

Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)

Request for Proposal for Data Centre & Network Connectivity

TENDER REFERENCE NO : 2010-11/IT/1

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1. Introduction and Disclaimers

1.1. Purpose of RfP

The purpose of RfP is to shortlist vendor for providing Co-location of CGTMSE's servers at Data Centre (DC) at Mumbai (including Navi Mumbai) & Disaster recovery centre (DR) at different seismic zone in India, providing network connectivity between DC, DR & CGTMSE, Anti-spam service and Internet connectivity at CGTMSE's office.

1.2. Information Provided

The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with CGTMSE. Neither CGTMSE nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither CGTMSE nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

1.3. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, CGTMSE and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RfP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of CGTMSE or any of its officers, employees, contractors, agents, or advisers.

1.4. Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by CGTMSE, will be borne entirely and exclusively by the Respondent.

1.5. No Legal Relationship

No binding legal relationship will exist between any of the Respondents and CGTMSE until execution of a contractual agreement.

1.6. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RfP document and the meaning and impact of that information.

1.7. Evaluation of Offers

Each Recipient acknowledges and accepts that CGTMSE may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RfP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

1.8. Errors and Omissions

Each Recipient should notify CGTMSE of any error, omission, or discrepancy found in this RfP document.

1.9. Acceptance of Terms

A Recipient will, by responding to CGTMSE for RfP, be deemed to have accepted the terms of this Introduction and Disclaimer.

1.10. Requests for Proposal

Recipients are required to direct all communications related to this RfP, through the Nominated Point of Contact person:

Contact : A V Syam Sundar
Position : Manager (Systems)
Email : avshyam@cgtmse.in

Telephone : +91 - 22 – 61437804

Fax : +91 - 22 - 67531236

CGTMSE may, in its absolute discretion, seek additional information or material from any Respondents after the RfP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RfP could be conveyed promptly.

If CGTMSE, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then CGTMSE reserves the right to communicate such response to all Respondents.

CGTMSE may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RfP closes to improve or clarify any response.

1.11. Notification

CGTMSE will notify all short-listed Respondents in writing or by mail as soon as practicable about the outcome of their RfP. CGTMSE is not obliged to provide any reasons for any such acceptance or rejection.

2. Background

2.1. About CGTMSE

Credit Guarantee Fund Trust for Micro and Small enterprises (Hereinafter called Trust) was established in the year 2000 by Government of India (GoI) and Small Industries Development Bank of India (SIDBI) as settlers.

The objective of CGTMSE is to encourage commercial banks to move away from a security oriented approach and provide collateral free credit facility fo Micro and Small Enterprises.

The Trust provides guarantees to the credit facilities extended by banks and financial institutions to micro and small enterprises. The Trusts application is hosted on a internet server which is accessed by banks and financial institutions spread across the country. Detailed information of the functions of the Trust are provided on Trust's website www.cgtmse.in.

2.2. Present Setup

2.2.1. Application servers

Internet application server

The Trust's internet application server is co-located at a IDC and is being accessed by banks and financial institutions spread across the country to operate the Credit Guarantee Scheme (CGS) of the Trust. Mailing solution (currently Lotus Domino 5.5) is deployed on the server and is used for internal as well as external mailing.

Intranet application server

The Trust's internal application server is hosted at CGTMSE's premises.

The Internet application server and Intranet application server are connected using a 4 Mbps dedicated VPN connectivity and constantly communicate with each other. Both the servers are deployed with Windows 2003 server, Oracle 10g database. The Internet application server is also deployed with IIS and Lotus Domino 5.5. The applications running on these servers are developed in Java and are using JBoss as its web server.

The servers are under AMC with third party vendor.

2.2.2. Network:

The Trust is connected to the IDC on a 4 Mbps VPN link for operating the internet application server. The link is also used for accessing mailing solution deployed on internet application server.

2.2.3. Mailing

CGTMSE has implemented Lotus notes mailing system throughout the organization for mailing and workflow. Currently CGTMSE is running Lotus notes version 5.5.

The above details given for information to enable the vendor to understand the existing setup, network and mailing solution used in CGTMSE.

2.3. Project Objective

CGTMSE proposes to co-locate both the servers at a data centre at Mumbai (including Navi Mumbai). Internet application server is required to be accessed by banks and financial institutions over internet. The Internal application server is required to be accessed by CGTMSE users over VPN when connected from CGTMSE location and over Internet when accessed away from CGTMSE location. CGTMSE intends to engage the services of the vendor for the following:

- Co-locate the existing internet application server at a Data Centre.
- Co-locate the existing internal application server at a Data Centre.
- Create a Disaster Recovery location in near future by co-locating its servers at a location suitable for the same.
- Connectivity of its servers located at DC and its office located at BKC.
- Connectivity of its servers located at DC and DR [in future when DR is setup by the Trust].
- Internet connectivity for its location.
- Providing shared firewall services.
- Providing anti-spam services.

The purpose behind issuing this RfP is to invite technical bids from the bidders, shortlist and carry out commercial evaluation and selection of bidder for the above purpose.

The selection process consists of three phases viz., 1) Pre-Qualification/Minimum Eligibility Criteria 2) Technical Evaluation and 3) Commercial Evaluation.

2.4. Scope of Work

The Scope of Work involves:

2.4.1. Data Centre Hosting

2.4.1.1. Providing co-location and other related services:

- Provision of 4U contiguous space for co-locating the servers.
- Providing managed shared firewall services.
- Backing up of data of the server as per schedule provided by the Trust
- Providing Antivirus protection to the server.
- Security services like OS hardening, VAPT, Patch management, Port scanning.
- Monitoring and reporting services like IDS log monitoring and analysis, Syslog monitoring and analysis.
- Public access of the server over Internet.
- Antispam services for mailing server(for 5 domain names)

2.4.1.2. Connectivity solution:

- Primary connectivity between DC and CGTMSE location with 4 Mbps bandwidth (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile).
- Secondary passive connectivity between DC and CGTMSE location with 4 Mbps bandwidth (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile).
- Connectivity between DC and DR for shipment of archive logs. [The current archive log size is around 5 GB per month and is expected to increase to 10 Gb per month during the period of the contract].
- 1Mbps (1:1) clean internet bandwidth filtered for any vulnerabilities.

2.4.1.3. Hardware:

- To provide network hardware for handling and maintaining the above links. The router should be of Cisco/Juniper make with appropriate interfaces and IOS.

2.4.2. Disaster recovery site hosting(planned in near future)

Services required for DR site would be same as services required for DC.

2.4.3. Transition Support

During the transition, the Bidder [Service Provider] to provide expert personnel at the site for providing transition support.

2.4.4. Shifting of premises

In the event of shifting of premises, the Bidder [Service Provider] would be advised to carry out site-survey at the new location for feasibility of location for type of media and intimate the Trust. On receipt of confirmation from the Trust, the Bidder [Service Provider] to install and commission the link at the new location prior to shifting of office from old location. The connectivity at the old location to be dismantled and removed on the last day of shifting. No additional cost whatsoever will be paid by the Trust.

2.5. Tender Methodology

The tender methodology proposed to be adopted by CGTMSE will be “THREE Bid System” i.e., Pre-qualification criteria/Minimum Eligibility Criteria, Technical Bid and Commercial Bid. Bidders who qualify in the pre-qualification criteria/minimum eligibility criteria would only be considered for evaluation of Technical bid.

CGTMSE would enter into contract with the bidder who qualify the technical bid and whose commercial bid is found to be Lowest Commercial Bid [L1] for TCO of three years.

2.6. Pre-Qualification Criteria [Minimum Eligibility Criteria]:

S.	Head	Criteria
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1	Eligibility	The bidder should be a registered company. [copy of registration certificate to be enclosed]
		Should have an average annual turnover of at least Rs. One Hundred and fifty crores per annum for last 2 financial years
		The service provider should have a minimum net worth of at least Rs. Fifty crores for the last two financial years.
		The service provider should have been operating Tier III Commercial Data Centers for a minimum period of 5 (Five) years in India.
		The service provider should have Tier III data centre presence in atleast two cities in India. [Details to be enclosed]
		The service provider should have a strong domestic network with point of presence in at-least 300 locations across India. The service provider should have network handshake with atleast 3 Tier-1 Telecom providers in India.
		The service provider should have experience in servicing atleast 5 customers for more than 3 years through its data centres.
		There should be at least 2 credentials of data centre customers at any of the service providers sites in India with annual revenue of atleast Rs. 50 Lakhs
		The respondent should be a National Long Distance Service Provider or IP VPN service provider / Basic Service operator having own VPN network under license from Gol. Copy of license to be enclosed.
		The respondent should be owning high redundancy network backbone or backbone created using multiple service providers fiber backbone [at least from three service providers] in redundant architecture. The network should offer redundancy at all levels.
2	Certifications	The service provider should have at least one of the below certifications for their data centers <ul style="list-style-type: none"> • ISO 27001 • IS 1893:1984 Seismic Compliance [copy of certificates to be enclosed]
		The service provider should have the following certifications for their data centres <ul style="list-style-type: none"> • ISO 9001 for Quality Process • ISO 20000 ITSM based Service delivery
3	Infrastructure	The data centre should have a high capacity freight lift for ease of movement of Servers and High density Hw devices

		Power to the racks should be available from two different UPS sources. The data centre should have UPS redundancy of 2 (N+1)
		The data centre should have dedicated high capacity DG sets to cater to power supply in case of failure of primary power
		The data centre should have dedicated high capacity diesel tanks for ensuring support to DG set infrastructure
		The data centre should ensure precision air conditioning based cooling for the server hall area. The cooling design should be based on industry renowned ASHRAE guidelines.
		The data centre should have temperature, humidity & dust control. Temperature should be maintained at 22+/-2 Degrees.
		The humidity at the data centre should be maintained at 50 % +/- 5% RH
		The data centre should have zone based physical security with access controls using proximity cards, pin based systems & biometric controls
		The server halls should have advanced fire detection & suppression system
		The data centre should have advanced water leakage detection system.
		The data centre should have electronic rodent control systems
4	SLA	The data centre should commit an uptime and availability SLA of at least 99.98% on a quarterly basis.

The bidder to submit documentary evidence for all the above points along with Annexure [Pre-Qualification Criteria / Minimum Eligibility Criteria]. Proposals of bidders who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

2.7. Schedule of Events

Purpose of RfP	Procurement of services for data centre and network connectivity.
Date of Issue of RfP	10 th May, 2010
Cost of RfP	Rs.500/- [to be submitted in form of demand draft in favour of CGTMSE payable at Mumbai along with Technical bid]
Last date for submission of clarifications for pre-bid	15 th may, 2010 12 Noon

Date of Pre-bid meeting	17 th May, 2010 15:30 Hrs				
Last date for submission of bids	24 th May, 2010 at 03:30 pm				
Address for submission of bids	The General Manager CGTMSE SME Development Center, 7 th Floor Plot No.C-11, G Block Bandra Kurla Complex Bandra [East] Mumbai – 400051				
Bid Validity	6 Months from the date of submission of bids				
Date of Opening of Pre-qualification Criteria [Minimum Eligibility Criteria] / Technical bid	24 th May, 2010 at 04:00 PM				
Date of Commercial Bid Opening	To be announced later after technical evaluation				
Venue for Presentation, pre-bid meeting & Opening of bids	CGTMSE SME Development Center 7 th Floor, Plot No.C-11, G Block, Bandra(E), Mumbai 400 051				
Contact Details					
	Name	Designation	Phone	Fax	E-mail
	A V Syam Sundar	Manager(Systems)	61437804		avshyam@cgtmse.in
	P M Radhakrishnan	GM	61437803	26541821	pmradha@cgtmse.in
	O S Vinod	CEO	61437801		osvinod@cgtmse.in

3. Instruction to Bidders

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

3.1. Clarification of Bids

- 3.1.1.** The bidder or its official representative are invited to attend pre-bid meeting to be held at the venue and timing mentioned in section 2.7. It is the responsibility of the Bidders representatives (only one person per vendor) to be present at the venue of the meeting.
- 3.1.2.** Clarification sought by bidder should be in writing (Letter/E-mail/FAX etc) and submitted at least two days prior to the last date for seeking clarification i.e., latest by **15th may, 2010 12 Noon**.
- 3.1.3.** The text of the questions raised (without identifying the source of enquiry) and the response given by the Trust, together with amendment to the bidding document, if any, will be posted on the website latest by May 17, 2010. No individual clarifications will be sent to the bidders. It is responsibility of bidder to check the website before final submission of bids.
- 3.1.4.** In case of any clarification required by the Trust to assist in the examination, evaluation and comparison of bids, Trust may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted.

3.2. Amendment to the bidding document

- 3.2.1.** At any time prior to the deadline for submission of Bids, the Trust, for any reason, may modify the Bidding Document, by amendment.
- 3.2.2.** The amendment will be posted on Trust's website www.cgtmse.in.
- 3.2.3.** All Bidders must ensure that such clarifications have been considered by them before submitting the bid. Trust will not have any responsibility in case some omission is done by any bidder.
- 3.2.4.** In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Trust, at its discretion, may extend the deadline for the submission of Bids.

3.3. Language of Bid

The bid prepared by the Bidders as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Trust and supporting documents and printed literature shall be written in English.

3.4. Documents Comprising the Bid

The bid consists of minimum eligibility criteria and technical proposal.

3.4.1. Documents comprising the TECHNICAL PROPOSAL should be:

- 3.4.1.1.** Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., Pre-Qualification Criteria / minimum eligibility criteria as per Annexure –I.

- 3.4.1.2. Technical Bid as per Annexure -II. Any technical Bid containing price information will be rejected.
 - 3.4.1.3. DD of Rs.500/- towards cost of RfP
 - 3.4.1.4. Statement of deviations as per Annexure –III.
 - 3.4.1.5. Technical bid covering letter as per Annexure –IV.
 - 3.4.1.6. Masked Price Bid listing all the components along with part numbers, without indicating the price as per Annexure -V.
 - 3.4.1.7. Data sheets/printed literature of all the component quoted.
 - 3.4.1.8. Soft copy of minimum eligibility criteria, technical bid, data sheets and masked price bid.
- 3.4.2.** The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.
- 3.4.3.** Any interlineation's, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids along with company seal.
- 3.4.4.** Conditional bids will not be accepted on any ground and shall be rejected straightway. If any, clarifications are required by bidder the same should be obtained during pre-bid meeting only.

3.5. Sealing and Marking of Bids

- 3.5.1.** The bidder shall submit a sealed non-window envelope containing
- Pre-qualification/minimum eligibility criteria, Technical bid and draft for Rs. 500 towards application amount in sealed non-window envelope.
 - Commercial bid in sealed non-window envelope.
- 3.5.2.** The Bidder shall seal the envelope containing Pre-qualification/Minimum Eligibility Criteria and Technical bid in NON-WINDOW
- 3.5.3.** The envelope should be superscribed with “DATA CENTER AND NETWORKING SERVICES – TECHNICAL PROPOSAL”.
- 3.5.4.** The Bidder shall seal the envelope containing Commercial Bid in NON-WINDOW
- 3.5.5.** The envelope should be superscribed with “DATA CENTER AND NETWORKING SERVICES – COMMERCIAL PROPOSAL”.

3.5.6. The envelope shall be addressed to the Trust at the address given below:

The General Manager
CGTMSE
SME Development Center, 3rd Floor
Plot No.C-11, 'G' Block
Bandra Kurla Complex, Bandra(East)
Mumbai 400 051

3.5.7. On the cover of envelop name and address of bidder along with contact number should be clearly indicated.

3.5.8. If the envelop is not sealed and marked, the Trust will assume no responsibility for the Bid's misplacement or its premature opening.

3.6. Bid Currency

Bids to be quoted in Indian Rupee only.

3.7. Delivery Schedule

3.7.1. The Bidder should make available the required server space, power, air conditioning, security and other infrastructure for Hosting services within 7 days from the date of acceptance of the order.

3.7.2. The bidder should make the connectivity services available within 15 days from the date of acceptance of the order.

3.7.3. The Trust will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.

3.7.4. The liquidation damages represent an estimate of the loss or damage that the Trust may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalisation, implementation, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.

3.7.5. The Trust shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions

3.7.6. The vendor shall integrate the network connectivity with the existing LAN/WAN/Security infrastructure

3.8. Period of Validity of Bids

3.8.1. Prices and other terms offered by Bidders must be firm for an acceptance period of six [6] months from date of closure of this RfP.

3.8.2. In exceptions circumstances the Trust may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.

3.8.3. The Trust, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary

3.9. Deadline for submission of Bids

3.9.1. The bids must be received by the Trust at the address and within the time specified in clause 2.7.

3.9.2. In the event of the specified date for the submission of bids, being declared a holiday for the Trust, the bids will be received up to the appointed time on the next working day.

3.9.3. The Trust may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Trust and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

3.10. Late Bids

Any bid received by the Trust after the deadline for submission of bids prescribed by the Trust will be rejected and returned unopened to the bidder.

3.11. Modification And/ Or Withdrawal of Bids:

3.11.1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Trust, prior to the deadline prescribed for submission of bids.

3.11.2. The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

3.11.3. No bid may be modified after the deadline for submission of bids.

3.11.4. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form.

3.11.5. Trust has the right to reject any or all tenders received without assigning any reason whatsoever. Trust shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

3.12. Opening of Bids by the Trust

3.12.1. On the scheduled date and time, bids will be opened by the Trust's Committee in presence of Bidder representatives. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign a document evidencing their attendance.

3.12.2. The Bidder name and presence or absence of requisite RfP cost and such other details as the Trust, at its discretion may consider appropriate will be announced at the time of technical bid opening. No bid shall be rejected at bid opening, except for late bids which shall be returned unopened to the Bidder.

3.12.3. Bids that are not opened at Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.13. Evaluation Methodology

3.13.1. Clarification of bids

3.13.1.1. During evaluation of Bids, the Trust, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the

response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

- 3.13.1.2. Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid
- 3.13.1.3. Any deviations from the specifications should be clearly brought out in the bid
- 3.13.1.4. Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract

3.13.2. Preliminary Examinations

- 3.13.2.1. The Trust will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
- 3.13.2.2. The Trust may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- 3.13.2.3. Prior to the detailed evaluation, the Trust will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, performance security, qualification criteria, insurance, Force Majeure etc will be deemed to be a material deviation. The Trust's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Trust would also evaluate the Bids on technical and functional parameters including possible visit to inspect live site/s of the bidder, witness demos, bidders presentation, verify functionalities / response times etc.
- 3.13.2.4. If a Bid is not substantially responsive, it will be rejected by the Trust and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 3.13.2.5. The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

3.13.3. Technical Evaluation

- 3.13.3.1. Pursuant to the pre-qualification/minimum eligibility criterion mentioned above, bidders will be short-listed for technical evaluation. Technical evaluation will be carried out only for the bidders who succeed the pre-qualification criterion.
- 3.13.3.2. The Trust will review the technical bids of the short-listed bidders [who qualify the minimum eligibility criteria] to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at the Trust's discretion.

- 3.13.3.3. During Technical evaluation the Trust at its discretion can ask the bidders for the demonstration of all or some components/features and its components quoted by them. However, the Trust will not pay/reimburse any expenditure incurred by the vendor for arranging the demonstration.
- 3.13.3.4. The Trust may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder
- 3.13.3.5. Technical evaluation would be carried out and all bidders who qualify the technical evaluation will be short listed for commercial bidding through reverse auction.

3.13.4. Commercial Evaluation

- 3.13.4.1. All the bidders who qualify in Technical evaluation as per the criteria mentioned above would be short listed for Commercial evaluation.
- 3.13.4.2. Bidders who do not qualify the technical evaluation will not be invited for Commercial evaluation.
- 3.13.4.3. The total cost of all the components [hardware, software and services to complete the solution] for three years would be considered for evaluation of commercial bids.
- 3.13.4.4. The Trust will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the Lowest Commercial bid (L1) through the process mentioned in 3.13.4.3.
- 3.13.4.5. Commercial bids of only those vendors who have qualified after Stage 2 of Technical evaluation will be opened. The least cost vendor shall qualify as the winner. The least cost vendor shall be calculated based on the total cost of ownership over the contract period of 3 years. The SP is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

3.13.4.6. Arithmetic errors correction

Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:

- 3.13.4.6.1. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.
- 3.13.4.6.2. If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
- 3.13.4.6.3. If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

3.13.4.6.4. The Trust may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder

3.14. Conditional Bids

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

3.15. Performance Guarantee

The selected Bidder will be required to provide a 10% margin of the annual contract value as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the annual contract period and for another 3 months for CGTMSE to claim the amount from guarantor bank. The Guarantee is to be provided annually.

3.16. Contacting the Trust

3.16.1. Bidder shall NOT contact the Trust on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Trust.

3.16.2. Any effort by the Bidder to influence the Trust in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

3.17. Award of Contract

3.17.1. The Trust will award the contract to the successful Bidder, out of the Bidders who have responded to Trust's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest commercial Bid.

3.17.2. The Trust reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services or change in location where equipments are to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

4. General Terms and Conditions

4.1. Price

- The Price quoted by the Bidder [Service Provider] should be **FLAT RATE** [i.e., should include all costs].
- The price should be uniform for all the years.
- The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc. However, applicable Service Tax will be paid on actuals.
- The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of three years and extended if required by CGTMSE and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- Based on the contracted rates, CGTMSE will place order annually after performance review of the previous year.

4.2. Penalty: Penalty charged towards shortfall in achieving Service Level Requirement during the contract period has been defined 'Service level requirement'.

4.3. Acceptance: The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalised after PO is issued. The services will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Trust and the service provider.

4.4. Payment Terms:

- Bidder [Service Provider] will be paid in quarterly equal instalments after the end of the quarter.
- Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter.
- Payment of first instalment will be released only after submission of performance guarantee.
- Payment for subsequent quarters will be made only after payment of previous quarters.

4.5. Payment in case of Termination of contract:

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

4.6. Insurance:

As all the delivered hardware will be owned by the Bidder [Service Provider] during the entire period of the contract, the service provider will take insurance for all the network hardware items installed in the premises of CGTMSE locations for the entire duration of the contract period against all risks.

4.7. The Bidder [Service Provider] is expected to peruse all instructions, forms, terms and specifications in this RfP and its Annexures. Failure to furnish all information required in the RfP Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional

information as part of response to this RfP. Document in every respect may result in rejection of the proposal.

- 4.8.** At any time prior to the deadline for submission of Bids CGTMSE may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders [Service Provider], modify the RfP by amendment, which will be placed on the Trust's website for information of all prospective Bidders.
- 4.9.** All such amendment shall become part of the RfP and same will be notified on Trust's website. The Bidders [Service Providers] are required to have a watch on Trust's website for any such amendment.
- 4.10.** Bidder [Service Provider] must take into consideration each and every line of this RfP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by CGTMSE before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. CGTMSE will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- 4.11.** CGTMSE reserves the right to extend the dates for submission of responses to this document with intimation on the Trust's website.
- 4.12.** CGTMSE reserves the right to change the requirement specifications and ask for the revised bids or cancel the process without assigning any reasons.
- 4.13.** As per scope of the project Bidder [Service Provider] is required to size the requirement of network hardware, link and associated software (IOS etc.) keeping in view of maximum bandwidth the link is supposed to support during the contract period in addition to the features as required. If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w free of cost.
- 4.14.** Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement'.
- 4.15.** Notwithstanding anything to the contrary contained in the contract, CGTMSE shall be at liberty to invoke the Performance Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- 4.16.** On faithful execution of contract in all respects, the Performance Guarantee of the Bidder [Service Provider] shall be released by CGTMSE.
- 4.17.** These responses would be deemed to be legal documents and will form part of the final contract.
- 4.18.** Bidder [Service Provider] must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
- 4.19.** CGTMSE reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of CGTMSE, the information furnished is incomplete or the Bidder does not qualify for the contract.

- 4.20.** The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RfP, on end-to-end solution basis.
- 4.21.** The Commercial and Technical bids will have to be signed on all pages of the bid by the authorised signatory. Unsigned bids would be treated as incomplete and would be rejected.
- 4.22.** By submitting a proposal, the Bidder [Service Provider] agrees to promptly contract with CGTMSE for any work awarded to the Bidder [Service Provider]. Failure on the part of the awarded Bidder to execute a valid contract with CGTMSE will relieve CGTMSE of any obligation to the Bidder, and a different Bidder may be selected.
- 4.23.** Any additional or different terms and conditions proposed by the Bidder [Service Provider] would be rejected unless expressly assented to in writing by CGTMSE.
- 4.24. Time and quality of the service are the essence of this agreement:** The Bidder [Service Provider] must strictly adhere to the delivery schedule of all the services. Failure to do so will be considered as breach of the terms and conditions of the contract.

4.25. Termination Clause

CGTMSE reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- 4.25.1.** Bidder [service provider] fails to provide hosting space and related services within the stipulated time as per contract or within any extension thereof granted by the Trust.
- 4.25.2.** Bidder [Service Provider] fails to install and commission the links within the stipulated time as per contract or within any extension thereof granted by the Trust
- 4.25.3.** Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- 4.25.4.** Bidder [Service Provider] fails to perform any other obligation(s) under the contract.
- 4.25.5.** Any threat is perceived or observed on the security of Trust's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- 4.25.6.** However either party, in the case of termination, will give 3 months notice to the other party.
- 4.25.7.** The Trust may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Trust.

- 4.26.** CGTMSE shall release the payment to Service Provider as per the agreed payment terms mentioned elsewhere in this document.
- 4.27.** CGTMSE shall not be held liable for costs incurred during any discussion on proposals or proposed contracts or for any work performed in connection therewith.
- 4.28.** Bidders are requested to be prepared to demonstrate, through presentations and / or site visits, as part of the final evaluation in accordance with the responses given for the identified requirements, within a short period after the last date of the submission of proposals. Accordingly, CGTMSE will communicate a date and time to all Bidders. The Bidder will arrange such demonstrations, presentations or site visits at its own cost.
- 4.29.** CGTMSE may at its absolute discretion exclude or reject any proposal that in the reasonable opinion of CGTMSE contains any false or misleading claims or statements. CGTMSE has no liability to any person for excluding or rejecting any such proposal.
- 4.30.** This RfP contains information proprietary to CGTMSE. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees (of the prime Bidder) involved in preparing the requested responses. The information contained in the RfP may not be reproduced in whole or in part without the express permission of CGTMSE.
- 4.31.** Responses received become the property of CGTMSE and can't be returned. Information provided by each Bidder will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Bidder.
- 4.32.** Bidders should preferably have certification for the requisite security and service quality standards.
- 4.33.** No extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of CGTMSE should entitle the Bidder to a reasonable extension of time, such extension may be considered but shall not operate to relieve the Bidder of any of his obligations. However, the bidder should ensure that some alternate mode of connectivity is provided at the locations/offices till the actual type proposed is implemented. CGTMSE shall not be liable for any extra financial commitment due to such extension of time.
- 4.34.** The Bidder [Service Provider] shall promptly notify CGTMSE of any event or conditions, which might delay the completion of implementation work in accordance with the approved schedule and the steps being taken to remedy such a situation.
- 4.35.** Bidder [Service Provider] shall indemnify, protect and save CGTMSE against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of the Bidder, its employees, its agents, or employees of the consortium partners in the performance of the services provided by contract, infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project.
- 4.36.** All Bidder [Service Provider] records with respect to any matters covered by this agreement shall be made available to CGTMSE or its designees at any time

during normal business hours, as often as CGTMSE deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

- 4.37.** CGTMSE reserves the right to verify, through its officials or such other persons as CGTMSE may authorise, the progress of the project at the development /customisation site of the Bidder.
- 4.38.** Any publicity by the Bidder [Service Provider] in which the name of CGTMSE is to be used should be done only with the explicit written permission of CGTMSE.
- 4.39.** Bidder [Service Provider] should guarantee that the software and allied components used to service CGTMSE are licensed and legal.
- 4.40.** The Bidder [Service Provider] is obliged to give sufficient support to CGTMSE's locations/offices in the event of non-availability of connectivity.
- 4.41.** The Bidder will allow AMC/other vendors 24 X 7 access to the servers hosted at their location for maintenance/repair etc. Visits of the technicians to access the server will be intimated by the Trust to the vendor.

4.42. IPR Infringement

As part of this project Bidder [Service Provider] will deliver different hardware / software. If the use of any such software by / for CGTMSE, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify CGTMSE to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the conditions the claim relates to Software provided/used by Bidder/Service provider under this project.

4.43. Alternate Service Provider

At any point during the contract, the Trust may engage alternate service provider for redundancy / Backup at existing locations. The service provider to assist the Trust in integration of the services.

4.44. Limitation of liabilities

Save and except the liability under IPR Infringement clause above, in no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of Bidder / Service Provider, arising at any time shall not exceed the total contract value.

4.45. Force Majeure

- 4.45.1.** The Bidder [Service Provider] shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not

foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of CGTMSE either in fires, floods, earthquake, strikes, lock-outs and freight embargoes.

4.45.2. If a Force Majeure situation arises, the Bidder shall promptly notify the Trust in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by CGTMSE in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.45.3. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, CGTMSE and the Bidder shall hold consultations with each other in an endeavour to find a solution to the problem.

4.45.4. Notwithstanding above, the decision of CGTMSE shall be final and binding on the Bidder.

4.46. Resolution of Disputes

4.46.1. CGTMSE and the Bidder [Service Provider] shall make every effort to resolve amicably by direct informal discussion, any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal discussions, CGTMSE and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed forum.

4.46.2. The dispute resolution mechanism to be applied shall be as follows:

4.46.2.1. In case of Dispute or difference arising between CGTMSE and the service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a Sole Arbitrator mutually agreed upon by the parties hereto, from a panel of three (3) arbitrators suggested by CGTMSE.

4.46.2.2. Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

4.46.2.3. The cost and expenses of Arbitration proceedings will be equally shared and paid by the parties.

4.46.2.4. The Contract shall be interpreted in accordance with the laws of the Union of India and the Parties agree to submit to the courts of Mumbai.

4.46.2.5. No conflict between the Bidder and CGTMSE will cause cessation of services. Only by mutual consent the services will be withdrawn.

4.46.2.6. CGTMSE reserves the exclusive right to make any amendments/ changes to or cancel any of the above actions or any other action related to this RfP.

5. Service Level Agreement

5.1.1. Working Days : Seven days a week
[Monday to Sunday]

5.1.2. Month : Calendar Month

5.1.3. Normal Business Hours : 24 x 7

5.1.4. SLA Measurement Period : Quarterly

5.1.5. Bandwidth full duplex and CIR should be equal to the bandwidth contracted for the location.

5.1.6. Network Availability / Uptime

S.N.	Category	Uptime
1	VPN/P2P	99.95%
2	Internet	99.50%

5.1.7. Internet port availability : 100%

5.1.8. Server accessibility uptime : 99.98%

5.1.9. Service Delivery [Implementation]: 7 days for Data Centre
15 days for connectivity.

5.1.10. Helpdesk facility : toll free number/mail/portal

5.1.11. Monitoring : Proactive

5.1.12. Reporting : All reports to monitor the SLA parameters, Bandwidth utilization to be provided.

5.1.13. On-line Portal : Online portal for viewing bandwidth utilization, uptime/downtime and all other SLA parameters

5.1.14. Penalty Clauses for services

Compliance of service level requirement towards respective service category will be separately measured every month. Service provider will make all these information available using the SLA tool.

As mentioned in RfP all the locations have been classified under different categories based on business criticality. Shortfall in achieving SLA compliance will attract penalty and will be charged every quarter on the total payable for the quarter. The details of penalty calculation for various SLA parameters are mentioned below:

5.1.15. Availability / Uptime

During the entire contract period the Bidder should guarantee uptime during normal business hours as mentioned in SLA on Quarterly basis. Bank will impose penalty as given below:

- Penalty of Rs. 1000/- per every 1% or part thereof deviation from SLA for each service.
- The location is said to be down if both primary and backup link fails.
- In case one link is working fine and other link fails the failed link should be made operational within **8hrs**. In the event of non-operational of the link, penalty of Rs.500/- per each hour downtime will be levied.
- The penalty clauses as mentioned above will be applicable to DR location as and when CGTMSE enters into contract for DR setup.

Exclusions:

Down time due to following situations will not be considered for the purpose of penalty calculation:

- Schedule maintenance by the service provider with prior intimation
- Link down due to power failure at CGTMSE location/office
- Force majeure events

5.1.16. Service Delivery [Implementation]

In the event of non provisioning of services as per the delivery schedule penalty at 1% of the annual contract value will be charged for every week's delay subject to maximum of 10%.

5.2. Disclaimer

In case service provider fails to achieve compliance level of services successively in two quarters or any three quarters in a financial year, CGTMSE will reserve the right to re-look at the contract and redefine Service level agreement and penalty clauses to safeguard its interest.

Annexure – I

Minimum eligibility Criteria

S. No	Criteria	Bidder's Response
1	Name of the bidder company	
2	Year of establishment	
3	Type of Company [Government/PSU/Pub. Ltd / Pvt. Ltd / partnership / proprietary]	
4	Registration No. and date of registration. Registration Certificate to be enclosed	
5	Address of Registered Office with contact numbers [phone /fax/mail]	
6	Address of Local Office at Mumbai with contact numbers [phone /fax/mail]	
7	PAN No.	
8	Contact Details of Bidder authorized to make commitments to CGTMSE	
a	Name	
b	Designation	
c	Mobile No.	
d	Fax No.	
e	Mail Id	
9	Should have an average annual turnover of atleast Rs. One hundred and fifty crores per annum for last 2 financial years. [CA certificate to be enclosed]	
10	The service provider should have a minimum net worth of at least Rs. Fifty crores for the last two financial years. [CA certificate to be enclosed]	
11	The service provider should have been operating Tier III Commercial Data Centers for a minimum period of 5 (Five) years in India. [Documentary evidence to be submitted by way of purchase order etc.]	
12	The service provider should have Tier III data centre presence in atleast two cities in India. [Details to be enclosed]	
	The service provide should have Tier III data centre at Mumbai (including Navi Mumbai)	

13	The service provider should have a strong domestic network with point of presence in at-least 300 locations across India. The service provider should have network handshake with atleast 3 Tier-1 Telecom providers in India. [Documentary evidence to be submitted]			
14	The service provider should have experience in servicing atleast 5 customers for more than 3 years through its data centres.			
	Customer Name	Customer Details with Contact No.	Services Subscribed	Client since(no. of years)
A				
B				
C				
D				
E				
15	There should be atleast 2 credentials of data centre customers at any of the service providers sites in India with annual revenue of atleast Rs. 50 lakhs [Copies of Pos and References to be provided]			
16	The respondent should be a National Long Distance Service Provider or IP VPN service provider / Basic Service operator having own VPN network under license from Gol. Copy of license to be enclosed.			
17	The respondent should be owning high redundancy network backbone or backbone created using multiple service providers fiber backbone [at least from three service providers] in redundant architecture. The network should offer redundancy at all levels.			
18	The service provider should have at least one of the below certifications for their data centers <ul style="list-style-type: none"> • ISO 27001 • IS 1893:1984 Seismic Compliance [copy of certificates to be enclosed]			
19	The service provider should have the following certifications for their data centres <ul style="list-style-type: none"> • ISO 9001 for Quality Process • ISO 20000 ITSM based Service delivery [copy of certificates to be enclosed]			
20	The data centre should have a high capacity freight lift for ease of movement of Servers and High density Hw devices			

Seal ...

Note

1. Bidder response should be complete. Yes/No answer is not acceptable.
2. Documentary proof, sealed and signed by authorized signatory, must be submitted
3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. The Trust will not make any separate request for submission of such information.
4. The Trust will contact the bidder referenced customer for verifications of facts, the bidder to ensure that the customer is intimated. Further in case the Trust feels to visit the site, the bidder to taken necessary approvals for the same. The Trust will not make any separate request to the bidders customers.
5. Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.

Annexure -II

Technical Bid

S.No.	Item	Description	Vendor's Response
1	Co-location Space	4U Contiguous space provided	
2	Co-location Space Additional	Additional 4U contiguous space provided by the vendor as and when required	
3	Power Supply	2(N+1) redundant power supply to the server being provided	
4	Data Transfer	300 GB of internet data transfer per server per year	
5	Data Backup	500 GB of data backup per server per month	
6	OS hardening	Hardening of OS of the servers hosted	
7	VAPT	Quarterly VAPT of the servers with reports and recommendations	
8	Antivirus for servers	Antivirus software and version provided for the server	
9	Patch testing and deployment	Patch management for the server as and when new patches are released from the OS primary.	
10	Server port scanning	Weekly server port scanning and monthly report of the port scan.	
11	Configuration Check	Monthly configuration check of the server	
12	IDS log monitoring	Monthly IDS log analysis reports to be provided	
13	Syslog monitoring	Monthly sys log analysis reports to be provided	
13	Managed shared firewall services	Type of services provided under managed shared firewall services	
14	Connectivity (VPN/P2P) primary	Type of primary connectivity provided by the vendor Maximum capacity of last mile proposed for primary connectivity.	
15	Connectivity (VPN/P2P) secondary	Type of secondary connectivity provided by the connectivity Maximum capacity of last mile proposed for secondary connectivity.	

S.No.	Item	Description	Vendor's Response
		Details of service providers with whom bidder [service provider] has tie-up for last mile. [Proof of same to be attached].	
16	Connectivity (DC – DR)	Bandwidth proposed to be provided.	
17	Connectivity (Internet)	1Mbps Clean bandwidth provided	
18	Hardware	Make and model of the router and other hardware being provided by the vendor to provide end to end connectivity.	
19	Call Logging	Procedure for logging call and the mechanism followed for resolution of the call.	
20	Solution Architecture	Solution architecture proposed by the vendor. Systematic representation of the solution architecture proposed by the vendor to be attached.	
21	Mean time to respond	Vendor to mention Mean time to respond	
22	Mean time to resolve	Vendor to mention Mean time to resolve	
23	Clean internet bandwidth	Details of vulnerabilities checked	
24	Anti-spam service	Availability of console for managing spam.	
		Provision for adding/deleting authorized mail ids.	
25	Remote access	Provision for remote desktop access of all the servers.	
26	Hosting	Location of proposed primary with contact details	
		Location of proposed DR with contact details	

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

Annexure -IV

Technical Bid Covering Letter

Date :

General Manager
CGTMSE
7th Floor, SME Development Centre,
Plot No. C-11, G Block
Bandra Kurla Complex (BKC), Bandra (E)
Mumbai - 400 051

Dear Sir,

Technical Bid Data Centre and Network COnnectivity

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RfP document **[Insert RfP Number]** dated **[Insert Date]**. We are hereby submitting our Proposal, which includes Pre-qualification criteria / Minimum Eligibility Criteria, this Technical Proposal.

If contract discussions are held during the period of validity of the Technical proposal, i.e., before **[Insert Date]**, we undertake to contract with CGTMSE. Our Technical Proposal is binding upon us and is subject to the modifications resulting from contract discussions.

We also enclose masked Commercial Bid.

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure -V

Commercial Bid

Commercial Bid Response must be submitted the bid in the format given below.

Commercial bid of components

S. N.	Item Description	Quantity	Unit Price		Total
			Figures	Words	
A.	Hosting services (DC)				
1	Co-location space (1U)	4			
2	Additional Co-location Space (1U)	1			
3	Power supplied per 1U	4			
4	Additional power charges per 1U	4			
5	Internet Data Transfer charges for 300 GB per server per year	1			
6	Data Backup charges for 500 GB per server per year	1			
7	Security services (like OS hardening/ Quarterly VAPT/ Antivirus/ Patch management/ Server port scanning/ Log analysis etc) per server per year	1			
8	Managed shared firewall services per server per year	1			
9	Additional data transfer charges	1			

	for 50 GB per server per year				
10	Additional data backup charges for 50 GB per server per year		1		
	Sub Total				
B	Hosting (DR)				
1	Co-location space (1U)		4		
2	Additional Co-location Space (1U)		1		
3	Power supplied per 1U		4		
4	Additional power charges per 1U		4		
5	Internet Data Transfer charges for 300 GB per server per year		1		
6	Data Backup charges for 500 GB per server per year		1		
7	Security services (like OS hardening/ Quarterly VAPT/ Antivirus/ Patch management/ Server port scanning/ Log analysis etc) per server per year		1		
8	Managed shared firewall services per server per year		1		
9	Additional data transfer charges for 50 GB per server per year		1		
10	Additional data backup charges for 50 GB per server per year		1		
	Sub Total				
C	Connectivity				
1	Primary Connectivity between DC and CGTMSE – 4 Mbps		1		

2	Primary Connectivity between DC and CGTMSE – 8 Mbps		1			
3	Primary Connectivity between DC and CGTMSE – 12 Mbps		1			
4	Primary Connectivity between DC and CGTMSE – 16 Mbps		1			
5	Secondary passive Connectivity between DC and CGTMSE – 4 Mbps		1			
6	Secondary passive Connectivity between DC and CGTMSE – 8 Mbps		1			
7	Secondary passive Connectivity between DC and CGTMSE – 12 Mbps		1			
8	Secondary passive Connectivity between DC and CGTMSE – 16 Mbps		1			
9	Clean Internet connectivity charges for 1Mbps to be terminated at CGTMSE		1			
10	Connectivity between DC and DR		1			
Sub Total						
D Hardware charges						
	Network Hardware rental		1			
	Router management charges		1			
Sub Total						
E Antispam services						
	Anti-spam services for year per server (for 5 domain names)		1			

	Sub Total					
					Grand Total	

TCO = Grand total of all the services per year * 3.

Bidders are requested to note the following:

- Price for all the components will be considered for evaluation of commercial bid.
- Currently CGTMSE requires 4 Mbps VPN/P2P connectivity.
- Masked commercial bids must be given with technical bid.
- Rate quoted for optional items must be valid till the end of the three years period from the date of entering the contract
- All the rates must be quoted in INR.

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...
