.

S. No	Measurement	Target	Penalty
	Downtime required for maintenance, server down, new initiatives undertaken by DCO or for performance enhancement measures shall not be considered while calculating application availability.		2% of the QGR for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours.

Note: QGR – Quarterly Guaranteed Revenue

7.2.7 Security & Incident Management SLA

These SLAs would be calculated for each of the following types of incidences:.

- **Virus Attack**
Any virus infection and passing of malicious code shall be monitored at the gateway level or user complains of virus infection shall be logged at the help desk system and collated every quarter.
- **Denial of Service Attack**
Non availability of any services shall be analysed and forensic evidence shall be examined to check whether it was due to external DoS attack.
- **Intrusion**
Compromise of any kind of data hosted by SDC
- **SPAM statistics** on monthly basis shall be monitored through reports generated by Anti SPAM software.

Security & Incident Management SLA

S. No.	Incidence Per Month	Penalty
1	For every Virus attack reported and not resolved with in 36 hours from the time of patch or virus removal tool/process is available	Rs 10,000
2	For every incidence of Denial of service attack	Rs 500,000
3	For every incidence of Data Theft (Compromise of any kind of data hosted by SDC)	Rs 500,000 (this amount is in addition to any other penalty & punishments applicable under the legal

S. No.	Incidence Per Month		Penalty
			provisions of the Government of India & Government of Puducherry prevailing at the time of the occurrence of the incident)
4	Intrusion		Rs 200,000
5	SPAM	> =95%	Nil
		> =90 and < 95%	Rs 100,000
		> =80% and < 90 %	Rs 200,000
		> =70% and < 80%	Rs 300,000
		< 70 %	Rs 500,000

7.2.8 SLA Review Process

- Either SIA or DCO may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The SIA and the DCO shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The DCO will then communicate the resolution to all interested parties.
- In case the issue is still unresolved, the arbitration procedures described in the Terms & Conditions section will be applicable.

7.2.9 Penalties

- The total deduction should not exceed 20% of the QGR.
- Three consecutive quarterly deductions of more than 20% of the applicable fee on account of any reasons will be deemed to be an event of default and termination.
- The certifications would be obtained by the DCO latest by end of third Quarter of the Operations phase failing which the subsequent QGRs will be deferred till the certifications are obtained.
- In the event of any of the above happening, it shall be governed by terms & conditions defined in **Section VII – General Conditions of the Contract of Volume I.** clause 9.36

8 Section VI – Instruction to Bidders

8.1 Procedure for Submission of Bids

- It is proposed to have a Three bid System for this tender:
 - Pre-Qualification Bid – (1 Hard copy).
 - Technical Bid – (1 Hard copy)
 - Commercial Bid
- The Bid documents to be uploaded in <https://pudutenders.gov.in> website.
- Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender should be uploaded separately in <https://pudutenders.gov.in> website in the respective tabs for “Pre-Qualification Bid”, “Technical Bid” and “Commercial Bid”. The Bidder has to submit a hard copy of the “Pre-Qualification Bid” and “Technical Bid” to the address mentioned in the RFP. The hard copy of the bid should be put in a single sealed cover super-scribing “Pre-Qualification Bid” and “Technical Bid”. **Please Note that Prices should not be indicated in the Pre-Qualification Bid and Technical Bid.**
- The envelope containing hard copy of Pre-qualification Bid, Technical Bid and Commercial Bid should be put in another single sealed envelope clearly marked “Appointment of an Agency for Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II at Puducherry”. These envelopes are to be super scribed with Tender Number and the wordings “DO NOT OPEN BEFORE 15:30 hours on 04-05-2018”
- The cover thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared “Late”.
- The hard copy of the tender should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different documents must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.
- In case of any discrepancy observed by the SIA in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- Bidder must ensure that the information uploaded by him in <https://pudutenders.gov.in> is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the SIA in the contents uploaded in <https://pudutenders.gov.in> and original paper bid documents, the information furnished on <https://pudutenders.gov.in> will prevail over the soft copy.

- Bidder must ensure that Technical Bid do not contain any Commercial items/ prices.
- Telex/Telegraphic/Tele-fax bids will not be considered. All out-station bids, if sent by post, should be sent under registered cover.
- If the outer envelope is not sealed and marked as indicated above, the SIA will assume no responsibility for the bid's misplacement or premature opening.

A. Transferability of the RFP document

- This RFP document is non-transferable.

B. Misplacement of the RFP document

- Puducherry eGovernance Society / Directorate of information technology, Puducherry shall not be responsible for any delay about no upload/ non-receipt / non-delivery of the documents.

C. Pre bid discussions Place

Director / Convenor
Directorate of Information Technology,
505, Kamaraj Salai, Saram
Puducherry-605013

D. Place of opening of pre-qualification bid

Director / Convenor
Directorate of Information Technology,
505, Kamaraj Salai, Saram
Puducherry-605013

E. Earnest money deposit (EMD)

- All bids must be accompanied by an earnest money of Rs. 4,00,000/- (Rs. Thirty Five Lakhs only) in the form of Demand draft from a scheduled bank in India and shall be valid for at least six months, in favor of 'Puducherry eGovernance Society [PeGS]' payable at Puducherry. No interest shall be paid on the earnest money under any circumstances

F. Pre-bid conference

- Tenderer shall hold a pre-bid conference (PBC) on 16/04/2018. In this PBC, tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to the tenderer in writing at least 3 (three) days prior to the PBC. Queries not submitted within this deadline may not be taken up at the PBC.
- Bidders that have purchased the RFP document are welcome to attend the PBC, even if they do not have any specific queries. These bidders would be required to register for the PBC at Puducherry eGovernance Society [PeGS]/ Directorate of information technology. No clarifications shall be issued after the PBC.

- Tenderer will entertain queries of and clarifications sought by only those companies who have purchased this RFP document.
- Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The minutes of the PBC shall be circulated by tenderer to all those companies who have purchased this RFP document. No extension to any deadline referred to in this document will be granted on the basis or grounds that tenderer should respond to any queries to provide any clarification.

G. Cross checking

- Tender reserves the right to contact and verify bidder's information, reference and submitted in the bid proposal without further reference to the bidder.

H. Absence of specifications

- The absence of specifications details regarding any equipment to be supplied under this RFP implies that best general practices will prevail and that first quality material and workmanship will be applied as per the discretion of tenderer. Certification standards, when available, for the to-be-installed equipments and materials, will prevail.

8.2 Authentication of Bid

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

8.3 Validation of interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

8.4 Cost to bid

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Puducherry eGovernance Society [PeGS]. The Puducherry eGovernance Society [PeGS] will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

8.5 Site Visit

The bidders may visit the sites and obtain additional information at their own cost and responsibility.

8.6 Clarification on Tender Document

- A prospective Bidder requiring any clarification on the Bidder Document shall submit his queries, in writing, to the Puducherry eGovernance Society [PeGS] mailing address and

as per schedule indicated in “Invitation to Bids / Important dates”. The queries must be submitted in the following format only to be considered for clarification:

Sl. No	Section No.	Clause No.	Reference/Subject	Clarification Sought
..	..	..	..	..

The queries not adhering to the above mentioned format shall not be responded to.

- The Puducherry eGovernance Society [PeGS] will respond in writing, to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation to Bids / Important Dates. Written copies of the clarifications (including the query but without identifying the source of inquiry) will be sent to all prospective Bidders who have received the Tender Documents.

8.7 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Puducherry eGovernance Society [PeGS], shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

8.8 Documents comprising the bids

The bid prepared by the Bidder shall comprise of the following components:

A. Pre qualification Bid

The pre-qualification Bid, besides the other requirements of the Tender, shall comprise of the following

- Compliance sheet
- Cover letter
- EMD
- All documents supporting the pre qualification criteria
- Power of Attorney executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender

B. Technical Bid

The Technical Bid, besides the other requirements of the Tender, shall comprise of the following:

- Technical Bid Letter
- General information about the Bidder

- Design of the Data Center
- Technical Solution including approach and Methodology
- Specifications of the Non-IT Components
- Specifications of the IT Components
- Unpriced Engineering BOQ with Make & Model
- Engineering BoQ
- Manpower Details
- Deviations from the Tender Terms & Conditions

C. Commercial Bid

The Commercial Bid, besides the other requirements of the Tender, shall comprise of the following:

- Commercial Bid Letter
- Breakdown of Cost Components

8.9 Bid Prices

- The Bidder shall indicate in the Proforma prescribed, the unit rates and total Bid Prices of the equipment / services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Documents.
- In absence of above information as requested in Clause above, a bid may be considered incomplete and be summarily rejected.
- The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Puducherry eGovernance Society [PeGS]. The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents & due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions to the work requirements like Technical specifications, Equipment sizing etc. are to be made to meet the goals of the Puducherry eGovernance Society [PeGS], all such changes shall be carried out within the current price without any impact to the Puducherry eGovernance Society [PeGS]

8.10 Firm Prices

- Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, the Puducherry eGovernance Society [PeGS] reserves the right to negotiate the prices quoted in the bid to effect downward modification. The Bid Prices shall be indicated in Indian Rupees (INR) only.

- The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include GST and other taxes if any as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable should be indicated separately in Section XII – Form at 2: Breakdown of Cost Components. However, should there be a change in the applicable taxes, Puducherry eGovernance Society [PeGS] reserves the right to negotiate with the Bidder.
- Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected. If price change is envisaged due to any clarification, revised Bid in a separate sealed cover shall be submitted with prior written permission of the Puducherry eGovernance Society [PeGS].

8.11 Bidder Qualification

- The “Bidder” as used in the tender documents shall mean the one who has signed the Tender Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in either case he/ she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative and the principal.
- It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the firm, or a company.
- The authorization shall be indicated by written power-of-attorney accompanying the bid.
- The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.
- Any change in the Principal Officer shall be intimated to Puducherry eGovernance Society [PeGS] in advance.

8.12 Period of Validity of Bids

- Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by the Puducherry eGovernance Society [PeGS]. A bid valid for a shorter period may be rejected as non-responsive.
- In exceptional circumstances, the Puducherry eGovernance Society [PeGS] may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by e-mail). The validity of EMD shall also be suitably extended.

8.13 Earnest Money refund

- The draft of earnest money to the bidder(s), who fail(s) to qualify for the technical bid, will be returned back by tenderer to the authorized representative of the bidder against a proper receipt or will be sent by the registered post at the mailing address of the bidder as specified in the bid within four weeks of opening of the pre-qualification bid.

- The draft of earnest money to the bidder(s), who fail(s) to qualify for the commercial bid, will be returned back by tenderer to the authorized representative of the bidder against a proper receipt or will be sent by the registered post at the mailing address of the bidder as specified in the bid within eight weeks after completion of technical bid evaluation.
- The draft of earnest money to the bidder(s), who qualify(s) for the commercial bid, but do not get the order for the project will be returned back by tenderer to the authorized representative of the bidder against a proper receipt or will be sent by the registered post at the mailing address of the bidder as specified in the bid within one month after signing of contract agreement between tenderer and the successful bidder.

8.14 Local / Site Conditions

- It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the proposed Data Centre site which would have any effect on the performance of the contract and / or the cost. The Bidders are advised to visit the proposed SDC location (at its own cost) and due-diligence should be conducted before the pre-bid meeting/ bid-submission.
- The Bidder is expected to make a site visit to the proposed Data Centre facility to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.
- Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender documents.
- It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The Puducherry eGovernance Society [PeGS] shall not entertain any request for clarification from the Bidder regarding such conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Puducherry eGovernance Society [PeGS] and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Puducherry eGovernance Society [PeGS] on account of failure of the Bidder to appraise themselves of local laws and site conditions.

8.15 Modification and Withdrawal of Bids

- The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Puducherry eGovernance Society [PeGS] prior to the last date prescribed for receipt of bids.
- The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Clause 9. A withdrawal notice may also

be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

- No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered.
- No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

8.16 Opening of Prequalification Bids

- An evaluation committee will be formed for verifying the prequalification criteria of the bids. Decision of the committee would be final and binding upon all the Bidders.
- PeGS, Puducherry will open the Pre qualification Bid, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in Invitation for Bids / Important Dates.
- The Bidder's names, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

8.17 Opening of Technical Bids

- An evaluation committee will be formed for evaluation of the bids. Decision of the committee would be final and binding upon all the Bidders.
- The Puducherry eGovernance Society [PeGS] will open the Technical Bid, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in Invitation for Bids / Important Dates.
- The Bidder's names, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

8.18 Evaluation of Bids

The evaluation process of the tender proposed to be adopted by the Puducherry eGovernance Society [PeGS] is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that the Puducherry eGovernance Society [PeGS] may adopt. However, the Puducherry eGovernance Society [PeGS] reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

8.19 Preliminary Examination

- The Puducherry eGovernance Society [PeGS] will examine the bids to determine whether they are complete, whether the bid format confirms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished,

whether the documents have been properly signed, and whether the bids are generally in order.

- A bid determined as not substantially responsive will be rejected by the Puducherry eGovernance Society [PeGS] and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- The Puducherry eGovernance Society [PeGS] may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation according to the Bidder, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

8.20 Clarification

When deemed necessary, during the tendering process, the Puducherry eGovernance Society [PeGS] may seek clarifications or ask the Bidders to make Technical presentations on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.

8.21 Evaluation of Bids

- Pursuant to the pre-qualification criterion bidders will be short-listed for technical bid. Technical bids will be opened only for the bidders who succeed the pre-qualification criterion. The technical bids for the disqualified bidders will be returned unopened at the address mentioned on the envelopes containing the technical bid.
- Puducherry eGovernance Society [PeGS] will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Puducherry eGovernance Society [PeGS]'s discretion.
- Puducherry eGovernance Society [PeGS] will assign points (quality of services score) to the technically qualified bidders based on the technical evaluation criterion approved by Puducherry eGovernance Society [PeGS]. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.
- The evaluation will be made on the basis of L1.
- To ensure a reasonable and realistic ratio of CAPEX and OPEX: a bid may be liable to be rejected after scrutiny if total CAPEX happens to be more than 60% of the overall bid value.

8.22 Technical evaluation Criteria

- The following criteria shall be used to evaluate the technical bids. All the bids scoring 60 and above in the technical evaluation will be qualified for commercial bid opening.

Sr. No.	Description	Weightage	Schedule to be filled from Section 10.4
1	Organizational Strengths	55	
1.1	Experience in number of years		
1.1.1	Bidder's experience in setting-up Data centers in India, quantified in terms of number of years will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center Bidder with maximum years of experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.	6 marks	Schedule A
1.1.2	Bidder's experience in providing Facility management services to data centers in India, quantified in terms of number of years will be evaluated. Facility Management would mean where the bidder has provided comprehensive operations / maintenance services towards all IT & Non-IT components of the data center. Bidder with maximum years of experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.	6 marks	Schedule B
1.1.3	Bidder's experience in System Integration of IT components in India, quantified in terms of number of years will be evaluated. System Integration would mean where the bidder has undertaken Supply, Installation & Commissioning of IT Components System Integration of IT components with an order value more than 5 Crores shall be considered. Bidder with maximum years of SI experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.	6 marks	Schedule C
1.2	Experience in number of projects		

1.2.1	Bidder's experience in setting-up Data centers in India quantified in terms of number of projects executed will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center Bidder with maximum no. of projects (capped to 3 nos.) shall be awarded full 7 marks and the others shall be awarded marks on relative (Prorate) basis.	7 marks	Schedule D
1.2.2	Bidder's experience in setting-up State Data centers/ e-Governance Datacenter in India quantified in terms of number of projects executed will be evaluated. Setting-up State Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the State data center/ e-Governance Datacenter Bidder with maximum no. of projects (capped to 2 nos.) shall be awarded full 5 marks and the others shall be awarded marks on relative (Prorate) basis.	5 Marks	Schedule E
1.2.3	Bidder's experience in providing Facility management services to data centers in India, quantified in terms of number of projects executed. Facility Management would mean where the bidder has provided operations/ maintenance services towards IT & Non-IT components of the data center. Bidder with maximum no. of projects (capped to 3 nos.) shall be awarded full 7 marks and the others shall be awarded marks on relative (Prorate) basis.	7 marks	Schedule F
1.2.4	Bidder's experience in System Integration of IT components quantified in terms of number of projects in India will be evaluated. System Integration would mean where the bidder has undertaken Supply, Installation & Commissioning of IT Components System Integration of order value more than 5 Crores shall be considered. Bidder with maximum no. of projects (capped to 3 nos.) shall be awarded full 5 marks and the others shall be awarded marks on relative (Prorate) basis.	5 marks	Schedule G
1.2.5	Data centers that the bidder has set-up or is operating / managing with ISO 27001 certification will be considered for evaluation under this clause. Bidder with maximum number of such data centers. (capped to 2 nos.) Shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.	6 marks	Schedule H
1.3	Financial strength		

1.3.1	Turn over of the company for the last financial year ending 31 st March 2017 > Rs30 crores = 7 ; > Rs15 = < Rs30 crores = 3 ;	7 marks	Schedule I
2	Project Requirements	35	
2.1	Power consumption - The whole solution of the bidder shall be evaluated with regard to the total power requirements in terms of peak power requirement. The bidder shall provide Equipment wise peak power consumption of all the proposed equipment in a tabulated manner along with the un-priced BOM submitted with the technical bids. The total peak power consumption of respective bids shall be compared for evaluation. The bidder with least peak power consumption shall be awarded full 5 marks and the other bidders shall be awarded marks on relative (Prorata) basis.	5 marks	Schedule J
2.2	Migration of the Existing system into new system Migration of the existing CCTNS and e-District Applications and databases into PYSDC II. Detailed migration plan to be submitted along with the technical proposal.		Schedule K
	Approach & Methodology	3	
	Shutdown time The bidder can commit lesser down time during the emigration. Downtime commitment of the SDC migration shall be evaluated and the bidder with lowest commitment shall be awarded maximum marks and others shall be awarded marks on relative basis. Components that will be considered are given below .	3	
2.3	Market Share OEM (Gartner/ IDC OEM market share in Asia for the quarter ending December 2017). OEMs with maximum share in the particular component shall be awarded maximum marks and others shall be awarded marks on relative basis. Components that will be considered are given below. Bidders are required to submit copy of the relevant market share documents		Schedule L
2.3.1	Compute Infrastructure	3	
2.3.2	Network Infrastructure	3	
2.3.3	Storage Infrastructure	3	

2.4	Higher uptime / Performance SLA commitment In this section SLA commitment of each bidder against the below given components shall be evaluated. The bidder can commit higher SLAs. SLA commitment of individual components shall be evaluated and the bidder with highest commitment in the particular component shall be awarded maximum marks and others shall be awarded marks on relative basis. Components that will be considered are given below.		Schedule M
	2.4.1 Systems availability	5	
	2.4.2 Helpdesk, incident management, problem management	5	
	2.4.3 Security management	5	
	3 Other	10	
3.1	Resource Allocation	10	
3.1.1	Total number of resources (with more than 3 years of experience and IT domain expertise and certification) committed full time dedicated on site by the bidder for this project during operations shall be considered for evaluation. Bidder with better qualified resources committed (in proportion to the resource requirement chart given in the RFP) shall be awarded maximum marks and others shall be awarded marks on relative basis.		Form at 10 – Resource Deployment Plan
	TOTAL SCORE	100	

8.23 Evaluation of Commercial Bids

Commercial bids of those bidders who qualify the technical evaluation will be opened. A min of 70 points have to be scored to qualify in the technical evaluation.

The commercial Bids would be evaluated based on the overall price (CAPEX + OPEX) quoted, the evaluation would be based on L1 criteria. The Bidder who quotes the lowest price shall be considered as L1.

However, the actual OPEX period would be decided by PeGS at the time of signing of the contract, which would be in line with the SDC Project duration. The rates for monthly / quarterly / annual payments may be calculated on a pro-rata basis, if required.

8.24 Correction of Errors

- Proposals will be checked by the committee for any arithmetic errors during the evaluation of the Financial Proposal. Errors will be corrected by the committee as follows
 - Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
 - Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern, or between sub totals and total price, the unit or sub total price shall prevail and the total price shall be corrected.
- The amount stated in the Financial Proposal will be adjusted by the committee in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount of Financial Proposal, its Proposal will be rejected (and EMD forfeited) and the Bidder will be liable for other appropriate action as decided by committee.

8.25 Post Qualification and Award Criteria

- An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event; the Puducherry eGovernance Society [PeGS] will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- The Puducherry eGovernance Society [PeGS] is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

8.26 PeGS's Right to Vary Scope of Contract at the time of Award

- The Puducherry eGovernance Society [PeGS] may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Puducherry eGovernance Society [PeGS] changed order.

8.27 PeGS's Right to Accept Any Bid and to reject any or all Bids

- The Puducherry eGovernance Society [PeGS] reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Puducherry eGovernance Society [PeGS]'s action.

- The Puducherry eGovernance Society [PeGS] reserves the right to negotiate the commercials with the selected Bidder and seek revised commercial bid.

8.28 Notification of Award

- Prior to the expiration of the period of bid validity, the Puducherry eGovernance Society [PeGS] will notify the successful Bidder in writing by registered letter or by fax, to be confirmed in writing by registered letter, that its bid has been accepted.
- The notification of award will constitute the formation of the Contract.
- Upon the successful Bidder's furnishing of Bank Guarantee for contract performance the Puducherry eGovernance Society [PeGS] may notify each unsuccessful Bidder and will discharge its EMD.

8.29 Signing of Contract

- At the same time as the Puducherry eGovernance Society [PeGS] notifies the successful Bidder that its bid has been accepted, the Puducherry eGovernance Society [PeGS] will send the Bidders the Proforma for Contract provided in the Tender Document, incorporating all agreements between the parties.
- Within 10 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the Puducherry eGovernance Society [PeGS].

8.30 Bank Guarantee for Contract Performance

- Within 10 days of the receipt of notification of award from the Puducherry eGovernance Society [PeGS], the successful Bidder shall furnish the performance security in accordance with the Terms & Conditions of Contract, in the Contract Performance Guarantee Bond prescribed at Volume II, Section IV – Proforma.
- Failure of the successful Bidder to comply with the requirement of Clause 8.33 shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Puducherry eGovernance Society [PeGS] gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

8.31 Confidentiality of the Document

- This Tender Document is confidential and the Puducherry eGovernance Society [PeGS] shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

8.32 Rejection Criteria

- Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

8.33 General Rejection Criteria

- Bids submitted without or in proper EMD.
- Bids which do not confirm unconditional validity of the bid as prescribed in the Tender.

- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received by the Puducherry eGovernance Society [PeGS] after the last date prescribed for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

8.34 Technical Rejection Criteria

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
- The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- If the bid does not confirm to the timelines indicated in the bid.

8.35 Commercial Rejection Criteria

- Incomplete Price Bid
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include GST and any other taxes as applicable.
- If there is an arithmetic discrepancy in the commercial bid calculations the Puducherry eGovernance Society [PeGS] shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.
- To ensure a reasonable and realistic ratio of CAPEX and OPEX: a bid may be liable to be rejected after scrutiny if total CAPEX happens to be more than 60 % of the overall bid value.

8.36 Concessions permissible under statutes

- Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies and any other taxes. Puducherry eGovernance Society [PeGS] will not take responsibility towards this. However, Puducherry eGovernance Society [PeGS] may provide necessary assistance, wherever possible, in this regard.

8.37 Income Tax Liability

- The bidder will have to bear all Income Tax liability both corporate and personal tax.
- Proprietary rights
- The bidder/supplier shall indemnify the tenderer against all third party claims of infringement of patent, copyright, trademark and trade designs arising from use of the goods or any part thereof in India.
- Patent rights
- The bidder shall indemnify the tenderer against all third-party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of the Goods or any part thereof.
- Additional information/clarification
- Tenderer reserves the right to ask for any additional information, as it may deem necessary to evaluate the bid proposal. Bidders that fail to submit additional information or clarification as sought by evaluation committee within 10 days of the receipt of tenderer's letter requesting for such additional information and/or clarification, their bids will be evaluated based on the information furnished along with the bid proposal.

9 Section VII – General Conditions of Contract

Format of the contract to be entered between successful bidder and PeGS is given below:

This CONTRACT is made and entered into on this day of by and between Puducherry eGovernance Society [PeGS] a society under Directorate of Information Technology, Puducherry, (hereinafter referred to as “Puducherry eGovernance Society [PeGS]” which expression shall include its successors, administrators, executors and assignees) on the one part and M/s....., a company registered under the Companies Act with its Registered office at referred to as the “IMPLEMENTATION AGENCY” (which expression shall include its successors, administrators, executors and permitted assignees) on the other part.

WHEREAS Puducherry eGovernance Society [PeGS] is desirous of Design, Supply, Installation, Commissioning and Operation & Maintenance of the State Data Center Phase II of Puducherry for 5 years from the date of acceptance of the Data Center (description of services) for carrying out Puducherry eGovernance Society [PeGS] operations conforming to specifications as set forth in the Scope of Work at Volume I, Section III;

AND WHEREAS the DCO Phase II represents that it has the necessary experience for carrying out Puducherry eGovernance Society [PeGS] operations as referred to herein and has submitted a bid for providing the required services against Puducherry eGovernance Society [PeGS] Tender No..... all in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Puducherry eGovernance Society [PeGS] from time to time;

AND WHEREAS Puducherry eGovernance Society [PeGS] has accepted the bid of the DCO Phase II and has placed Fax order / Letter of Intent / Notification of Award vide its letter Dated.... On the IMPLEMENTATION AGENCY.

Now, it is hereby agreed to by and between the parties as under:

9.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

- 9.1.1. **“Business Day”** means any day that is not a Sunday or a public holiday (as per the official holidays observed by Puducherry eGovernance Society [PeGS]);
- 9.1.2. **“Confidential Information”** means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party or any information with regard to any taxpayer, or any other person who is covered within the ambit of any commercial taxes legislation including any such information that may come to the knowledge of the Parties hereto/ Bidder’s Team by virtue of this Contract that:
 - 9.1.2.1. Is by its nature confidential or by the circumstances in which it is disclosed confidential; or
 - 9.1.2.2. Is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract;
- 9.1.3. **“Contract”** means the Agreement entered into between the Puducherry eGovernance Society [PeGS] and the “Implementation Agency” as recorded in the Contract form signed by the Puducherry eGovernance Society [PeGS] and the “Implementation Agency” including all attachments and Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time;
- 9.1.4. **“Implementation Agency’s Representative”** means the person or the persons appointed by the DCO from time to time to act on its behalf for overall co-ordination, supervision and project management.
- 9.1.5. **“Commissioning of Data Center”** means the Data Center supply, installation of the required IT & No- IT components, making the site available to Puducherry eGovernance Society [PeGS] for carrying out live Operations and getting the acceptance of the same from the Puducherry eGovernance Society [PeGS].
- 9.1.6. **“Document”** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes or and databases or microfilm or computer generated microfiche.
- 9.1.7. **“Effective Date”** means the date on which this Contract is signed and executed by the parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date;
- 9.1.8. **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights;

- 9.1.9. **“Kick Off Meeting”** means a meeting convened by the Puducherry eGovernance Society [PeGS] to discuss and finalize the work execution plan and procedures with Implementation Agency.
- 9.1.10. The **“DCO ”** means the company with whom the order has been placed for providing Services as specified in this tender/contract and shall be deemed to include the Implementation Agency’s successors, representatives (approved by the Puducherry eGovernance Society [PeGS]), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
- 9.1.11. **“Data Center Operator Team”** means the successful Bidder who has to provide services to the Puducherry eGovernance Society [PeGS] under the scope of this Tender / Contract. This definition shall also include any and/or all of the employees of Bidder, their authorized agents and representatives and approved Sub Implementation Agencies or other personnel employed or engaged either directly or indirectly by the DCO for the purposes of the Contract.
- 9.1.12. **“Parties”** means the Puducherry eGovernance Society [PeGS] and the DCO and **“Party”** means either of the Parties;
- 9.1.13. **“Service”** means facilities/services to be provided as per the requirements specified in this tender document and any other incidental services, such as installation, implementation, maintenance, provision of technical assistance and other such obligations of the DCO covered under the Contract;
- 9.1.14. **“Service Specification”** means and include detailed description, statements to technical data, performance characteristics, and standards as applicable and as specified in the Contract as well as those specifications relating to Industry standards and codes applicable to the performance of the work, work performance quality and the specifications affecting the works or any additional specification required to be produced by the DCO to meet the design criteria.
- 9.1.15. **“Site”** means the Data Centre space, NOC Area, Staging Area, Media and Accessories Room and other allied areas as approved by the Puducherry eGovernance Society [PeGS] for the purposes of the contract wherein the operations/services/facilities as specified in the scope of work are to be provided/carried out
- 9.1.16. **“Sub-Implementation Agency”** means any person or persons or firm/company or their legal representatives, successors, assignees to which part of the contract has been outsourced by the DCO after necessary consent of Puducherry eGovernance Society [PeGS]
- 9.1.17. **“The Contract Price/Value”** means the price payable to the DCO under the Contract for the full and proper performance of its contractual obligations;
- 9.1.18. **“State Government”** shall mean Government of Puducherry, and shall include its legal representatives, successors and permitted assignees.
- 9.1.19. **“State Government’s Representative”** shall mean the person appointed by the Puducherry eGovernance Society [PeGS] a society under Directorate of Information Puducherry eGovernance Society

Technology Puducherry from time to time to act on its behalf at the site for overall coordination, supervision and project management at site.

9.2 Interpretation

In this Contract unless a contrary intention is evident:

- 9.2.1. The clause headings are for convenient reference only and do not form part of this Contract;
- 9.2.2. Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- 9.2.3. Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- 9.2.4. A word in the singular includes the plural and a word in the plural includes the singular;
- 9.2.5. A word importing a gender includes any other gender;
- 9.2.6. A reference to a person includes a partnership and a body corporate;
- 9.2.7. A reference to legislation includes legislation repealing, replacing or amending that legislation;
- 9.2.8. Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- 9.2.9. In the event of an inconsistency between the terms of this Contract and the Tender and the Bid, the terms hereof shall prevail.

9.3 Conditions Precedent

- 9.3.1. This Contract is subject to the fulfillment of the following conditions precedent by the Implementation Agency.
 - 9.3.1.1. Furnishing of an unconditional and irrevocable and continuing Bank Guarantee for Contract Performance of the sum of Rs. _____/- (10% of the total contract value), in a form and manner acceptable to the Puducherry eGovernance Society [PeGS] (Refer Clause 9.7) which would remain valid for a period of 71 months (Project duration 65 months + Additional time period of 6 months) from the award of contract. If the duration of the project extends beyond 66 months then the PBG shall be renewable as may be stipulated by the Puducherry eGovernance Society [PeGS].
- 9.3.2. Execution of a Deed of Indemnity in terms of Clause 9.19 of this Contract
- 9.3.3. The Performance Bank Guarantee shall be submitted from any of the Nationalized bank.
- 9.3.4. Obtaining of all statutory and other approvals required for the performance of the Services under this Contract
- 9.3.5. Where the designated DCO is a subsidiary of a company or a member of a group of companies or is a joint venture company or is special purpose vehicle (SPV) [formed to execute the obligations under this Contract] and where the Puducherry eGovernance

Society [PeGS] may specify (on account of the Implementation Agency's failure to fulfill all selection criteria specified in the Tender), the parent or flagship company / majority shareholder of such DCO having furnished an unconditional, irrevocable and continuing bank guarantee of an amount equivalent to Rs ____/- on behalf of the DCO in a form and manner acceptable to the Puducherry eGovernance Society [PeGS] which would remain valid until such time, beyond the term of the Contract, as may be stipulated by the Puducherry eGovernance Society [PeGS].

- 9.3.6. The Puducherry eGovernance Society [PeGS] reserves the right to waive any or all of the conditions specified in 9.3 above in writing and no such waiver shall affect or impair any right, power or remedy that the Puducherry eGovernance Society [PeGS] may otherwise have.

9.4 Representations & Warranties

In order to induce the Puducherry eGovernance Society [PeGS] to enter into this Contract, the DCO hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- 9.4.1. That the DCO has the requisite experience in providing Data Centre site preparation and maintenance services, the technical know-how and the financial wherewithal, the power and the authority that would be required to successfully provide the Services sought by the Puducherry eGovernance Society [PeGS], for the purposes of this Contract.
- 9.4.2. That the DCO is not involved in any major litigation or legal proceedings, pending, existing, and potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.
- 9.4.3. That the representations and warranties made by the DCO in the bid or will be made in this contract are and shall continue to remain true and fulfil all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Puducherry eGovernance Society [PeGS] specifies to the contrary, the DCO shall be bound by all the terms of the Bid and the contract through the term of the contract.
- 9.4.4. That the DCO has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to fulfil the Scope of Work stipulated in the Tender and this Contract.
- 9.4.5. That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.
- 9.4.6. That the DCO shall use such assets of the Puducherry eGovernance Society [PeGS] as the Puducherry eGovernance Society [PeGS] may permit for the sole purpose of execution of its obligations under the terms of the Bid, Tender or this Contract. The DCO shall however, have no claim to any right, title, lien or other interest in any such

property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

- 9.4.7. That the DCO shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copy righted process/product free from all claims, titles, interests and liens thereon and shall keep the Puducherry eGovernance Society [PeGS] indemnified in relation thereto.
- 9.4.8. That the execution of the Services and the Scope of work herein are and shall be in accordance and in compliance with all applicable laws.
- 9.4.9. That all conditions precedent under the Contract has been satisfied.
- 9.4.10. That neither the execution and delivery by the DCO of the Contract nor the Implementation Agency's compliance with or performance of the terms and provisions of the Contract
 - 9.4.10.1. Will contravene any provision of any Applicable Law or any order, writ, injunction or decree of any court or Governmental Authority binding on the Implementation Agency,
 - 9.4.10.2. Will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any Contract, Contract or instrument to which the DCO is a party or by which it or any of its property or assets is bound or to which it may be subject or
 - 9.4.10.3. Will violate any provision of the Memorandum and Articles of Association of the Implementation Agency.
- 9.4.11. That the DCO certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the DCO which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
- 9.4.12. That the DCO owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all its Intellectual Property Rights, which are required or desirable for performance of its services under this contract and regarding the same the DCO does not, so far as the DCO is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. So far as the DCO is aware, none of the Intellectual Property Rights, owned or enjoyed by the DCO or which the DCO is licensed to use, which are material in the context of Implementation Agency's business and operations for the performance of this contract are being infringed nor, so far as the DCO is aware, is there any infringement or threatened infringement of those Intellectual Property Rights licensed or provided to the DCO by any person. All Intellectual Property Rights (owned by the DCO or which the DCO is licensed to use) required by the DCO for the performance of the contract are valid and subsisting. All actions (including registration, payment of all registration and

renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Puducherry eGovernance Society [PeGS] indemnified in relation thereto.

- 9.4.13. That time is the essence of the Contract and hence the DCO shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workmanlike manner on a timely basis.
- 9.4.14. That its security measures, policies and procedures are adequate to protect and maintain the confidentiality of the Confidential Information.
- 9.4.15. That in providing the Services or deliverables or materials, neither DCO nor its agent, nor any of its employees, shall utilize information which may be considered confidential information of, or proprietary to, any prior employer or any other person or entity;

9.5 Scope of work/contract:

Scope of the CONTRACT shall be as defined in the RFP No. 261/PYSDC Phase II/ RFP/2018 and the Corrigendum / Addendum issued with respect to this RFP.

9.6 Duration of the contract:

The CONTRACT shall remain valid for a period of 5 (Five) years from the date of signing of contract or 5 years from the date of acceptance of the data center whichever is later.

9.7 Implementation Agency's Obligations

- 9.7.1. The DCO would be required to develop, maintain and manage the proposed State Data Centre Phase II facilities. It will be the Implementation Agency's responsibility to ensure compliance to the requirements of the Data Centre and continued operation of the Data Centre in accordance with and in strict adherence to the terms of this Bid, the Tender and this Contract.
- 9.7.2. In addition to the aforementioned, the DCO shall:
 - 9.7.2.1. Perform the Services specified by the Puducherry eGovernance Society [PeGS] and make available the necessary equipment / facilities / services as may be necessary and other 'Scope of work' requirements as specified in the tender and changes thereof.
 - 9.7.2.2. The DCO shall ensure that the Implementation Agency's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The DCO shall ensure that the Services are performed through the efforts of the Implementation Agency's Team, in accordance with the terms hereof and to the satisfaction of the Puducherry eGovernance Society [PeGS]. Nothing in this Contract relieves the DCO from its liabilities or obligations under this Contract to provide the Services in accordance with the Puducherry eGovernance Society [PeGS] directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Puducherry eGovernance Society [PeGS]

and the DCO shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

9.8 Implementation Agency's Representative

The Implementation Agency's representative shall have all the powers requisite for the performance of services under this contract. The Implementation Agency's Representative shall liaise with the Puducherry eGovernance Society [PeGS] Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. He will extend full co-operation to Puducherry eGovernance Society [PeGS] representative in the manner required by them for supervision/inspection/observation of the Data Centre facilities, equipment/material, procedures, performance, reports and records pertaining to the works. He shall also have complete charge of the Implementation Agency's personnel engaged in the performance of the works and to ensure internal discipline, compliance of rules, regulations and safety practice. He shall also co-ordinate and co-operate with the other Service Providers/Vendors of the Puducherry eGovernance Society [PeGS] working at the Site/offsite for activities related to planning, execution of scope of work and providing services under this contract.

9.9 Reporting Progress

- 9.9.1. DCO shall monitor progress of all the activities specified in the contract and submit free of cost monthly progress report about various aspect of the work to the Puducherry eGovernance Society [PeGS]. The Puducherry eGovernance Society [PeGS] on mutual agreement between both parties may change the periodicity of such reports. Extracts of the progress report to be termed, as "Executive Summary" shall be submitted in 3 copies, along with 3 copies of monthly progress report. The same is required to be submitted in soft copy as well. Formats for such reporting shall be discussed at the Kick-Off meeting.
- 9.9.2. The Data Centre facilities / services, and/or labour to be provided by the DCO under the Contract and the manner and speed of execution and maintenance of the work are to be conducted in a manner to the satisfaction of Puducherry eGovernance Society [PeGS] representative in accordance with the Contract. Should the rate of progress of the work, compliance to the requirements of the Data Centre/its facilities, or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works or insufficient for satisfactory operation of the Data Centre, the Puducherry eGovernance Society [PeGS] representative shall so notify the DCO in writing.
- 9.9.3. The DCO shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time. The DCO shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Puducherry eGovernance Society [PeGS] or Puducherry eGovernance Society [PeGS] representative that the actual progress of work does not

conform to the approved program the DCO shall produce at the request of the Puducherry eGovernance Society [PeGS] representative a revised program showing the modification to the approved program necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance/improvement to the stipulated requirements.

- 9.9.4. In case during the site preparation of the proposed Data Centre, the progress falls behind schedule or does not meet the desired requirements, DCO shall deploy extra manpower, resources, infrastructure to make up the progress or to meet the requirements. Program for deployment of extra manpower/ resources/ infrastructure will be submitted to the Puducherry eGovernance Society [PeGS] for its review and approval, which approval shall not be unreasonably withheld. All time and cost effect in this respect shall be borne, by the DCO unless otherwise expressly provided in the Contract.

9.10 Knowledge of Site Conditions

- 9.10.1. The Implementation Agency's undertaking of this Contract shall be deemed to mean that the DCO possesses the knowledge of all data centre related requirements as stipulated in the Tender Document including but not limited to environmental, demographic and physical conditions and all criteria required to meet the design of the data centre.
- 9.10.2. The DCO shall be deemed to have understood the requirements and have satisfied himself with the data contained in the Bidding Documents, the quantities and nature of the works and materials necessary for the completion of the works, etc., and in general to have obtained himself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities there with under the Contract and his ability to perform it. However, if during the process of site preparation and installation of the equipment at the Data Centre, as required by Puducherry eGovernance Society [PeGS], DCO detects any obstructions affecting the work, the DCO shall take all measures to overcome them.
- 9.10.3. DCO shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Price for the works. The consideration provided in the Contract for the DCO undertaking the works shall cover all the Implementation Agency's obligation and all matters and things necessary for proper execution and maintenance of the works in accordance with the Contract and for complying with any instructions which the Puducherry eGovernance Society [PeGS] Representative may issue in accordance with the connection therewith and of any proper and reasonable measures which the DCO takes in the absence of specific instructions from the Puducherry eGovernance Society [PeGS] Representative.

9.11 Implementation Agency's Team

- 9.11.1. The DCO shall supply to the Puducherry eGovernance Society [PeGS] 7 (Seven) days prior to the effective date of commencement of works/services or kick-off meeting
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whichever is earlier, an organization chart showing the proposed organization/manpower to be established by the DCO for execution of the work/facilities including the identities and Curriculum-Vitae of the key personnel to be deployed. The DCO shall promptly inform the Puducherry eGovernance Society [PeGS] in writing, of any revision or alteration of such organization charts.

- 9.11.2. The team proposed by the DCO as a part of the technical proposal should be deployed at Data Centre. Any change in the team profile should be brought in to the notice of PEGS. DCO should ensure that any replacement personnel, if unavoidable, is equivalent or better than the original personnel in terms of experience and qualification.
- 9.11.3. The DCO shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs/charges in connection thereof.
- 9.11.4. The DCO shall provide and deploy, on the Site for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage/supervise the work in a proper and timely manner.
- 9.11.5. The Puducherry eGovernance Society [PeGS] Representative may at any time object to and require the DCO to remove forthwith from the site a supervisor or any other authorized representative or employee of the DCO or any person(s) deployed by DCO or his sub-Implementation Agency, if, in the opinion of the Puducherry eGovernance Society [PeGS] Representative the person in question has misconducted himself or his deployment is otherwise considered undesirable by the Puducherry eGovernance Society [PeGS] Representative the DCO shall forthwith remove and shall not again deploy the person in question of the work site without the written consent of the Puducherry eGovernance Society [PeGS] Representative.
- 9.11.6. The Puducherry eGovernance Society [PeGS]'s Representative may at any time request the DCO to remove from the work/ Site the Implementation Agency's supervisor or any other authorized representative including any employee of the DCO or his sub-DCO or any person(s) deployed by DCO or his sub-DCO for professional incompetence or negligence or for being deployed for work for which he is not suited. The DCO shall consider the Puducherry eGovernance Society [PeGS] Representative request and may accede to or disregard it. The Puducherry eGovernance Society [PeGS] Representative, having made a request, as aforesaid in the case of any person, which the DCO has disregarded, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this Clause object to and require the DCO to remove that person from deployment on the work, which the DCO shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of the Puducherry eGovernance Society [PeGS] Representative.
- 9.11.7. The Puducherry eGovernance Society [PeGS] Representative shall state to the DCO in writing his reasons for any request or requirement pursuant to this clause.

9.11.8. The DCO shall maintain backup personnel and shall promptly provide replacement of every person removed, pursuant to this section, with an equally competent substitute from the pool of backup personnel.

9.11.9. In case of change in its team composition owing to attrition, the DCO shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member. The existing team member should be replaced with an equally competent substitute from the pool of backup personnel.

9.12 Statutory Requirements

9.12.1. During the tenure of this Contract nothing shall be done by the DCO in contravention of any law, act and/or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Puducherry eGovernance Society [PeGS] indemnified in this regard.

9.12.2. The DCO and their personnel/representative shall not alter / change / replace any hardware component proprietary to the Puducherry eGovernance Society [PeGS] and/or under warranty or AMC of third party without prior consent of the Puducherry eGovernance Society [PeGS].

9.12.3. The DCO and their personnel/representative shall not without consent of the Puducherry eGovernance Society [PeGS] install any hardware or software not purchased / owned by the Puducherry eGovernance Society [PeGS].

9.13 Contract Administration

9.13.1. Either party may appoint any individual / organization as their authorized representative through a written notice to the other party. Each Representative shall have the authority to:

9.13.1.1. Exercise all of the powers and functions of his/her Party under this Contract other than the power to amend this Contract and ensure the proper administration and performance of the terms hereof;

9.13.1.2. Bind his or her Party in relation to any matter arising out of or in connection with this Contract.

9.13.2. The DCO along with the members of Sub-Implementation Agencies/third parties shall be bound by all undertakings and representations made by the authorized representative of the DCO and any covenants stipulated hereunder, with respect to this Contract, for and on their behalf.

9.13.3. For the purpose of execution or performance of the obligations under this Contract, the Puducherry eGovernance Society [PeGS] representative would act as an interface with the nominated representative of the Implementation Agency. The DCO shall comply with any instructions that are given by the Puducherry eGovernance Society [PeGS] representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the Tender.

9.13.4. A Committee comprising of representatives from the Puducherry eGovernance Society [PeGS] and the DCO shall meet on a quarterly basis to discuss any issues / bottlenecks being encountered. The DCO shall draw the minutes of these meetings and circulate to the Puducherry eGovernance Society [PeGS].

9.14 Right of Monitoring, Inspection and Periodic Audit

9.14.1. The Puducherry eGovernance Society [PeGS] reserves the right to inspect and monitor/assess the progress/performance/maintenance of the Data Centre at any time during the course of the Contract, after providing due notice to the Implementation Agency. The Puducherry eGovernance Society [PeGS] may demand and upon such demand being made, the Puducherry eGovernance Society [PeGS] shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project.

9.14.2. The Puducherry eGovernance Society [PeGS] shall also have the right to conduct, either itself or through another DCO as it may deem fit, an audit to monitor the performance by the DCO of its obligations/functions in accordance with the standards committed to or required by the Puducherry eGovernance Society [PeGS] and the DCO undertakes to cooperate with and provide to the Puducherry eGovernance Society [PeGS]/ any other DCO appointed by the Puducherry eGovernance Society [PeGS], all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the DCO failing which the Puducherry eGovernance Society [PeGS] may, without prejudice to any other rights that it may have issue a notice of default.

9.15 Puducherry eGovernance Society [PeGS] Obligations

9.15.1. The Puducherry eGovernance Society [PeGS] Representative shall interface with the Implementation Agency, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Puducherry eGovernance Society [PeGS] shall provide adequate cooperation in providing details, assisting with coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Puducherry eGovernance Society [PeGS] is proper and necessary.

9.15.2. Puducherry eGovernance Society [PeGS] shall ensure that timely approval is provided to the Implementation Agency, where deemed necessary, which should include physical data centre diagram/plans and all specifications related to equipment/material required to be provided as part of the Scope of Work.

9.15.3. Puducherry eGovernance Society [PeGS] shall approve all such documents as per Clause 9.15.2

9.16 Information Security

- 9.16.1. The DCO shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the Puducherry eGovernance Society [PeGS], out of Data Center premises without prior written permission from the Puducherry eGovernance Society [PeGS].
- 9.16.2. The DCO shall adhere to the Information Security policy developed by the State Government and PeGS.
- 9.16.3. DCO acknowledges that Puducherry eGovernance Society [PeGS] business data and other Puducherry eGovernance Society [PeGS] proprietary information or materials, whether developed by Puducherry eGovernance Society [PeGS] or being used by Puducherry eGovernance Society [PeGS] pursuant to a license agreement with a third party (the foregoing collectively referred to herein as “proprietary information”) are confidential and proprietary to Puducherry eGovernance Society [PeGS]; and DCO agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by DCO to protect its own proprietary information. DCO recognizes that the goodwill of Puducherry eGovernance Society [PeGS] depends, among other things, upon DCO keeping such proprietary information confidential and that unauthorized disclosure of the same by DCO could damage Puducherry eGovernance Society [PeGS] and that by reason of Implementation Agency’s duties hereunder, DCO may come into possession of such proprietary information, even though DCO does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. DCO shall use such information only for the purpose of performing the said services.
- 9.16.4. DCO shall, upon termination of this agreement for any reason, or upon demand by Puducherry eGovernance Society [PeGS], whichever is earliest, return any and all information provided to DCO by Puducherry eGovernance Society [PeGS], including any copies or reproductions, both hard copy and electronic.

9.17 Ownership of Equipment

The Puducherry eGovernance Society [PeGS] shall own the equipment and data centre infrastructure, supplied by the DCO arising out of or in connection with this Contract. PeGS shall reserve rights to use the software for any other applications or purpose other than mentioned in this RFP.

9.18 Risk Management

DCO shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the DCO under this CONTRACT. DCO shall underwrite all the risk related to its personnel deputed under this CONTRACT as well as equipment and components of the SDC, Puducherry eGovernance Society

procured for the SDC, equipment, tools and any other belongings of the DCO or their personnel during the entire period of their engagement in connection with this CONTRACT and take all essential steps to reduce and mitigate the risk. State Government will have no liability on this account.

9.19 Indemnity

9.19.1. The DCO shall execute and furnish to the Puducherry eGovernance Society [PeGS], a Deed of Indemnity in favour of the Puducherry eGovernance Society [PeGS] in a form and manner acceptable to the Puducherry eGovernance Society [PeGS], indemnifying the Puducherry eGovernance Society [PeGS] from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

9.19.1.1. Any negligence or wrongful act or omission by the DCO or the Implementation Agency's Team or any sub-Implementation Agency/ third party in connection with or incidental to this Contract; or

9.19.1.2. Any breach of any of the terms of the Implementation Agency's Bid as agreed, the Tender and this Contract by the Implementation Agency, the Implementation Agency's Team or any sub-Implementation Agency/ third party.

9.19.2. The indemnity shall be to the extent of 100% in favour of the Puducherry eGovernance Society [PeGS].

9.20 Confidentiality

9.20.1. The DCO shall not use any Information (CCTV records, Biometric Records etc), the name or the logo of the Puducherry eGovernance Society [PeGS] except for the purposes of providing the Service as specified under this contract;

9.20.2. The DCO may only disclose Information in the following circumstances:

9.20.2.1. With the prior written consent of the Puducherry eGovernance Society [PeGS]

9.20.2.2. To a member of the Implementation Agency's Team ("Authorized Person") if:

9.20.2.2.1. The Authorized Person needs the Information for the performance of obligations under this contract;

9.20.2.2.2. The Authorized Person is aware of the Information and is obliged to use it only for the performance of obligations under this contract

9.20.3. The DCO shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the members of the, sub Implementation Agencies and other service provider's team members to the satisfaction of the Puducherry eGovernance Society [PeGS].

9.20.4. The DCO shall sign a Non Disclosure Agreement (NDA) with the Puducherry eGovernance Society [PeGS]. The Implementation Agency, its antecedents and the sub-Implementation Agencies shall be bound by the NDA. The DCO will be held responsible
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for any breach of the NDA by its antecedents, delegates or sub-Implementation Agencies.

9.20.5. The DCO shall notify the Puducherry eGovernance Society [PeGS] promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Puducherry eGovernance Society [PeGS].

9.20.6. The DCO shall be liable to fully recompense the Puducherry eGovernance Society [PeGS] for any loss of revenue arising from breach of confidentiality. The Puducherry eGovernance Society [PeGS] reserves the right to adopt legal proceedings, civil or criminal, against the DCO in relation to a dispute arising out of breach of obligation by the DCO under this clause.

9.21 Term and Extension of the Contract

9.21.1. The term of this Contract shall be initially for a period of five years from the date of Final Acceptance Certificate issued by PeGS and contract shall come to an end on expiry of such period except when its term is extended by PeGS.

9.21.2. The Puducherry eGovernance Society [PeGS] shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Implementation Agency, at least 6 months before the expiration of the Term hereof, whether it will grant the DCO an extension of the Term. The decision to grant or refuse the extension shall be at the Puducherry eGovernance Society [PeGS] discretion.

9.21.3. Where the Puducherry eGovernance Society [PeGS] is of the view that no further extension of the term be granted to the Implementation Agency, the Puducherry eGovernance Society [PeGS] shall notify the DCO of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, the DCO shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Puducherry eGovernance Society [PeGS] shall either appoint an alternative Implementation Agency/service provider or create its own infrastructure to operate such Services as are provided under this Contract.

9.22 Prices

- Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. Puducherry eGovernance Society [PeGS] however reserves the right to review and negotiate the charges payable for the Data Centre Hire, its Facilities, Maintenance and Management at the beginning of the each year or at any time at the request of Puducherry eGovernance Society [PeGS] which ever is earlier to incorporate downward revisions as applicable and necessary.

9.23 Change Orders/Alteration/Variation

- The DCO agrees that the Data Centre requirements given in specifications of the Bidding Documents are minimum requirements and are in no way exhaustive and guaranteed by the Puducherry eGovernance Society [PeGS]. It shall be the responsibility of the DCO to meet all the requirements of Design criteria contained in the Bidding Documents and any upward revisions and/or additions of quantities, specifications, sizes given in Puducherry eGovernance Society

Specifications and drawings etc. of the Bidding Documents required to be made during commissioning of Data Centre shall not constitute a change order and shall be carried out without a change order and shall be carried out without any time and cost effect to Puducherry eGovernance Society [PeGS]. Further upward revisions and or additions required to make Implementation Agency's selected Data Centre space, facilities, equipment and installation procedures to meet Bidding Documents requirements expressed and to make entire facilities safe, operable and as per specified codes and standards shall not constitute a change order and shall be carried out without any time and cost effect to Puducherry eGovernance Society [PeGS]. Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the specification and Drawings etc. of the Bidding Documents which the DCO had not brought out to the Puducherry eGovernance Society [PeGS] notice in his tender shall not constitute a change order and such upward revisions and/or addition shall be carried out by DCO without any time and cost effect to Puducherry eGovernance Society [PeGS].

9.24 Change Order

- 9.24.1. The change order will be initiated only in case (i) the Puducherry eGovernance Society [PeGS] directs in writing the DCO to include any addition to the scope of work covered under this Contract or delete any part of the scope of the work under the Contract, (ii) DCO requests to delete any part of the work which will not adversely affect the operational capabilities of the facilities and if the deletions proposed are agreed to by the Puducherry eGovernance Society [PeGS] and for which cost and time benefits shall be passed on to the Puducherry eGovernance Society [PeGS], (iii) the Puducherry eGovernance Society [PeGS] directs in writing the DCO to incorporate changes or additions to the Design Criteria requirements already covered in the Contract.
- 9.24.2. Any changes required by the Puducherry eGovernance Society [PeGS] over and above the minimum requirements given in the specifications and drawings etc. included in the Bidding Documents before giving its approval to detailed design or Engineering for complying with design criteria and changes required to ensure systems compatibility and reliability for safe (As per codes, standards and recommended practices referred in the Bidding Documents) and trouble free operation shall not be construed to be change in the Scope of work under the Contract.
- 9.24.3. Any change order as stated in Clause 9.24.1, comprising an alteration which involves change in the cost of the works (which sort of alteration is hereinafter called a "Variation") shall be the Subject of an amendment to the Contract by way of an increase or decrease in the Contract Price and adjustment of the implementation schedule if any.
- 9.24.4. If there is a difference of opinion between the DCO and Puducherry eGovernance Society [PeGS] Representative whether a particular work or part of the work constitutes a change order or not, the matter shall be handled in accordance with the procedures set forth in Clause 9.25
- 9.24.5. Within ten (10) working days of receiving the comments from the Puducherry eGovernance Society [PeGS] or the drawings, specification, purchase requisitions and

other documents submitted by the DCO for approval, the DCO shall respond in writing, which item(s) of the Comments is/are potential changes(s) in the “Scope of work” at Section III of the Volume I of the tender document covered in the Contract and shall advise a date by which change order (if applicable) will be submitted to the Puducherry eGovernance Society [PeGS].

9.25 Procedures for Change Order

- 9.25.1. During detailed Engineering and subsequently, if the DCO observes that any new requirement which other than that required for meeting the design criteria is not specific or intended by the Contract has been stipulated by the Puducherry eGovernance Society [PeGS], while approving the specifications, calculations, purchase requisitions, other documents etc. he would verbally discuss the matter with Puducherry eGovernance Society [PeGS] Representative.
- 9.25.2. In case such requirement arises from the side of the Implementation Agency, he would also verbally discuss the matter with Puducherry eGovernance Society [PeGS] Representative giving reasons thereof.
- 9.25.3. In either of the two cases as explained in clause 9.25.1 and 9.25.2 above, the representatives of both the parties will discuss on the new requirement for better understanding and to mutually decide whether such requirement constitutes a change order or not.
- 9.25.4. If it is mutually agreed that such Requirement constitutes a “Change Order” then a joint memorandum will be prepared and signed by the DCO and Puducherry eGovernance Society [PeGS] to confirm a “Change Order” and basic ideas of necessary agreed arrangement.
- 9.25.5. Upon completion of the study referred to above under Clause 9.25.4, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to the Puducherry eGovernance Society [PeGS] to enable the Puducherry eGovernance Society [PeGS] to give a final decision whether DCO should proceed with the change order or not in the best interest of the works. The estimated cost and time impact indicated by DCO shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement change order. The time impact applicable to the Contract shall be mutually agreed, subsequently, on the basis of the detailed calculations supported with all relevant back up documents. In case DCO fails to submit all necessary substantiation/calculations and back up documents, the decision of the Puducherry eGovernance Society [PeGS] regarding time and cost impact shall be final and binding on the Implementation Agency.
- 9.25.6. If Puducherry eGovernance Society [PeGS] accepts the implementation of the change order under clause 9.25.5 above in writing, which would be considered as change order, then DCO shall commence to proceed with the relevant work stipulated in the change

order pending final agreement between the parties with regard to adjustment of the Contract Price and the Construction Schedule.

9.25.7. In case, mutual agreement whether new requirement constitutes the change order or not, is not reached, then DCO in the interest of the works, shall take up the implementation of the work, if advised in writing to do so by Puducherry eGovernance Society [PeGS] Representative pending settlement between the two parties to the effect whether such requirement constitutes a change order or not as per the terms and conditions of Contract documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated taking into account the records kept in accordance with the Contract.

9.25.8. The DCO shall submit necessary back up documents for the change order showing the break-up of the various elements (e.g. Data Centre Space facilities provisioning, Engineering, Procurement, Development, Installation, etc.) constituting the change order for the Puducherry eGovernance Society [PeGS] review. If no agreement is reached between the Puducherry eGovernance Society [PeGS] and DCO within 60 days after Puducherry eGovernance Society [PeGS] instruction in writing to carry out the change concerning the increase or decrease in the Contract price and all other matters described above, either party may refer the dispute to arbitration.

9.26 Change of Size/Quantities

- The Puducherry eGovernance Society [PeGS] will have the option to increase or decrease the size of the dedicated and exclusive Data Centre space as well as the Non -Data Centre space and the related quantities of equipment/material to be provisioned by the DCO as mentioned in the Contract, at any time before work is initiated at the site, provided that such increase or decrease shall not exceed twenty five per cent (25%) of the total Contract Price. In case the change required by the Puducherry eGovernance Society [PeGS] exceeds 25% of the total Contract Price, the said change would be subject to the DCO providing his written consent to the Puducherry eGovernance Society [PeGS] request.

9.27 Conditions for extra work/change order

9.27.1. The provisions of the Contract shall apply to extra work performed as if the Extra work / Change order has been included in the original Scope of work. However, the Contract Price shall increase / decrease and the Time Schedule shall be adjusted on account of the Extra work / Change orders as may be mutually agreed in terms of provisions set forth in Clause 9.25 to 9.27. The Implementation Agency's obligations with respect to such work remain in accordance with the Contract.

9.27.2. The rates provided by the DCO as part of its commercial quote will be considered as benchmark rates for placing change orders, if any.

9.28 Suspension of Work

9.28.1. The DCO shall, if ordered in writing by the Puducherry eGovernance Society [PeGS] Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The DCO shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Implementation Agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Implementation Agency. In case the suspension of works, is not consequent to any default or failure on the part of the Implementation Agency, and lasts for a period of more than 2 months, the DCO shall have the option to request the Puducherry eGovernance Society [PeGS] to terminate the Contract with mutual consent.

9.28.2. In the event that the Puducherry eGovernance Society [PeGS] suspends the progress of work for any reason not attributable to the DCO for a period in excess of 30 days in aggregate, rendering the DCO to extend his performance guarantee then Puducherry eGovernance Society [PeGS] shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the international banking procedures subject to the DCO producing the requisite evidence from the bank concerned.

9.29 Completion of Contract

9.29.1. Unless terminated earlier, pursuant to Clauses 9.4, 9.17, 9.20 the Contract shall terminate on the completion of term as specified in the Contract and only after the obligations mentioned in Clause 9 are fulfilled to the satisfaction of the Puducherry eGovernance Society [PeGS].

9.29.2. Special Conditions of Contract

9.29.3. Amendments of, and Supplements to, Clauses in the General Conditions of Contract.

9.30 Payment Schedule

9.30.1. The fee amount will be equal to the amount specified in **Volume I, Section X – Format for Tender Response – Commercial Bid**. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

Type	Time (Weeks)	Payment Schedule	Fee Payable	Remarks
CAPEX	T+0	Mobilization Advance	20% of the CAPEX	Payable against Bank Guarantee

Type	Time (Weeks)	Payment Schedule	Fee Payable	Remarks
	T+16	On Delivery and successful installation of all the equipments and migration of CCTNS and e-District applications to the new system	30% of the CAPEX	Payable on successful check of all the equipment by the PeGS
	T+22	On successful final acceptance test	40% of CAPEX	
		CAPEX amortized over 5 years	10% of CAPEX	0.5% per quarter in equated installments
OPEX		Operations and Management for 5 years payable at the end of each quarter.	5% (per quarter) of the OPEX	

9.30.2. All Payments shall be made in Indian Rupees Only and will be subject to provisions of Clauses 9.36 and 9.37.

9.31 Events of Default by the Implementation Agency

9.31.1. The failure on the part of the DCO to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Implementation Agency. The events of default as mentioned above may include inter-alia the following:

- 9.31.1.1. The DCO has failed to perform any instructions or directives issued by the Puducherry eGovernance Society [PeGS] which it deems proper and necessary to execute the scope of work under the Contract, or
- 9.31.1.2. The DCO has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures / Contract, or if the DCO has fallen short of matching such standards/targets as the Puducherry eGovernance Society [PeGS] may have designated with respect to any task necessary for the execution of the scope of work under this Contract. The above mentioned failure on the part of the DCO may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the Puducherry eGovernance Society [PeGS];
- 9.31.1.3. The DCO has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the Puducherry eGovernance Society [PeGS], despite being served with a default notice which laid down the specific deviance on the part of the DCO to comply with any stipulations or standards as laid down by the Puducherry eGovernance Society [PeGS]

- 9.31.1.4. The Implementation Agency/Implementation Agency's Team has failed to conform with any of the Service/Facility Specifications/standards as set out in the scope of work of this Tender document or has failed to adhere to any amended direction, modification or clarification as issued by the Puducherry eGovernance Society [PeGS] during the term of this Contract and which the Puducherry eGovernance Society [PeGS] deems proper and necessary for the execution of the scope of work under this Contract
- 9.31.1.5. The DCO has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the Tender and this Contract
- 9.31.1.6. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Implementation Agency.
- 9.31.1.7. The Implementation Agency/Implementation Agency's Team has failed to comply with or is in breach or contravention of any applicable laws.
- 9.31.1.8. Where there has been an occurrence of such defaults inter alia as stated above, the Puducherry eGovernance Society [PeGS] shall issue a notice of default to the Implementation Agency, setting out specific defaults / deviances / omissions and providing a notice of Sixty (60) days to enable such defaulting party to remedy the default committed.
- 9.31.1.9. Where despite the issuance of a default notice to the DCO by the Puducherry eGovernance Society [PeGS] the DCO fails to remedy the default to the satisfaction of the Implementation Agency, the Puducherry eGovernance Society [PeGS] may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the Puducherry eGovernance Society [PeGS].

9.32 Consequences in Event of Default

- 9.32.1. Where an Event of Default subsists or remains uncured the Puducherry eGovernance Society [PeGS] may/shall be entitled to:
 - 9.32.1.1. Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of Services and the project which the DCO shall be obliged to comply with which may include unilateral re-determination of the consideration payable to the DCO hereunder. The DCO shall in addition take all available steps to minimize loss resulting from such event of default.
- 9.32.2. The Puducherry eGovernance Society [PeGS] may, by a written notice of suspension to the Implementation Agency, suspend all payments to the DCO under the Contract, provided that such notice of suspension:
 - 9.32.2.1. Shall specify the nature of the failure; and

- 9.32.2.2. Shall request the DCO to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Implementation Agency
- 9.32.3. Where the Puducherry eGovernance Society [PeGS] deems necessary, it shall have the right to require replacement of any of the Implementation Agency's sub-contractors/ vendors with another suitable member. The DCO shall in such case terminate forthwith all their agreements/contracts other arrangements with such member and find of the suitable replacement for such outgoing member with another member to the satisfaction of the Puducherry eGovernance Society [PeGS], who shall execute such Contracts with the Puducherry eGovernance Society [PeGS] as the Puducherry eGovernance Society [PeGS] may require. Failure on the part of the DCO to find a suitable replacement and/or terminate all agreements/contracts with such member, shall amount to a breach of the terms hereof and the Puducherry eGovernance Society [PeGS] in addition to all other rights, have the right to claim damages and recover from the DCO all losses/ or other damages that may have resulted from such failure.
- 9.32.4. The PeGS reserves the right to terminate the contract with 30 (Thirty) days notice.

9.33 Terminate the Contract

- 9.33.1. Retain such amounts from the payment due and payable by the Puducherry eGovernance Society [PeGS] to the DCO of overall contract value (CAPEX+OPEX) for 5 years as may be required to offset any losses caused to the Puducherry eGovernance Society [PeGS] as a result of such event of default and the DCO shall compensate the Puducherry eGovernance Society [PeGS] for any such loss, damages or other costs, incurred by the Puducherry eGovernance Society [PeGS] in this regard. Nothing herein shall effect the continued obligation of the sub DCO / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- 9.33.2. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the DCO may have resulted from such default and pursue such other rights and/or remedies that may be available to the Puducherry eGovernance Society [PeGS] under law.

9.34 Termination

- 9.34.1. The Puducherry eGovernance Society [PeGS] may, terminate this Contract in whole or in part by giving the DCO prior and written notice indicating its intention to terminate the Contract under the following circumstances:
- 9.34.1.1. Where the Puducherry eGovernance Society [PeGS] is of the opinion that there has been such Event of Default on the part of the DCO which would make it proper and necessary to terminate this Contract and may include

failure on the part of the DCO to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.

- 9.34.1.2. Where it comes to the Puducherry eGovernance Society [PeGS]'s attention that the DCO (or the Implementation Agency's Team) is in a position of actual conflict of interest with the interests of the Puducherry eGovernance Society [PeGS], in relation to any of terms of the Implementation Agency's Bid, the Tender or this Contract
- 9.34.1.3. Where the Implementation Agency's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Implementation Agency, any failure by the DCO to pay any of its dues to its creditors, the institution of any winding up proceedings against the DCO or the happening of any such events that are adverse to the commercial viability of the Implementation Agency. In the event of the happening of any events of the above nature, the Puducherry eGovernance Society [PeGS] shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Implementation Agency/service provider, and to ensure business continuity
- 9.34.1.4. **Termination for Insolvency:** The Puducherry eGovernance Society [PeGS] may at any time terminate the Contract by giving written notice to the Implementation Agency, without compensation to the Implementation Agency, if the DCO becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Puducherry eGovernance Society [PeGS].
- 9.34.1.5. **Termination for Convenience:** The Puducherry eGovernance Society [PeGS], may, by prior written notice sent to the DCO at least 6 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Puducherry eGovernance Society [PeGS] convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
- 9.34.1.6. **Termination for Default:** Where there has been an occurrence of such default inter-alia as stated above, the PeGS shall issue a notice of default to the DCO, setting out specific deviations/ issues/ and providing a notice of 30 (Thirty) days to enable such defaulting party to remedy the default committed.
- 9.34.2. The DCO may, subject to approval by the Puducherry eGovernance Society [PeGS], terminate this Contract before the expiry of the term by giving the Puducherry

eGovernance Society [PeGS] a prior and written notice at least 12 months in advance indicating its intention to terminate the Contract.

9.35 Consequences of Termination

- 9.35.1. In the event of termination of this contract due to any cause whatsoever, the DCO shall be blacklisted and the empanelment will stand cancelled effective from the date of termination of this contract.
- 9.35.2. In the event of termination of this Contract due to any cause whatsoever, [whether consequent to the stipulated Term of the Contract or otherwise] the Puducherry eGovernance Society [PeGS] shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the DCO shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Puducherry eGovernance Society [PeGS] and/or the successor Implementation Agency/service provider, as may be required, to take over the obligations of the erstwhile DCO in relation to the execution/continued execution of the scope of this Contract.
- 9.35.3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the DCO or due to the fact that the survival of the DCO as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Puducherry eGovernance Society [PeGS] through unilateral re-determination of the consideration payable to the DCO shall pay the DCO for that part of the Services which have been authorized by the Puducherry eGovernance Society [PeGS] and satisfactorily performed by the DCO up to the date of termination. Without prejudice any other rights, the Puducherry eGovernance Society [PeGS] may retain such amounts from the payment due and payable by the Puducherry eGovernance Society [PeGS] to the DCO as may be required to offset any losses caused to the Puducherry eGovernance Society [PeGS] as a result of any act/omissions of the Implementation Agency. In case of any loss or damage due to default on the part of the DCO in performing any of its obligations with regard to executing the scope of work under this Contract, the DCO shall compensate the Puducherry eGovernance Society [PeGS] for any such loss, damages or other costs, incurred by the Puducherry eGovernance Society [PeGS]. Additionally, the sub DCO / other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the DCO as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Puducherry eGovernance Society [PeGS] and as may be proper and necessary to execute the scope

of work under the Contract in terms of the Implementation Agency's Bid, the Tender and this Contract.

- 9.35.4. Nothing herein shall restrict the right of the Puducherry eGovernance Society [PeGS] to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Puducherry eGovernance Society [PeGS] under law.
- 9.35.5. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

9.36 Penalty

- Commencement of activities for commissioning of Data Centre facilities and ongoing performance and service levels shall be as per timelines and parameters stipulated by the Puducherry eGovernance Society [PeGS] in this contract, failing which the Puducherry eGovernance Society [PeGS] may, at its discretion, impose Penalties on the DCO as defined in Volume I, Section IV – Service Level Agreement of this RFP document.

9.37 Liquidated Damages

- 9.37.1. Subject to clause for Force Majeure if the bidder fails to complete the Commissioning of Data Centre before the scheduled completion date or the extended date or if DCO repudiates the Contract before completion of the Work, the Puducherry eGovernance Society [PeGS], at its discretion, may without prejudice to any other right or remedy available to the Puducherry eGovernance Society [PeGS] the Contract recover a maximum of 10 percent of the project cost from the Implementation Agency, as Liquidated Damages (LD).
- 9.37.2. In the case it leads to termination, the Puducherry eGovernance Society [PeGS] shall give 30 days notice to the DCO of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days notice period, the DCO initiates remedial action acceptable to the Puducherry eGovernance Society [PeGS].
- 9.37.3. The Puducherry eGovernance Society [PeGS] may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the DCO in its hands (which includes the Puducherry eGovernance Society [PeGS]'s right to claim such amount against Implementation Agency's Bank Guarantee) or which may become due to the Implementation Agency. Any such recovery or liquidated damages shall not in any way relieve the DCO from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

9.38 Dispute Resolution

- 9.38.1. The Puducherry eGovernance Society [PeGS] and the DCO shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

- 9.38.2. If, after Thirty (30) days from the commencement of such direct informal negotiations, the Puducherry eGovernance Society [PeGS] and the DCO have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in Clauses 9.39.3 & clause 9.39.4.
- 9.38.3. In the case of a dispute or difference arising between the Puducherry eGovernance Society [PeGS] and the DCO relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the award of Tribunal of three (3) Arbitrators, constituted as per the terms of and under the (Indian) Arbitration and Conciliation Act, 1996. Each party to the contract shall appoint/nominate one Arbitrator each, the two Arbitrators so appointed/nominated by the Parties herein shall together choose the third Arbitrator, who shall be the Presiding Arbitrator of the Tribunal. The consortium of the three Arbitrators shall form the Arbitral Tribunal.
- 9.38.4. The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.
- 9.38.5. The venue of arbitration shall be in Puducherry, India.
- 9.38.6. The Puducherry eGovernance Society [PeGS] may terminate this contract, by giving a written notice of termination of minimum 30 days, to the Implementation Agency, if the DCO fails to comply with any decision reached consequent upon arbitration proceedings pursuant to the RFP.
- 9.38.7. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the Scope of Work to ensure continuity of operations.

9.39 Limitation of the Implementation Agency's Liability towards the PeGS

- 9.39.1. Except in case of gross negligence or willful misconduct on the part of the DCO or on the part of any person or company acting on behalf of the DCO in carrying out the Services, the Implementation Agency/DCO, with respect to damage caused by the DCO to Puducherry eGovernance Society [PeGS]'s property, shall not be liable to DIT.
- 9.39.1.1. For any indirect or consequential loss or damage; and
- 9.39.1.2. For any direct loss or damage that exceeds (A) the total payments payable under his contract to the DCO hereunder, or (B) the proceeds the DCO may be entitled to receive from any insurance maintained by the DCO to cover such a liability, whichever of (A) or (B) is higher.
- 9.39.2. This limitation of liability shall not affect the DCO liability, if any, for damage to Third Parties caused by the DCO or any person or firm/company acting on behalf of the DCO in carrying out the Services.

9.40 Conflict of interest

The DCO shall disclose to the Puducherry eGovernance Society [PeGS] in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the DCO or the Puducherry eGovernance Society

Implementation Agency's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

9.41 Severance

In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

9.42 Governing Language

The Agreement shall be written in English language. Subject to the RFP, such language versions of the Agreement shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English language only.

9.43 No Claim" Certificate

The DCO shall not be entitled to make any claim, whatsoever against the Puducherry eGovernance Society [PeGS], under or by virtue of or arising out of, this contract, nor shall the Puducherry eGovernance Society [PeGS] entertain or consider any such claim, if made by the DCO after he shall have signed a "No claim" certificate in favour of the Puducherry eGovernance Society [PeGS] in such forms as shall be required by the Puducherry eGovernance Society [PeGS] after the works are finally accepted.

9.44 Publicity

The DCO shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Puducherry eGovernance Society [PeGS] first gives the DCO its written consent.

9.45 Force Majeure

- 9.45.1. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.
- 9.45.2. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Puducherry eGovernance Society [PeGS] will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the DCO in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide

adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute Force Majeure, as set out above.

- 9.45.3. In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

9.46 Exit Management

9.46.1 Exit Management Purpose

- This Schedule sets out the provisions, which will apply on expiry or termination of the SLA, the Project Implementation, Operation and Management SLA.
- The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

9.46.2 Transfer of Assets

The Successful Bidder shall be entitled to use the Assets for the duration of the exit management period, which shall be the four month period from the date of expiry of contract, or termination of the SLA.

9.46.3 Cooperation and Provision of Information

During the exit management period the Successful Bidder will allow SIA access to information reasonably required defining the then current mode of operation associated with the provision of the services to enable SIA to assess the existing services being delivered.

9.46.4 Confidential Information, Security and Data

The Successful Bidder will promptly on the commencement of the exit management period, supply to the client or its nominated agencies the following:

- 9.46.4.1. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Puducherry State Data Center Phase II, Project's Intellectual Property Rights; any other data and confidential information related to SDC; All current and updated SDC
- 9.46.4.2. Project data as is reasonably required for purposes of the SDC Project or for transitioning of the services to its Replacement Successful Bidder in a readily available format.
- 9.46.4.3. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the Client and its nominated agencies, or its Replacement Successful Bidder to carry out due diligence in order to transition the provision of the Services to Client or its nominated agencies, or its Replacement Successful Bidder (as the case may be).

9.46.5 Employees

- 9.46.4.1. Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations

(including in particular those relating to privacy) provide to the client (SIA) a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period;

- 9.46.4.2. To the extent that any Transfer Regulation does not apply to any employee of the DCO, the client or Replacement Successful Bidder may make an offer of employment or contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the client (SIA) or any Replacement DCO.

9.46.6 Rights of Access to Information

At any time during the exit management period, the Successful Bidder will be obliged to provide an access of information to the client (SIA), and/or any Replacement Successful Bidder in order to make an inventory of the Assets (including hardware / Software / Active / passive), layouts, diagrams, schematics, documentations, manuals, catalogs, archive data, IP addressing, Live data, policy documents or any other material related to SDC Project.

9.46.7 Exit Management Plan

The Successful Bidder shall provide the client (SIA) with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- 9.46.7.1. A detailed program of the transfer process that could be used in conjunction with a Replacement Successful Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- 9.46.7.2. Plans for the communication with such of the DCO, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on DC Project's operations as a result of undertaking the transfer;
- 9.46.7.3. Plans for provision of contingent support to SDC Project and Replacement Successful Bidder for a reasonable period after transfer.

9.46.8 General

9.46.8.1. Relationship between the Parties

- (a) Nothing in this Contract constitutes any fiduciary relationship between the Puducherry eGovernance Society [PeGS] and Implementation Agency/Implementation Agency's Team or any relationship of employer employee, principal and agent, or partnership, between the Puducherry eGovernance Society [PeGS] and Implementation Agency.
- (b) No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.

- (c) The Puducherry eGovernance Society [PeGS] has no obligation to the Implementation Agency's Team except as agreed under the terms of this Contract.

9.46.8.2. No Assignment

- The DCO shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Puducherry eGovernance Society [PeGS].

9.46.8.3. Survival

- The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Puducherry eGovernance Society [PeGS] notifies the DCO of its release from those obligations.

9.46.8.4. Entire Contract

- The terms and conditions laid down in the Tender and all annexure thereto as also the Bid and any attachments/annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior Contract, understanding or representation of the Parties on the subject matter.

9.46.8.5. Governing Law

- This Contract shall be governed in accordance with the laws of India.

9.46.8.6. Jurisdiction of Courts

- The courts of India at Puducherry have exclusive jurisdiction to determine any proceeding in relation to this Contract.

9.46.8.7. Compliance with Laws

- The DCO shall comply with the laws in force in India in the course of performing this Contract.

9.46.8.8. Notices- A "Notice" means;

- (a) A Notice, or
 - (b) A Consent, approved other communication request to e written under this contract
- All notices, requests or consents provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when

personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered whichever is earlier:

To
Puducherry eGovernance Society [PeGS]
Directorate of Information Technology,
505, Kamaraj Salai Saram,
Puducherry-605 013
Phone: 0413-2246090/2246190
Fax: 0413-2246090

To DCO at:
Attn:
[Phone:]
[Fax:]

Any Party may change the address to which notices are to be directed to it by notice to the other parties in the manner specified above. A notice served on a Representative is taken to be notice to that Representative's Party.

9.46.8.9. Waiver

- (a) Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.
- (b) A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.
- (c) The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

9.46.8.10. Modification

- Any modification of this Contract shall be in writing and signed by an authorized representative of each Party.

9.46.8.11. Application

- These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

9.46.8.12. IT Act 2000

- Besides the terms and conditions stated in this document, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2000.

9.46.8.13. Subcontracting by the Bidder

- The Successful Bidder would provide all the services through its own company & no sub- contracting is allowed, however if sub contracting for specialized work is required, the Successful Bidder will take prior permission from SIA.

9.46.8.14. Performance and Spares

- (a) The Bidder shall specify in the Technical Proposal the complete list of spares that will be maintained for meeting the various SLA parameters specified in the RFP.
- (b) The Successful Bidder shall stand guarantee for the supply of spares of all the equipment under the scope of supply for a minimum period of 5 years from the date of sign-off of the Final Acceptance Tests and also guarantee that discontinuity of production of any item offered as a part of the system shall not affect the maintainability of the system for a period of 5 years from the date of sign-off of the Final Acceptance Tests

9.46.8.15. Warranty

- (a) The bidder is required to provide warranty for all the equipments supplied for a period of 5 years from the date of acceptance by the SIA of all the supplied equipments.
- (b) The warranty, for all equipments, shall remain valid for 60 months after the complete installation and final acceptance sign-off of the project.
- (c) SIA shall promptly notify the Bidder about any claims arising under this warranty. Upon receipt of such notice, the bidder shall repair/replace/reconfigure/re-provision the defective equipment or service. Upon failure, SIA may proceed to take such remedial action as may be necessary at the Bidder's risk and expense and without prejudice to any other rights, which SIA may have against the Bidder under the contract.

9.46.8.16. Special Conditions of the Contract

- (a) All the products supplied should be quoted with five year warranty. The warranty start date would be from the date of acceptance and signoff of the Data Centre.
- (b) Considering the technology enhancements which happen over a period of time, the DCO should provide an undertaking from the OEM that all the products (Hardware and Software) being supplied as a part of the bid would be replaced / upgraded for a period of 5 years from the date of project acceptance and signoff whenever requested by the State government.
- (c) The bidder should provide an undertaking from the OEM that during the product warranty and AMC period the bidder should agree to provide all

new releases, versions, any type of updates, patch and/or bug fixes for the software or firmware, as applicable and in accordance with the standard policies, at no additional cost to the SIA. Additionally, the documentation associated with the product(s) shall be provided free of cost to state government.

- (d) Any change request has to be approved by State, unilaterally only.

10 Section VIII – Format for pre-qualification bids

The bidders are expected to respond to the bid using the forms given in this section and all documents supporting the pre qualification criteria.

Prequalification bid shall comprise of following forms:

Form 1: Compliance Sheet

Form 2: Pre Qualification Checklist

Form 3: Declaration Regarding Clean Track Record

Form 4: Declaration of Acceptance of Terms & Conditions in the RFP

Form 5: Covering Letter for Pre Qualification bid

10.1 Form 1 – Compliance Sheet

S.No.	Prequalification Criteria	Required details	Compliance
1.	The Bidder should be a company registered under company's acts 1956 / 2013 in India and should be operational for last three audited financial years as on 31.03.2017.	a) Certificate of incorporation	Yes/No
2.	Bidder experience as system integrator for more than 3 years as on 31.12.2017	a) work orders b) Memorandum and articles of association	Yes/No
3.	Commissioning of at least one DC of value INR 5 Crores (which should include IT and Non IT) and valid ISO 27001 certification for the DC. (Own DC will not be considered). Own IDC for commercial use shall be considered if total capital cost of such IDC is more than INR 5 Crores in the last 3 years as on 31.12.2017	a) Work order from clients b) IDC certificate from company secretary.	Yes/No Yes/No
4.	Facility management services experience of at least one DC in the last 3 years i.e. 2014-2015, 2015-16 & 2016-17	a) Copy of work order b) For IDC certificate from company secretary	Yes/No Yes/No

S.No.	Prequalification Criteria	Required details	Compliance
5.	ISO 9001:2008 certification	a) Copy of certificate	Yes/No
6.	Positive net worth and a turnover of more than Rs 10 Crores from IT services and IT products sales for each of the last three Financial Years ending on 31.03.2017	a) Auditors certificate certifying the Net worth for last three financial years. b) Auditors certificate certifying the annual turnover for the last three financial years.	Yes/No Yes/No
7.	30 technically qualified professionals in, networking, systems integration, and with prior experience in providing the Data Center Infrastructure maintenance services as on 31-12-2017.	Certificate from bidder's HR Department for number of Technically Qualified professionals employed by the company.	Yes/No Yes/No
8.	Earnest Money Deposit (EMD) of Rs. 4,00,000/- (Four Lakh only).	• The EMD should be denominated in Indian Rupees, and should be in the form of a Demand Draft issued by a Nationalized / Scheduled Bank , in favor of Convener, Puducherry eGovernance Society [PeGS]	Yes/No
9.	The Bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	• Declaration in this regard by the authorized signatory of the bidder	Yes/No
10.	The bidder should submit valid letter from the OEMs confirming following: • Authorization for bidder • Confirm that the products quoted are not end of life products • Undertake that the support including spares, patches for the quoted	• Corresponding Letters authorization form	Yes/No

S.No.	Prequalification Criteria	Required details	Compliance
	products shall be available for next 6 years at no additional cost to Government of Puducherry.		

Bidder has to provide all the documents supporting the above prequalification criteria.
All the documents provided in support of meeting the prequalification criteria should be certified by the Director/Company secretary of the organization.

10.2 Form 2 – Pre qualification Check List

S. No.	Clause	Documents Required	Availability
1	DD against Tender Paper Cost for amount Rs. 5 ,000/- (Five thousand only)	DD No. Bank: Date:	
2	DD against Earnest Money for amount Rs. 4,00,000/- (Four Lakh only)	DD No. Bank: Date:	
3	The Bidder should be a company registered under company's acts 1956 / 2013 in India and should be operational for last three audited financial years as on 31.03.2017.	Certificate of incorporation and Self Certification of being in the Information Technology business for the last 3 years should be attached.	
4	The bidder should be an established Information Technology company/ IT System Integrator and should have been in this business for a period exceeding 3 (three) years as on 31.12.2017.	Work Orders confirming year and Area of Activity Memorandum and Articles of Association should be attached.	

S. No.	Clause	Documents Required	Availability
5	The bidder should have positive net worth and turnover of more than Rs. 10 crores excluding Software Development for each of the last three Financial Years ending on 31.03.2017	Chartered Accountant certificate for Net-worth. Copy of the audited profit & loss account of the company showing turnover of the company for the last three years.	
6	The bidder should have commissioned and installed at least one Data Center project that meets all the following requirements during the last three (3) years as on 31.12.2017: a. An order value of not less than Rs 5 crores excluding building structure. b. ISO 27001 certification. Note: - Bidder's in house data centers shall not be considered - Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered.	a) Copy of work order/ client certificates. For IDC bidder, Certificate from the Company Secretary confirming the order value/ cost. b) Valid Certification (IDC bidder shall also submit customer work order)	
7	The bidder should have experience in providing Facility Management services to at least one data center, during the last three years i.e. 2014-2015, 2015-16 & 2016-17	Copy of work order / client certificates should be attached	

S. No.	Clause	Documents Required	Availability
	Note: - Bidder's in house data centers shall not be considered - Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered.		
8	The bidder must have on its roll at least 30 technically qualified professionals in the area of networking, systems integration and prior experience in providing the Data Center Infrastructure maintenance services as on 31.03.2017.	Certificate from bidders HR Department for number of technically qualified professionals employed by the company.	
9	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder should be attached. Refer to clause 11.2 & 10.3 of volume-I of this RFP.	
10	Acceptance of Terms and Conditions contained in the RFP document.	Declaration in this regard by the authorized signatory of the bidder should be attached. Refer to clause 9.4 of volume-I of this RFP	

S. No.	Clause	Documents Required	Availability
11	The bidder should submit valid letter from the OEMs confirming following: • Authorization for bidder • Confirm that the products quoted are not end of life products • Undertake that the support including spares, patches for the quoted products shall be available for next 6 years.	Bidder has to submit the MAF for all the components listed in the Bill of Material in Section 1.2 of RFP Vol II.	
12	The bidder should have ISO 9001:2008 Certificate.	Valid copy of ISO 9001:2008 certificate need to be attached.	

10.3 Form 3 – Declaration Regarding Clean Track Record

To,

Director – IT

Directorate of Information Technology

505, Kamaraj Salai, Saram,

Puducherry 605103

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____] regarding Appointment of an Agency for Design, Supply, Installation, Commissioning and Operations & Maintenance of the State Data Centre Phase II for a period of five years. I hereby declare that my company has not been debarred/blacklisted by any Government / Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

10.4 Form 4 – Declaration of Acceptance of Terms and Conditions in RFP

To,

Director – IT

Directorate of Information Technology

505, Kamaraj Salai, Saram,

Puducherry 605103

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [No.] regarding Appointment of an Agency for Design, Supply, Installation, Configuration, Operations and Maintenance of physical and IT infrastructure for State Data Centre Phase II, Puducherry.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

10.5 Form 5 – Format for Covering Letter for Prequalification bid
On Applicant's letterhead

To,
Puducherry eGovernance Society [PeGS]
Directorate of Information Technology,
505, Kamaraj Salai, Saram,
Puducherry-605 013
Phone: 0413-2246090/2246190

Subject: Submission of Bid for Puducherry State Data Center Phase II
Reference: RFP issued for Puducherry State Data Center Phase II

Sir,

In response to the advertisement, dated _____ issued by PeGS on behalf of the Government of Puducherry, we offer our Prequalification bid to participate in the bidding process for selection of the 'Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II for the above-referred Project.

Having examined the RFP Documents, Service Level Agreement, etc. including Addenda/ Amendments to the above, for the execution of the above Contract, we the undersigned offer to design, engineer, procure, construct, complete, commission and operate and maintain the whole of the said Works for the Term of the Services Agreement in accordance with the Services Level Agreement and in conformity with the documents, Service Level Agreement, etc. comprising the RFP.

In the capacity of the Applicant for the Project, we declare that we have requisite technical competence and experience and are interested in the Project, should the PeGS/GoP select us for this purpose.

Company/Firm Name	Address

If selected, we understand that it would be on the basis of the organizational, technical, financial capabilities and experience as specified in the Request for Proposal document. We understand that the basis for our qualification will be our Prequalification Bid, and that any circumstance affecting our continued eligibility under the RFP, or any circumstance which would lead or have lead to our disqualification under the RFP, shall result in our disqualification under this process.

²Strike out as applicable

We agree to abide by this bid for 180 days from the last day of submission of bid and the same shall remain binding upon us and may be accepted at any time before the expiration of that period. If requested to extend the period of validity for a specified additional period, we understand that no change in the bid will be allowed for such extension and in case, we extend the validity of our bid, we will extend validity of Bid Security also.

We declare that we have disclosed all material information, facts and circumstances to the PeGS/GoP, which would be relevant to and have a bearing on the evaluation of our Prequalification Bid and selection.

We acknowledge and understand that in the event that the PeGS/GoP discovers anything contrary to our above declarations; it is empowered to forthwith disqualify us and our Prequalification Bid from further participation in the process.

Yours faithfully,

Authorized Signatory

Name & Title of Signatory³

³Power of attorney to be enclosed
Puducherry eGovernance Society

11 Section IX – Format for Technical bid

The Bidders are required to submit a Technical and Commercial Bid in response to this tender. This section provides the outline, content and the formats that the Bidders are required to follow in the preparation of their Technical and Commercial Bids.

11.1 Format 1 – Technical Bid Letter

To

Convenor

Puducherry eGovernance Society [PeGS]

Directorate of Information Technology,

505, Kamaraj Salai, Saram,

Puducherry- 605 013

Phone No - 0413-2246090/2246190

Sir/ Madam,

Subject: Appointment of an Agency for Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY> **along with the following:**

1. **EARNEST MONEY DEPOSIT (EMD)**

We have enclosed an EMD in the form of a Demand Draft for the sum of Rs. XXXXXXXXXXXX/- (Rupees XXXXXXXXXXXX only). This EMD is liable to be forfeited in accordance with the provisions of the *Section IX – General Conditions of the Contract*.

2. **DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our Tender:

a. **Statement of Deviations from Tender Terms and Conditions**

Further we agree that additional conditions or assumptions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

3. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Volume II, Annexure III – Proforma and as per Section IV – General Conditions of Contract. 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.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

11.2 Format 2 – General Information about the Bidder

Details of the Bidder (Company)		
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Name & Designation of the contact person to whom all references shall be made regarding this tender	
4.	Telephone No. (with STD Code)	
5.	E-Mail of the contact person:	
6.	Fax No. (with STD Code)	
7.	Website	

11.3 Format 3 – Technical Solution

The Bidder is required to describe the proposed Technical Solution in this section. Following should be captured in the explanation:

- Clear articulation and description of the design and technical solution and various components including make of equipment or sizing of infrastructure (including diagrams and calculations wherever applicable)
- Extent of compliance to technical requirements specified in the scope of work
- Technical Design and clear articulation of benefits to Puducherry eGovernance Society [PeGS] of various components of the solution vis-à-vis other options available.
- Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients

The Bidder should provide detailed design and sizing calculation for the following listing all assumptions that have been considered:

- **Physical Components Design**
 - Structured cabling
 - Electrical Requirements
 - Cooling and Environmental Control requirements
 - Fire Suppression along with detailed layout
 - Data Center Surveillance and Security along with detailed layout of CCTV and access control devices.
- **IT Components design**
 - Approach & Methodology for Installation & Configuration of:
 - Compute (Servers, OS, Databases etc.) infrastructure
 - Network infrastructure
 - Security infrastructure
 - Applications
 - Storage infrastructure
 - Server virtualization
 - Help Desk
- **Operations & Maintenance**
 - Help Desk Services
 - Escalation Plan
 - Implementation of ITIL, ISO 27001 etc best practices
 - System Maintenance & Management
 - System / Storage / Database / Network / Security Administration
 - Backup & Restoration
 - **Approach & Methodology for Commissioning of the Data Centre.**
 - **Approach & Methodology for installation of the IT infrastructure hosted by user departments.**
 - **Approach & Methodology for the data archival operations.**

- **Adherence to Best practices like ISO, ITIL, etc.**

Bidder shall provide a detailed project plan with timelines, resource allocation, milestones etc. in for supply , installation and commissioning of the physical and IT components for the State Data Centre Phase II at Puducherry.

11.4 Format 4 – Schedules for Technical Evaluation Criteria

Schedule A

Criteria	Year of issue of work order	Total Number of years (calculated from Dec 2017)	Name of Client	Area of Server farm	Evidence for year of issue. Page number where the work order is provided	Evidence for server farm area. Page number where the client testimonial is provided
Bidder's experience in setting-up Data centers in India, quantified in terms of number of years will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center Bidder with maximum years of experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.						

Schedule B

Criteria	Year of issue of work order	Total Number of years (calculated from Dec 2017)	Name of Client	Area of Server farm	Evidence for year of issue. Page number where the work order is provided	Evidence for server farm area. Page number where the client testimonial is provided
Bidder's experience in providing Facility management services to data centers in India, quantified in terms of number of years will be evaluated. Facility Management would mean where the bidder has provided comprehensive operations / maintenance services towards all IT & Non-IT components of the data center. Bidder with maximum years of experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.						

Schedule C

Criteria	Year of issue of work order	Total Number of years (calculated from Dec 2017)	Name of Client	Area of Service	Evidence for year of issue. Page number where the work order is provided	Evidence for contract value. Page number where the client testimonial is provided
Bidder's experience in System Integration of IT components in India, quantified in terms of number of years will be evaluated. System Integration would mean where the bidder has undertaken Supply, Installation & Commissioning of IT Components System Integration of IT components with an order value more than 5 Crores shall be considered. Bidder with maximum years of SI experience (maximum capped to 5 years) shall be awarded full 6 marks and the others shall be awarded marks on relative (Prorate) basis.						

Schedule D

Criteria	S.No	Name of Client	Area of Server farm	Page number where the work order is provided	Evidence for server farm area. Page number
Bidder's experience in setting-up Data centers in India quantified in terms of number of projects executed will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center Bidder with maximum no. of projects (capped to 3 nos.) shall be awarded full 7 marks and the others shall be awarded marks on relative (Prorate) basis.	1				
	2				
	3				

11.5 Format 5 – Specifications of the Physical Components

SL.No	Equipment	Purpose/ Function	Make and Model	Quantity#
1.	Air-Conditioning System			
2.	CCTV			
3.	Others			

Quantity could be the absolute number or a unit like kgs/ft², ft/mt² etc depending upon the type of equipment in consideration. For e.g. Air-conditioning system would have 'x' number of PAC units and 'y' tons of capacity. Similarly cabling would be specified in z feet per square meters. Bidder should provide detailed specifications in Annexure II.

11.6 Format 6 – Specifications of the IT Components

S. No.	Description	OEM	Make & Model
1.	Storage System		
2.			

S. No.	Description	OEM	Make & Model
3.			
4.			
5.			
6.			

Bidder should provide detailed specifications.

11.7 Format 7 – Manpower Details

The Bidder should provide a detailed resource deployment plan to ensure that technically qualified staff is available to deliver the project. The Bidder would require qualified Data Centre Design expert, Project Manager, etc. who have to be necessarily the employee of the Vendor. But the other resources like the civil works staff, etc. may either be employed directly by the Bidder or be subcontracted. However, the Bidder would have to monitor and manage the staff on a daily basis.

1. The Bidder should provide the summary table of details of the manpower that will be deployed on this project for **implementation** along with detailed CVs

S. No.	Type of resource	No. of Resources	Key Responsibilities	Academic Qualifications and Certifications (e.g. ITIL, ITSM)	Years of Relevant Experience
1	Project manager				
2	Data Centre Design Expert				
3	Onsite support				
4	Others				
5					

2. The Bidder should provide the summary table of details of the manpower that will be deployed on this project for ***Operations and Maintenance***:

S. No.	Role	Onsite		Offsite	Qualifications	Certifications	Overall IT Experience (Years)	Relevant experience in the respective role (Years)
		Shift 1	Shift 2					
1	Storage Administrator							
2	Network Administrator							
3	Others.....							
4								

11.8 Format 8 – Deviations from Tender Terms & Conditions

The given format should be followed while marking out the deviations from Tender terms and conditions:

S. No.	Section No.	Clause No.	Page No.	Statement of deviations and variations.	Remarks
1.					
2.					
3.					
4.					
5.					
6.					

11.9 Format 9 – Project Experience: Data Center Implementation and Maintenance

Please fill the following form for each project to be considered

S.No.	Criteria	Description
1.	Name of the company	
2.	Customer's Name	
3.	Scope of the Project	Provide scope of the project, highlight Key Result Areas expected and achieved
4.	Date of Work Order, Implementation Timelines	
5.	Value of the contract	
6.	OEM partners	

11.10 Format 10 – Project Experience: DC Facilities Management Experience

Provide information in following format for each of the project.

S.No.	Criteria	Description
1.	Name of the company	
2.	Customer's Name	
3.	Customer's Contact Number and Address	

4.	Scope of the Project	Provide scope of the project, highlight Key Result Areas expected and achieved
5.	Value of the Contract	
6.	Date of Work Order, Duration of Contract	

11.11 Format 11 – Resource base capabilities

Detailed Description of Resource Base
Bidder shall provide a detailed description of the employee base in the company. This section should briefly describe the hierarchy of the organization. Statistics on number of employees for the following categories should also be included: (i) Project Managers – Number, general qualification and certification based statistics (ii) Network Component experts – Number, general qualification and certification based statistics (iii) Security Experts – Number, general qualification and certification based statistics (iv) System Integration experts – Number, general qualification and certification based statistics. (v) Data Centre Management Experts- Number, general qualification and certification based statistics. Also provide a separate table for all categories of these resources based in Puducherry.

* Attach a certificate from the Director certifying the employee statistics mentioned above.

11.12 Format 12 – Market share of OEM's proposed

OEM	Products/ Solutions Proposed	Market Share		
		2016-17	2015-16	2014-15

* Attach the Gartner/ IDC reports

11.13 Format 13 – Authorization letters for OEM's

Date: dd/mm/yy

To,

Puducherry eGovernance Society [PeGS]
Directorate of Information Technology,
505, Kamaraj Salai Saram,
Puducherry-605 013
Phone No- 0413-2246090/2246190

Reference: Supply of equipment / software's for SDC project

Sir,

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

We hereby undertake to support above mentioned equipment / software for the duration of 6 years from the date of Final Acceptance Certificate from PeGS.

Yours faithfully,

For and on behalf of M/s _____ *(Name of the manufacturer)*

Signature

Name

Designation

Address

Date

Directorate Seal

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

11.14 Format 14 – Statement of Deviation from Requirement Specifications

Date: dd/mm/yy

To,

Puducherry eGovernance Society [PeGS]
 Directorate of Information Technology,
 505, Kamaraj Salai, Saram,
 Puducherry-605 013
 Phone No- 0413-2246090

Reference: Tender Number Dated

Sir,

There are no technical deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements. The entire work shall be performed as per your specifications and documents. OR *(Strike out whatever is not applicable)* Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items and schedule of requirements. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sr. No.	Section No.	REQ No.	Page No.	Statement of deviations and variations
1.				
2.				
3.				

11.15 Format 15 – Specifications of the Non-IT Components

Sr. No.	Equipment	Purpose/ Function	Make and Model	Quantity#
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				

Quantity could be the absolute number or a unit like kg s/ft², ft/mt² etc depending upon the type of equipment in consideration. For e.g. Air-conditioning system would have 'x' number of PAC units and 'y' tons of capacity. Similarly cabling would be specified in z feet per square meters. Bidder should provide detailed specifications in Annexure II.

11.16 Format 16 – Specifications of the IT Components

Sr. No	Description	OEM	Make & Model
Server Infrastructure			
1.			
2.			
3.			
4.			
Software			
			
			
			

Bidder should provide detailed specifications in Annexure II.

12 Section X – Format for commercial bid

12.1 Format 1 – Commercial Bid letter

To

Puducherry eGovernance Society [PeGS]
Directorate of Information Technology,
505, Kamaraj Salai Saram,
Puducherry-605 013
Phone No- 0413-2246090/2246190

Sir/ Madam,

Subject: Appointment of an Agency for Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of **Appointment of an Agency for Design, Supply, Installation, Commissioning, and Operations & Maintenance of the State Data Centre Phase II** do hereby propose to provide services as specified in the Tender documents number <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

- PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of opening of the Tenders.
- We hereby confirm that our Tender prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

- UNIT RATES

- We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/ decrease from the scope of work under the contract.
- EARN EST MONEY DEPOSIT (EMD)
 - We have enclosed an EMD in the form of a Demand Draft for a sum of Rs. XXXXXX/- (Rupees xxxxxxxxxxxx only). This EMD is liable to be forfeited in accordance with the provisions of the Section III – General Conditions of the Contract.
- DEVIATIONS
 - We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.
 - Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.
- TENDER PRICING
 - We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.
- QUALIFYING DATA
 - We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.
- BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Schedule of Requirements and Tender documents. These prices are indicated in Form at 2 of this Section attached with our Tender as part of the Tender.
- CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Volume II, Annexure III- Proforma and as per Section IV – General Conditions of Contract.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We confirm that no Technical deviations are attached here with this commercial offer.
Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal.

Date:

Place:

Business Address:

12.2 Format 2 – Breakdown of Cost Components

- Bidder should provide all prices as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields.
 - All the prices (even for taxes) are to be entered in Indian Rupees ONLY (%age values are not allowed)
 - All unit rates indicated in the schedules shall be inclusive of GST and other taxes if any. The prices should also be inclusive of five year warranty.
 - It is mandatory to provide breakup of GST and any other taxes wherever applicable and/or payable.
 - Puducherry eGovernance Society [PeGS] reserves the right to ask the Bidder to submit proof of payment against any of the GST and any other taxes indicated.
 - Puducherry eGovernance Society [PeGS] shall take into account of GST and any other taxes for the purpose of Evaluation
 - The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
 - The bidder to note that following recurring expenses shall be reimbursed on actual:
 - Electricity cost
 - Diesel Cost
 - Internet bandwidth
 - Leased line cost for DR (as and when required)
 - The Unit Rate as mentioned in the following formats shall be used for the purpose of ‘Change Order’ for respective items, if any. However, based on the market trends,
- Puducherry eGovernance Society

Puducherry eGovernance Society [PeGS] retains the right to negotiate this rate for future requirements.

- PeGS also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this larger demand and give the best possible rate to PeGS.

12.3 Summary of Cost Components

S.No	Item	Schedule	Total Price	Total Price in words
1	PYSDC II CAPEX (Inclusive of GST and other taxes if any. As applicable)	A		
2	PYSDC II OPEX (Inclusive of GST and other taxes if any. As applicable)	B		
3	Existing Infrastructure Buy-back (Inclusive of GST and other taxes if any. As applicable)	C		
4	Manpower cost (Inclusive of GST and other taxes if any. As applicable)	D		
Total Price (A+B+C+D)				
Note: All unit rates indicated in the schedules shall be inclusive not limited to supply, installation, duties, transport, packing and transit insurance charges etc. Taxes should be indicated under the relevant column in the schedules. To ensure a reasonable and realistic ratio of CAPEX and OPEX: a bid may be liable to be rejected after scrutiny if total CAPEX happens to be more than 70 % of the overall bid value.				

12.4 Financial Details

12.4.1 Schedule A: PYSDC II CAPEX

S No	Item description	Qty A	UOM	Unit Price (INR) B	GST (INR) C	Other taxes if any (INR) D	Total Price (INR) E=A*(B+C+D)
1.	Storage with 80 TB usable space	1	Set				
2.	Rack server with 2x8 core processor, 128 GB RAM	2	Nos				
3.	Server for Active Directory, DNS and proxy with required OS	1	Lot				
4.	Open source EMS & Required servers, OS & DB	1	Lot				
5.	Core Switch- L3 Switch	2	Nos				
6.	24 port L2 Access Switch	2	Nos				
7.	Router	2	Nos				
8.	Firewall with IPS	2	Nos				
9.	Com fort Air Conditioning 2 Ton	1	Lot				
10.	Precision AC	1	Lot				
11.	Workstations (Desktop)	3	Nos				
12.	Electrical & Light fixtures	1	Lot				
13.	Access Contrd System	1	Lot				
14.	Fire Suppression system	1	Lot				
15.	CCTV System	1	Lot				
16.	BMS Software	1	Lot				
17.	Any other items (Please specify the items below)						
16.1	Item 1		Pl Specify				
16.2	Item 2		Pl Specify				
	Total Price in INR						

Total CAPEX Price in Indian Rupees (in words) -

12.4.2 Schedule B: PYSDC II OPEX

S No	Item description	Qty A	UOM	Year 1 B	Year 2 C	Year 3 D	Year 4 E	Year 5 F	Total Price (INR) G=A*(B+C+D+E+F)
1.	Storage with 80 TB usable space	1	Set						
2.	Rack server with 2x8 core processor, 128 GB RAM	2	Nos						
3.	Server for Active Directory, DNS and proxy with required OS	1	Lot						
4.	Open source EMS & Required servers, OS & DB	1	Lot						
5.	Core Switch-L3 Switch	2	Nos						
6.	24 port L2 Access Switch	2	Nos						
7.	Router	2	Nos						
8.	Firewall with IPS	2	Nos						
9.	Comfort Air Conditioning 2 Ton	1	Lot						
10.	Precision AC	1	Lot						
11.	Workstations (Desktop)	3	Nos						
12.	Electrical & Light fixtures	1	Lot						
13.	Access Control System	1	Lot						
14.	Fire Suppression system	1	Lot						
15.	CCTV System	1	Lot						
16.	BMS Software	1	Lot						
17.	Any other items (Please specify the items below)								
16.1	Item 1		Pl Specify						

S No	Item description	Qty A	UOM	Year 1 B	Year 2 C	Year 3 D	Year 4 E	Year 5 F	Total Price (INR) $G=A*(B+C+D+E+F)$
16.2	Item 2		Pl Specify						
	Total Price in INR								

Total OPEX Price in Indian Rupees (in words) -

12.4.3 Schedule C: Existing Infrastructure Buyback

The below table indicates the existing infrastructure details in the SDC. The bidders are required to propose the buy-back prices against each item.

1. IT Infrastructure

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
1.	Server	IBM	P-550	2	12.02.2011	08.11.2016	No	27/05/2011	31/01/2019			
2.	Server	IBM	X3850	3	04.01.2011	08.11.2016	No	30/11/2011	30/06/2019			
3.	Server	IBM	HS22	27	12.02.2011	08.11.2016	No	31/12/2012	31/12/2015			

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
4.	Server	HP	BL685 C G7	6	05.09.201 4	04.09.201 9	Yes					
5.	Server	HP	Proliant DL180G 6	1	31.05.201 3	30.05.201 8	Yes					
6.	Server	HP	DL360P Gen8 8- SFF CTO	6	19.08.201 5	20.07.201 8	Yes					
7.	Server	HCL	2700ST	1	19.08.201 5	31.08.201 8	Yes					
8.	Server	IBM	Blade Center E	1	12.02.201 1	08.11.201 6	No	31/12/201 2	31/12/201 5			
9.	Server	DELL	POWER EDGE R710	7	04.08.201 1	03.08.201 4	No					
10.	Server	DELL	POWER EDGE R510	2	04.08.201 1	03.08.201 4	No					

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
11.	Server	DELL	POWER EDGE M1000e	1	04.08.2011	03.08.2014	No					
12.	Server	DELL	POWER EDGE M610	8	04.08.2011	03.08.2014	No					
13.	Server	HP	C-7000	1	05.09.2014	04.09.2019	Yes					
14.	SAN STORAGE	IBM	DS 5100	1	12.02.2011	30.04.2017	No	19/01/2013	31/12/2017			
15.	SAN STORAGE EXPANSION	IBM	EXP 5000	8	12.02.2011	30.04.2017	No	19/01/2013	31/12/2017			
16.	IBM SYSTEM STORAGE EXP3	IBM	13KoYGN	1	05.07.2012	30.04.2017	No	19/01/2013	31/12/2017			
17.	IBM SYSTEM STORAGE EXP3	IBM	13KoYH9	1	05.07.2012	30.04.2017	No	19/01/2013	31/12/2017			

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
18.	IBM SYSTEM STORAGE EXP3	IBM	13KoY44	1	05.07.2012	30.04.2017	No	19/01/2013	31/12/2017			
19.	Desktop	HP	Proliant ML110 G6	1	01.04.2011	31.03.2017	No					
20.	Desktop	Lenovo	Thinkcen tre BB5	10	09.02.2011	04.02.2016	No					
21.	Desktop	HCL	FQC- 01262	5			No					
22.	Desktop	HP	PRO309 OMT	1	01.04.2011	31.03.2016	No					
23.	TAPE LIBRARY	IBM	TS 3310	2	12.02.2011	30.04.2017	No		31/07/2017			

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
24.	TAPE DRIVE	DELL	POWER VAULT 124T	1	04.08.2011	03.08.2014	No					
25.	Monitor	Avocent	AP17KM M-106	1	12.02.2011	01.03.2016	No					
26.	Monitor	Avocent	RKP117	1	12.02.2011	25.08.2012	No					
27.	Monitor	HP	HPTFT7 600G2	1	31.05.2013	30.05.2018	Yes					

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
28.	KVM Switch	Avocent	DSR 2035 DAC	2	12.02.2011	25.08.2012	No					
29.	KVM Switch	Avocent	AV1415	4	12.02.2011	25.08.2012	No					
30.	Router	3Com MSR 50-40	0235A297	2	12.02.2011	24.08.2016	No					
31.	L3 Switch	H3C	S7506E	2	12.02.2011	24.08.2016	No					

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
32.	L2 Switch	H3C	S5120	5	12.02.2011	24.08.2016	No					
33.	Firewall	H3C	Secpath F1000-E	2	12.02.2011	22.09.2016	No					
34.	IPS	Radware	DefensePro 3020	2	12.02.2011	30.04.2017	No					
35.	Load Balancer	Radware	AppDirector 60DS2-XL	2	12.02.2011	30.04.2017	No					

#	Type	Make	Model	Qty A	Year of Purchase	Warranty Period	In Warranty / AMC	End of Life	End of Support	Unit Price (INR) B	Tax (INR) C	Total Price (INR) D=A*(B+C)
36.	Router	CISCO	ASR 1002	1	NIL	NIL						
37.	L2 Switch	Cisco	Cisco 2960	1	Not Available	Not Available	No					
38.	Printer	HP	1020 PLUS	2			No					
39.	Printer	HP	M1213N F MFP	1	29.03.201 1	NA	No					

Total Price in Indian Rupees (in words) -

Note:

- All the above items is for price discovery and in case a need arises during the contract period of SI; ONLY then the department may procure the same.
- All the above rates shall be valid throughout the contract period

2. Non-IT Infrastructure

#	Description	Make	Model	Qty	Year of Purchase	Warranty Period	In Warranty/AMC	Unit Price (INR) A	Tax (INR) B	Total Price (INR) C=A+B
1.	CAC- 2 Ton	Bluestar	2HW241YBI DU	15	15.02.2011	04.02.2017	No			
2.	PAC-14 Ton	Bluestar	PCX502DVR 2	4	15.02.2011	04.02.2017	No			
3.	CAC	BLUESTAR	3HW18TBI	5	Not Available	Not Available	No			
4.	Biometric reader	Bioscrypt	V-Prox	3	01.04.2011	31.03.2017	No			
5.	Biometric reader	Bioscrypt	VPRX	5	01.04.2011	31.03.2017	No			

#	Description	Make	Model	Qty	Year of Purchase	Warranty Period	In Warranty/AMC	Unit Price (INR) A	Tax (INR) B	Total Price (INR) C=A+B
6.	proximity card reader	HID	6005	8	01.04.2011	31.03.2017	No			
7.	CCTV camera	Optix	CVFD480	16	01.04.2011	31.03.2017	No			
8.	DVR	Europlex	Tracer116	1	01.04.2011	31.03.2017	No			
9.	CCTV Monitor	Dell	REV A02	1	01.04.2011	31.03.2017	No			
10	CCTV Monitor	NA	CM146A	1	01.04.2011	31.03.2017	No			
11.	DVD	Philips	DVP3556X94	1	01.04.2011	31.03.2017	No			
12	FM200 Gas Cylinder	Siemens	80 L	3	01.04.2011	31.03.2017	No			
13	Media Storage-1	Goorej	FR series safe	2	26.07.2011	NA	No			

Total Price in Indian Rupees (in words) -

Note:

- All the above items is for price discovery and in case a need arises during the contract period of SI; ONLY then the department may procure the same.
- All the above rates shall be valid throughout the contract period

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