



सत्यमेव जयते

GOVERNMENT OF INDIA
INCOME TAX DEPARTMENT
OFFICE OF THE DIRECTOR GENERAL OF INCOME TAX (INVESTIGATION)
AAYAKAR BHAVAN, 12, SADHU VASWANI CHOWK, PUNE-411001.

TENDER DOCUMENT

**For
Supply, Installation, Commissioning &
Maintenance of Hardware Items
to
Income Tax Department
Pune**



**OFFICE OF THE
DIRECTOR GENERAL OF INCOME TAX
(INVESTIGATION), PUNE**

Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001.
Tel./Fax: 020-26122853 Email id: dg.it.inv.pune@incometax.gov.in

NO. PN/DGIT(Inv.)/ Infra/T-2/2016-17/

Date: 07/11/2016

NOTICE INVITING TENDER / INVITATION TO BID

1. The Income Tax Department, Pune intends to procure hardware & associated support services for Income Tax Office Buildings located in Pune & Nagpur.
2. Sealed Tenders, duly super scribed “**Tenders for Providing Supply, Installation, Commissioning & Maintenance of hardware items at Income Tax Department Pune & Nagpur offices**” and addressed to “**The Director General of Income Tax (Investigation), Pune**” are invited so as to reach the Tender Box kept in **Room No. 114, First Floor, Aayakar Bhavan, 12, Sadhu Vaswani Chowk, Pune-411001** not later than 13.00 hours on **28/11/2016**. Tenders received after stipulated date/time shall not be entertained. The tenders will be opened on the same day at 15.00 hours in the presence of the Bidders or their representatives who may like to be present.
3. Detailed information/terms and conditions for the purpose can either be downloaded from **www.incometaxindia.gov.in/** **(path- <http://www.incometaxindia.gov.in/pages/tenders.aspx> or <http://eprocure.gov.in>** or Tender Documents can also be obtained from the ITO(Inv.)(HQ), Room no. 114 Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune-411001 during the regular office hours i.e. 9:30 A.M. to 6:00 P.M. on payment of non-refundable tender fee of Rs.1,000/- by **Cash or Demand Draft drawn in favour of ZAO, CBDT, Pune payable at Pune**. In case the tender document is downloaded from the Department’s website or <http://eprocure.gov.in> a non-refundable tender fee of Rs.1,000/- has to be paid by way of **Demand Draft drawn in favour of ZAO, CBDT, Pune payable at Pune** at the time of submission of the duly filled tender application.

Sd/-

(K. K. Ojha)

**Addl. Director of Income Tax (Inv.)(HQ)
For Director General of Income Tax (Inv.), Pune**



DIRECTOR GENERAL OF INCOME TAX
Aayakar Bhavan, 12 Sadhu Vaswani Road, Pune-411001.

**TENDER DOCUMENT FOR PROVIDING SUPPLY,
INSTALLATION AND COMMISSIONING & MAINTENANCE OF
HARDWARE ITEMS TO THE PREMISES OF INCOME-TAX
DEPARTMENT, PUNE AT PUNE & NAGPUR OFFICES**

Open Tender No: Tender No.PN/DGIT(Inv.)/Infra/T-2/2016-17/

Dated: **07/11/2016**

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DIRECTOR GENERAL OF INCOME TAX (INV), PUNE

Aayakar Bhavan, 12 Sadhu Vaswani Road, Pune-411001.

SECTION – I

DOMESTIC COMPETITIVE BIDDING

(Through call of open Tenders)

Open Tender No: Tender No.PN/DGIT(Inv.)/Infra/T-2/2016-17/ Dated- 07/11/2016	
Last Date & Time for receipt of Bid	Date: 28/11/2016 , Time: 13.00 Hrs
Time and Date of Opening of Technical Bid	Date: 28/11/2016 , Time: 15.00 Hrs
Place of Opening of Technical Bid	Room No. 112, First Floor, Aayakar Bhavan, 12, Sadhu Vaswani Chowk, Pune-411001
The tender documents can be obtained from	download from www.incometaxindia.gov.in or http://eprocure.gov.in or can also be obtained from the ITO(Inv.)(HQ), Room No. 114 Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune-411001
Tender documents can be dropped in the tender box at	Room No. 114, First Floor, Aayakar Bhavan, 12, Sadhu Vaswani Chowk, Pune-411001
Tenders addressed to:	The Director General of Income Tax (Inv.), Pune

SECTION-II

ELIGIBILITY CRITERIA

1. This Invitation for Bids is open to the parties fulfilling the eligibility criteria as below:

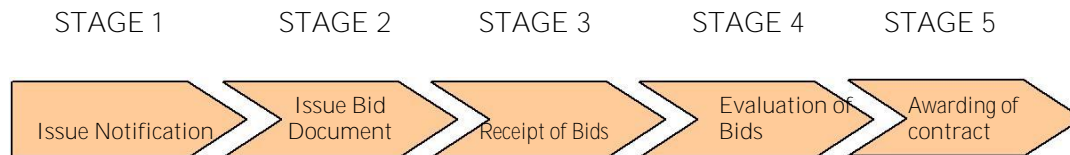
#	Qualification Criteria	Documentary Evidence
1	<p><i>The Bidder must be</i></p> <ul style="list-style-type: none"> • <i>A company in India, registered under the Companies Act 1956 or</i> • <i>A registered partnership firm, or</i> • <i>A limited liability partnership, or</i> • <i>A Govt. Organization</i> 	Copy (ies) of Certificate of Registration
2	Bidder should have minimum turnover of at least Rs.5 Crores from IT Infrastructure business in each of the last 3 financial years (2015-2016, 2014-2015, 2013-1014)	Copy of the Audited Profit& Loss Statement /balance sheet.
3	Bidder should have positive profit for last 3 financial years (2015-2016, 2014-2015, 2013-1014)	
4	Bidder should have at least one support centre / service centre at Pune operational in last two FY years (2015-2016, 2014-2015)	Licence of Service centre with List of such support centres / service centres with contact numbers and addresses should be submitted along with the proof.
5	Bidder should not have been blacklisted by Central Government, State Governments or Government Corporations of India.	Undertaking / self-declaration to that effect should be submitted along with the Technical bid
6	Bidder should have valid documentary proof of Sales Tax/VAT registration number in	Provide Copy of Sales Tax/VAT registration

	Maharashtra	number
7	Bidder should have furnished Sales Tax returns for the last three financial years (2013-2014, 2014-2015, 2015-2016.)	Provide documentary proof of Sales Tax returns or copy of certificate from a Chartered Accountant regarding sales tax returns for the last three financial years.
8	Bidder should have filed Income-tax returns for last three financial years (2013-2014,2014-2015,2015-2016)	Provide copy of income-tax returns for three financial years.
9	Bidder should have Permanent Account Number	Provide copy of PAN card
10	OEM make proposed for the servers, desktops, racks, routers, modem, UPS and Genset should be among the top 5 companies in Indian region in any of the previous two Quarters as published in IDC/ Gartner/ Frost and Sullivan report.	Provide copy of the relevant IDC/ Gartner/ Frost and Sullivan report.
11	OEM make proposed for the ACs and Generator should be manufactured in a plant that is ISO 9000/9001 or equivalent certification	Provide copy of the relevant valid certification

SECTION - III

PROCESS OF BIDDING

Selection of a successful vendor / Service Provider will involve a five (5) stage approach before issuance of Work Order/letter of appointment. The approach follows the Indian Government's Central Vigilance Commission (CVC) guidelines.



2. The bidder is required to fill up the Profile of his Organization and other details in the format given as per **Annexure – B** of the Bid Document.
3. The bids are to be submitted in two parts in separate sealed envelopes, i.e., **Technical Bid and Financial Bid.**
4. The **Technical Bid (Section-V) submitted by the bidder shall include the following:**
 - a) All documents as mentioned in the Eligibility Criteria as in Section-III.
 - b) Full particulars of Govt. or other organizations, where the agency has carried out supply of hardware material like desktops, servers, UPS routers etc. in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
 - c) Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount. If, these information is nil, a certificate is to be furnished.
 - d) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).
5. **Financial Bid**
 - a) The party has to quote the prices of the items to be provided in the **financial bid's columns only**. Rate quoted shall be inclusive of Supply, Installation, Warranty (The successful bidder shall be responsible for

maintenance of items supplied during the period of warranty including replacement of any part), inclusive of all govt. taxes and duties. The Financial bid should mention unit price of each item & should not include any group/lot/lump sum price.

b) Note:

The rates offered by the bidder should be valid for 6 months from opening of financial bid submitted by bidder. The department may place extra orders up to 50% of the quantity specified in the tender, which the vendor should provide at the same rate as finalized in the Agreement till validity of the contract.

6. Sealing and Marking of Bids:

- a) The Technical Bid along with requisite documents (listed in Para 5 above) shall be placed in one sealed envelope super scribed **‘Technical Bid’**. The Financial Bid shall be kept in a separate sealed envelope super-scribed **‘Financial Bid’**. Both the envelopes shall then be placed in one single, sealed envelope super-scribed **‘Supply, Installation and Commissioning & Maintenance of Hardware Items’** and shall be addressed to the Director General of Income (Inv.), Pune. The bidder’s name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope.
- b) Both the inner envelopes super-scribed Technical Bid and Financial Bid shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.
- c) If the outer and inner envelopes are not sealed and marked as required, such bids shall be treated as invalid and are liable to be rejected.
- d) If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or, the Financial Bid is placed in the envelope super-scribed, **“Technical Bid”**, the Bid document will be summarily rejected in the first instance itself.
- e) All the Bid documents submitted shall be serially page numbered and contain the table of contents with page numbers.
- f) The applicants should submit/drop their bids in separate sealed envelopes, which in turn should be placed into a sealed larger envelope **(Maximum Width of 10 Inch), in the ‘Tender Box’ kept in Room No.114, First Floor, Aayakar Bhavan,12, Sadhu Vaswani Chowk, Pune-411001** by 13.00 hrs on **28/11/2016.**

7. Deadline for Submission of Bids:

- a) Bids must be received by the Income-tax department at the address specified not later than the time and date specified in the Invitation for Bids.
- b) In the event of the specified date for the submission of Bids being declared a holiday for the Income-tax department, the Bids will be received up to the given time on the next working day.
- c) The Income-tax department may, at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.
- d) Any bid received by the Income-tax department after the deadline for submission of bids prescribed by the Income-tax department in the bid, document will be rejected and will not be opened.

8. Opening and Evaluation of Technical Bids:

- a) The Tender Committee appointed by the Director General of Income-tax (Inv.), Pune will open all Technical Bids in the first instance on the appointed date, time and venue.
- b) During evaluation of the bids, the Income-tax department may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing.
- c) No bidder shall contact the office of the Director General of Income-tax (Inv.), Pune or any other office of Income-tax Department on any matter relating to his bid from the time of the bid opening to the time the issue of work order. All bidders are strongly advised to furnish all material information in the bid itself.
- d) Any effort by a Bidder to influence the Income-tax department in its decisions on bid evaluation, bid comparison or work order decision will result in rejection of the bid.
- e) The technical bids wherein all conditions are fulfilled will be declared as technically qualified.

9. Opening and evaluation of Financial Bids:

- a) The financial bids of only those bidders shall be opened who are declared technically qualified.

- b) The results of the bid will be communicated in writing to the successful bidder.
- c) The Price Bid shall comprise the price component for all the items indicated in the **Section-VIII** of the bid document. The price quoted by the bidders shall include all applicable taxes. Income-tax department would not bear any additional liability on this account.
- d) Income-tax department shall however, deduct such tax at source as may be applicable as per the rules and issue necessary certificates to the Bidder.
- e) Prices shall be quoted in Indian rupees only.
- f) Tendering process shall be finalized only when there are at least three responsive bids.
- g) In a normal situation, the contract shall be awarded to the lowest responsive bidder, whose prices quoted in the financial bid are the lowest taken together for all items. However, mere lowest rates is not the sole criteria of selection. Income-tax department, Pune is not bound to accept the lowest rates.
- h) Without affecting the sanctity of the above criterion, Income-tax department, Pune reserves rights to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if the situation so warrants in the interest of the department.
- i) Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001, in case of same rates.
- j) The decision of the Tender Evaluation Committee will be final in respect of the correction of typographical and arithmetical errors.
- k) Price quoted elsewhere in the bid document except in financial bid shall make the entire bid liable for rejection.

10. **Payment terms**

Payment in pursuance to the contract will be made by the Director General of Income Tax (Investigation), Pune after successful supply, installation and commissioning of all items at the specified premises of the department.

Read and accepted.

Signature and stamp of

Bidder or Authorized Signatory

SECTION-IV

OTHER TERMS & CONDITIONS OF TENDER

1. It is a composite contract for supply of all items. It cannot be broken for supply of a few or individual items.
2. No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible.
3. The successful bidder will submit a Performance Guaranty Deposit (PGD) by means of Bank Draft drawn in favour of **Zonal Accounts Officer, CBDT**, payable Pune, within 15 days after the receipt of Letter of Intent (LoI) @ 5% of the tendered value of contract. The Performance Guarantee will be refunded to the bidder after three years from the date of allotment of contract without interest after deducting liabilities if any.
4. No bid will be considered unless and until all the pages documents comprising the Bid are properly signed and stamped by the persons authorized to do so.
5. In the event of bid being accepted, the bid will be converted into a contract, which will be governed by the terms and conditions given in the bid document.
6. The Income-tax department does not bind itself to accept the lowest bid, in case the technical requirement and comparison of the items is more important for its functioning.
7. No modification or substitution of the submitted application shall be allowed.
8. A bidder may withdraw its Tender after submission, provided that written notice of the withdrawal is received by the Income-tax department before the due date for submission of Tender bids. In case a bidder wants to resubmit his bid, he shall submit a fresh bid following all the applicable conditions.
9. Bids shall remain valid for 6 months after the date of bid opening prescribed by the Income-tax department.
10. Any bid with a condition of validity for a shorter period shall be rejected by the Income-tax department as non-responsive.
11. The Income-tax department, without assigning any reasons, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders of the grounds for the action Income-tax department.

12. The Bidder shall sign his bid with the exact name of the concern to which the contract is to be awarded.
13. The Bid document filed by the bidder shall be typed or written in indelible ink. No over writing or cuttings shall be permitted.
14. Prior to the submission of Bid, the Bidder/authorized representative shall personally inspect the Income-tax department offices and facilities specified in the Bid at his own cost and under prior intimation to the Income Tax Officer (Inv.) (HQ), Pune. This is necessary to enable the bidder to gather all the information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of bidder having fully read and understood the tender document and the scope of work prescribed therein.
15. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.
16. Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit, along with technical bid documents, a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Income-tax department may out rightly reject any bid, which was not supported by **adequate proof of the signatory's authority**).
17. Department reserves the right to negotiate the price with the successful bidder before awarding the contract. It may be noted that I.T. department will not entertain any price negotiations with any other bidder.

18. **Arbitration:**

In the event of any dispute or differences arising as to the execution of the contract or as to the respective rights or liabilities of the parties hereto or interpretation of any of clause thereof on any condition of agreement (except as to any matters the decision of which is specially provided for or the special conditions), the dispute shall be resolved in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the Rules there under and any statutory modifications thereof, for the time being in force, shall be deemed to apply to the arbitration proceedings. The award of the arbitrator shall be final and binding on parties to the agreement.

Read and accepted.

Date Signature and stamp of the Bidder

or Authorized signatory, Place

SECTION-V TECHNICAL BID

(On the letter head of the concern submitting the bid)

To
The Director General of Income-tax, (Investigation)
Aayakar Bhavan, Pune.
Ref: Tender No. _____ Dated _____

Sir,

I/We hereby undertake to provide the Hardware(s) & its maintenance at various premises of Income tax department, Pune, as specified in the Bid/tender document and agree to hold this offer for a period of 6 months from the date of opening of the tender. I/we shall be bound by a communication of acceptance issued by you.

I/we have understood all the Terms and Conditions of the tender as enclosed with the invitation to the tender and have thoroughly examined the specifications of items to be rendered and my/our offer is to supply the items strictly in accordance with the requirements.

Certified that I/we have the experience of more than **three** years in providing Hardware and related maintenance works. Certified copies of at least one work-order pertaining to each of the last two years are enclosed with this bid.

A detailed profile of organization as filled in as prescribed in the **Annexure –B** of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

- a. All documents as mentioned in the Eligibility Criteria.
- b. Full particulars of Govt. or other organizations, where the agency has carried out supply of hardware material like desktops, servers, UPS routers etc. in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
- c. Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount.
- d. Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully, Signature and
stamp of the Bidder or Authorized
signatory

Dated this _____ day of _____ of 2016
Telephone: _____ FAX _____
Address _____
E-mail _____
Company Seal.
Signature of the bidder.

SECTION-VI FINANCIAL BID

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for providing hardware at Pune & Nagpur of Income-tax department, Pune in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the scope of work detailed in Section V of the bid document is as below:

1. Name, address and telephone
No. of the Bidder/Applicant
Contractor
2. Total Bid Price(Including all taxes) :
3. Price Rate of each hardware item :-
(Including all Taxes)

Table: Hardware Cost

<u>Sr.</u>	<u>Hardware Item</u>	<u>Item Total (A)</u>	<u>Per Unit Price (B)</u>	<u>Quote Price (A x B)</u>
1	Server	1		
2	Server Rack	1		
3	Desktop	7		
4	UPS	1 (15KVA)		
5	UPS	1 (3KVA)		
6	AC	1 (2 Ton)		
7	Modem	2		
8	Router	2		
9	GenSet	1 (15KVA)		

Date:

Place:

Stamp/Seal of the Bidder

Name and Signature of the

Authorised Signatory

Tender will be opened on **28/11/2016** at 15.00 PM in Room no. - 112, O/o DGIT (Inv.), Aayakar Bhavan, Sadhu Vaswani Road, Pune 411001 in front of bidders or their representatives.

SECTION- VII

ITEMS OF HARDWARE FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE

Successful Bidder is supposed to provide below hardware at the Pune & Nagpur offices of Income Tax Department.

<u>Sr.</u>	<u>Hardware Item</u>	<u>Pune Office</u>	<u>Nagpur Office</u>
1	Server	1	0
2	Server Rack	1	0
3	Desktop	4	3
4	UPS	1 (15KVA)	1 (3KVA)
5	AC	1 (2 Ton)	0
6	Modem	2	0
7	Router	1	1
8	GenSet	1 (15KVA)	0

1. Bidder is expected to provide maintenance & support services as per the **manufacturer's warranty and guarantee period as per respective products** to Income Tax Department at their respective offices.
2. Bidder shall not be provided any transport, lodging or other expenses during supply, installation, commissioning, service & maintenance phase which he has to arrange at his own cost.
3. All the hardware shall be purchased in the name of The Director General of Income Tax (Investigation), Pune
4. Warranty :
 - a. The successful bidder shall provide comprehensive onsite warranty for a period **as per the manufacturer's warranty and guarantee period as per** respective products from the date of installation and commissioning of hardware item and software supplied.
 - b. Any defect observed within 6 months of the supply, the successful bidder shall be obliged to change the hardware item with new piece of hardware

item without any charge. The Director General of Income Tax (Investigation), Pune will take appropriate action against the successful bidder, in any such case.

- c. The warranty shall cover the following
- i. The hardware items should be repaired and made operational within 48 hours, failing which a replacement should be given till the hardware item is repaired. In case of software, it shall be replaced.
 - ii. The warranty period will get extended by one week for each failure which had been resolved within the resolution period indicated below. In case where failures have not been resolved within the resolution period, the warranty would get extended by 3 months for each of such failures.

Note:

The latest patches and updates for all the software supplied should be installed on the hardware items at the time of shipment. Further, it is also being informed that the offices are in remote locations and internet connectivity may not be available at these locations. Hence at the time of installation the vendor should carry the latest updates and patches in portable media and install in all hardware items.

1. Replacement due to Repeated Failure

If, during the warranty period, any hardware item has any failure on two or more occasions, it shall be replaced by equivalent new hardware item / software by the successful bidder at no cost to The Director General of Income Tax (Investigation), Pune.

2. SLA/Penalty for Downtime

The Director General of Income Tax (Investigation), Pune or its offices where hardware has been supplied, may make a complaint about the hardware item/ service through letter, fax, e-mail, phone, SMS or any other means as they think fit or convenient to the Service centre reported by the successful bidder. Written complaint of the issue will also be made by The Director General of Income Tax (Investigation), Pune or its offices where hardware has been supplied, in due course of time, in case issue has been informed through phone or SMS considering the urgency of the situation.

- a) On receiving complaint about hardware item/ service, the successful bidder will respond and repair/replace or provide required services as per the schedule given below:

Sr. No.	Location of complaint	Response Period (Visiting site)	Complaint/Issue Type	Resolution Period (After response period)
1	Pune, Nagpur	Next Business	Simple	24 hrs

		day		
2	Pune, Nagpur	Next Business day	Medium	48 Hrs
3	Pune, Nagpur	Next Business day	Complex	1 Week

- b) Complaint types to be defined by the IT Dept. & successful bidder after awarding the contract with mutual understanding.
- c) Public Holidays as declared by Government of Maharashtra will be excluded for the above downtime calculation.
- d) In case successful bidder fails to meet the above standards for resolution, there will be per day penalty of Rs. 100, 200, 500 for simple, medium & complex issues/complaints respectively will be deducted from the Performance Guaranty Deposit.
- e) Department shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters. The SLAs defined, shall be reviewed by Department on a half yearly basis after consulting the successful bidder, Consultants (if any) and other experts from department. All the changes would be made by Dept. after consultation with the vendor and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of penalty, which are noticed after project has gone live.
- f) In case the hardware item is not repaired/replaced within two weeks, the penalty will be charged at 5 (Five) times of the penalty shown above and will be deducted from the Performance Guaranty Deposit.
- g) If the original hardware item is replaced by temporary substitute hardware item within resolution period, the penalty will not be charged for two weeks from the date of substitution/replacement. If the same is not repaired/ replaced within two weeks, penalty as per the table mentioned above in the table will be charged and will be deducted from the Performance Guaranty Deposit.

Annexure –A

1. Server Specifications

S	Parameter	Specifications
1.	Processor	Intel® Xeon® processor E5-2670v3 or higher
2.	No of Processors	2
3.	Memory	128 GB using either 4x32GB or 8x16GB DDR4-2133 Registered DIMMS (LV and LR DIMMS also acceptable) Shall be expandable upto 768GB or more.
4.	PCI Slots	Minimum 1 nos. of PCI-Express Gen3 Slot shall be available for future expansion (After taking into account all the mandatory and optional hardware mentioned in this document)
5.	Interface Ports	a) Serial port - 1; b) Mouse - 1; c) Keyboard - 1; d) VGA Graphics - 1; e) USB 3.0 or above - 4; f) RJ45 Network ports - 4 + 1 (for Remote Management) (In case Mouse and Keyboard are USB based then additional USB ports to be given. Similarly for serial port converted from USB, additional USB port shall be provided along with USB to Serial converter.) To be supplied with 6 x 900GB (or higher capacity) 12G SAS Enterprise HDD in RAID6.
6.	Hard Disk Drive	
7.	Bays	Should support minimum 8 nos. of SAS Drives
8.	RAID Controller	12 Gbps or higher throughput HW RAID Controller supporting RAID 0/1/1+0/5/6 with minimum 1 GB of Flash-backed write cache.
9.	FC HBA	2 x Single Port Qlogic 8Gbps FC Host Bus
10.	Optical Drive	DVD-RW Drive (or DVD/CD Compatible Blu-Ray Disc Drive)

11.	Graphics Controller	Integrated on-board graphics with support for 16 Million color: resolution of 1280 x 1024
12.	Gigabit Ethernet Port	4 nos of Gigabit Ethernet ports full duplex. The network ports should also provide the following functionalities for all supported OS: <ul style="list-style-type: none"> • Ethernet Bonding, Failover and load balancing, • Wake on LAN, • Pre-Boot Execution Environment (PXE),
13.	Redundant Power Supplies	Redundant Hot Plug Power Supplies (230 VAC). The power supplies shall be either 80 Plus platinum certified or better
14.	Redundant cooling	Redundant Hot Plug fans
15.	Form Factor	Rack mountable with rack mount kit and rails(preferably 2U or less)
16.	OS Support	The quoted server should support the following Operating
17.	Backup drive	LTO-6 tape drive (preferably internal) with six media and one cleaning cartridge <i>*in case external tape drive is quoted additional controller and rack mounting accessories shall be provided</i>
18.	Remote Manageability	<ol style="list-style-type: none"> a) It shall be possible to manage the server hardware and software components remotely. b) The server hardware shall be manageable even c) When it is shutdown or crashed. d) It shall be possible to power on/off and boot the system remotely; e) It shall have the following features: <ul style="list-style-type: none"> •real time power reading; •POST and failure sequence replay; •Event log; •Browser and CLI support; •Secure Socket Layer; Secure Shell.

	Server Management	<p>OEM software for management of Servers must be included as standard.</p> <p>It should integrate with any SNMP based industry standard Network Management Software. (The SNMP MIBs for all the hardware and software components shall be provided in a DVD media).</p> <p>Should provide Fault management and automatic event handling through e-mail, SMS. Should provide Role based secured remote management using Secure Sockets Layer (SSL) and Secure Shell (SSH) to encrypt management communications.</p> <p>Should provide Pre-failure warning for- CPU, Memory, and HDD. Should have local LED/LCD based diagnostic panel for easy fault identification.</p>
	Warranty	The entire hardware and software shall carry a comprehensive onsite warranty of 3 years from the date of commissioning

2. Desktop Specifications:

S.	Parameter	Details
1	CPU/Speed	4th Generation Intel® Core TM i7-4770R processor or higher (6 MB or higher Cache, 3.9 GHz)
2	RAM	12 x 4 GB DDR3, 1600 Mhz DDR3 RAM upgradable to 16 GB or 6iore (in case of higher generation CPU compatible memory shall be quoted)
3	Storage	<input type="checkbox"/> 2 x 500 GB 7200 rpm SATA II HDD or later <input type="checkbox"/> DVD-RW Drive
4	Video	Integrated
5	Monitor	21" TFT Flat Panel Display LED backlit (Full HD)
6	Keyboard	Multimedia/Internet Keyboard
7	Audio	Integrated, External Stereo Speakers and noise cancellation type headsets

8	Network Interface	2 x 10/100/1000 Mbps Ethernet Network Card, Auto sensing.
9	Bus Slot	One x16 PCI Express slot
10	Ports	Minimum 4 USB Ports
11	Mouse	Optical Scroll (3 button) Mouse with mouse pad
12	Power	VAC, 50 Hz With Indian Power cables
13	Drivers/Accessories	Required drivers and cables to be provided
14	O.S	(a) Genuine Microsoft 64 bit Windows 10 Professional with License and Media. (Restore CD's not acceptable. Required Driver CD's to be provided). Antivirus with three years subscription (b) Antivirus with three years subscription
15	Warranty	(a) 3 years Comprehensive onsite warranty support for Hardware from the date of Installation/Acceptance (b) Vendor should provide OEM warranty card mandatorily (c) The equipment shall be supported for at least 5 years from the date of acceptance
16	Post Sales Support	Principal/Supplier should have a full-fledged service centre in Mumbai, Pune, Nagpur
17	Installation	Installation / Creation of Partition, OS Installation and enabling restore option onsite
18	Cables, connections & accessories	All the necessary Cables, connections & accessories, if required, needs to be provided.

3. Specifications of 19” Rack:

S	L	Specifications
1.		DIMENSIONS: 42U 800mm (W) X 1000mm (D)
2.		Color : Powder coated Black

3.	At least two (2) rear vertically mounted PDUs with a total of 24 nos. of 6A/16A, 230V sockets. The inputs to the PDUs shall be provided using NEMA connectors. Two sets of single phase 32A NEMA connectors (each set inclusive of both male and female parts) along with 2 nos. of 32A MCBs and mounting boxes' shall be provided. 15 meter long FRLS power cables with each wire having 4 mm ² cross sectional area shall be provided for input to each PDU. The electrical cabling from the UPS output point available at the site to the NEMA connector BOX near the
4.	Top mounted Fan Tray with 4 fans (should not consume mounting slots (out of 42 U) or sockets in the PDU)
5.	1 Fixed tray
6.	1 sliding 2U drawer
7.	Wheels with locks
8.	1 U sliding rack optimized Keyboard, mouse, monitor with KVM to connect 6 servers and the networking equipment
9.	Grounding Kits
10	Perforated metal front door (single) and back doors (double) with door knobs at the outside of the doors and both should have unique lock and key arrangement. There shall be two LED lamps inside the rack, one at the front side and one at the back side which shall turn-on only when the front door and the
11.	Rear vertical cable managers
12.	Metallic side panels
13.	Provision for air flow
14.	Mounting Hardware
15.	100 nos. of nuts and bolts
16.	A Packet consisting of 100 nos. of reusable Velcro tie wraps
17.	RJ-45 Cat 6E patch cords, factory crimped with boot for protection, UL/ETL Certified , length, length: 3 Meters

**4. UPS- 3 KVA with 240 minutes backup for RFP mentioned infrastructure At Nagpur office
UPS – 15 KVA with 240 minutes backup for RFP mentioned infrastructure at Pune office**

Sr.	Parameter	Technical Specifications
1	UPS Make	Please specify make. Must be manufactured in plant that is ISO 9000/ 9001. Provide the copy of the Certification.
2	Battery Make	Please specify the Make of the Battery. The battery employed must be manufactured in plant that is ISO 14001 compliant. Provide

		Copy of Certification.
3	Model	Please specify model name and/or code. All the relevant product brochures & manuals related to the model must be submitted.
4	Capacity	3 KVA (Nagpur), 15 KVA (Pune)
5	Battery Backup	240 min
6	Technology	Online UPS with isolation transformer. PWM technology using Microprocessor Controlled, True On-Line double Conversion Technology, switching frequency : 20 KHz or higher
7	Inverter Technology	True On-line Double Conversion, Must be IGBT
8	Crest Factor	Minimum 3:1 at full load
9	Output wave form	Sine Wave
10	Cold start feature (DC Power On)	Should be provided
11	Input Power factor at full load	>0.90
12	Input	Single Phase 3 Wire
13	Input Voltage Range	160-260 Volt
14	Input Frequency	50 +/- 3 Hz
15	Output Voltage	230 Volt AC, Single Phase, +/-2% from no load to full load and over entire input voltage/frequency range
16	Output Frequency	50Hz +/- 0.5% (Free running); +/- 3% (Sync. Mode)
17	Inverter efficiency	>85%
18	Overall AC-AC efficiency	>85%
19	Static Switch (Bidirectional)	Should be provided and should take care of 100% load transfer
20	Load Power Factor	Should be at least 0.7 lagging
21	Overload Capacity	UPS shall withstand 20% overload for 10 minutes and 50% over load for one minute.
22	UPS Shutdown	UPS should shutdown with an alarm and indication on following conditions: 1) Output over voltage 2) Output under voltage 3) Battery low 4) Inverter overload 5) Over temperature 6) Output short
23	Protections	Input should have MCB and output should be electronically protected, also battery connection should have MCB/MCCB/Fuse, surge protection, battery low warning
24	Bypass Switch	Required for all ratings

25	Total Harmonic Distortion	<3% for linear load and <8% for Non-Linear Load
26	Indicators	AC Mains, Load on Battery, Load Level, Battery Low Warning, Inverter On, UPS on Bypass, Overload, etc.
27	Battery	Sealed Maintenance Free
28	Battery housings	Closed housing in a cubicle with suitable louvers or racks
29	Audio Alarm	Battery low, Mains Failure, Over temperature, Inverter overload, Fault, etc.
30	Communication Interface	RS 232, with Monitoring and Shutdown software
31	EMI/ RFI Noise Filter	To meet Standard Conformances
32	Cabinet	Tower Type
33	Remote Monitoring	Optional, should be available through SNMP adapter
34	Audible Noise	<55 dBA at 1 meter
35	Operating Temperature	0 to 45 degrees centigrade
36	Humidity	10-90% relative humidity
37	Warranty	OEM onsite warranty, 5 years for UPS and battery
38	Short Circuit Protection	MCB/MCCB should trip or UPS should shut down without blowing any fuses
39	Input Over Voltage	UPS should be absolutely safe in case of high voltage at input

5. AC Specifications:

Sr.	Parameter	Specifications
1	Cooling Capacity	As per the requirements at each of the control rooms
2	Compressor	Rotary Type
3	Refrigerant – R 22 Type	R 22 Type
4	Power Supply	Three Phase, 380-415 V, 50 Hz
5	Air Flow Rate – minimum 19 cu m / min	Minimum 16 cu m / min
6	Noise Level - <	50 dB
7	Operation	Remote Control

6. GenSet Specifications (15 KVA)

Sr. No	Item	Specifications
1	General Specifications	Auto Starting DG Set mounted on a common base frame with AVM (Anti-Vibration) pads, residential silencer with exhaust piping, complete conforming to ISO 8528 specifications and CPCB certified for emissions. KVA rating as per the requirement
2	Engine	Radiator cooled, multi cylinder, 1500 RPM diesel engine, with electronic/manual governor and electrical starting arrangement complete with battery, conforming to BS 5514/ ISO 3046/ IS 10002
3	Fuel	High Speed Diesel (HSD)
4	Alternator	Self-exciting, self-regulating type alternator rated at 0.8 PF or better, 415 Volts, 3 Phase, 4 wires, 50 cycles/sec, 1500 RPM, conforming to IS 4722/ BS 5000, Windings of 100% Copper, class H insulation, protection as per IP 23.
5	AMF (Auto Main Failure) Panel	AMF Panel fitted inside the enclosure, with the following: It should have the following meters/indicators Incoming and outgoing voltage Current in all phases Frequency KVA and power factor Time indication for hours/minutes of operation Fuel Level in fuel tank, low fuel indication Emergency Stop button Auto/Manual/Test selector switch MCCB/Circuit breaker for short-circuit and overload protection Control Fuses Earth Terminal Any other switch, instrument, relay etc. essential for Automatic functioning of DG set with AMF panel
6	Acoustic Enclosure	<ul style="list-style-type: none"> · The DG set shall be provided with acoustic enclosure / canopy to reduce the sound level and to house the entire DG set (Engine & Alternator set) assembly outside (open-air). · The enclosure must be weather resistant powder coated, with insulation designed to meet latest MOEF/CPCB norms for DG sets, capable to withstand Pune climate. The enclosure must have ventilation system, doors for easy access for maintenance, secure locking arrangement, complete and

7	Fuel Tank Capacity	It should be sufficient and suitable for containing fuel for 12 hours continuous operation, Complete with level indicator, fuel inlet and outlet, air vent, drain plug, inlet arrangement for direct filling and set of fuel hoses for inlet and return.
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7. Specification for Secure Service router

S.No.	Specifications
A.	Performance Requirement
1.	Wire-speed performance equivalent to 45Mbps or higher for concurrent services such as Routing and Firewall, IPS, VPN, Encryption/Decryption.
2.	Active/Active and Active/Standby support for all services and stateful failover of runtime sessions using integrated or dedicated Stateful Firewall. In case if firewall is dedicated module or chassis it should support transparent mode to avoid the creation of additional L3 network in-between.
3.	<ul style="list-style-type: none"> • 4x10/100/1000 Mbps and 2xGigabit SFP (SX & LX one each) router Ports (At least 4 Ports should be usable in any combination) • 16x10/100/1000 Mbps L3 Switched Ports at wire speed,
4.	Hardware based encryption and VPN Support for 3DES, and AES 256, VPN tunnels.
5.	Intrusion Prevention as well as other essential security features.
B.	Routing & Multicasting
6.	IPv4 and IPv6 support, including IPv4-IPv6 tunnels
7.	Static routing, RIPv1/2, RIPng for IPv6, OSPFv2 and v3, BGP4/4+
8.	Policy-based routing
9.	Inter-VLAN routing
10.	High availability: VRRP, redundant router connections
11.	IGMPv1/2/3 for IPv4; MLDv1/2 for IPv6
12.	PIM-SM for IPv4/v6
C.	LAN Features
13.	10/100/1000 Base-TX
14.	IEEE 802.1x port authentication, MAC based authentication
15.	IEEE 802.1p
16.	IEEE 802.1Q
17.	IEEE 802.3ad LACP
18.	IEEE 802.1s MSTP
19.	VLAN Registration Protocols for dynamic VLANs
20.	Port mirroring
21.	Jumbo frames
D.	WAN Features
22.	Serial V.35
23.	Point-to-Point Protocol (PPP), including PPP over Ethernet (PPPoE)
24.	HDLC

S.No.	Specifications
25.	Multilink PPP (MLPPP)
E.	Quality of Service/Traffic Management
26.	WRED, DiffServ, bandwidth guarantee/sharing, flow monitoring, traffic policing
27.	8 level Priority Class Based Queuing – Per IP address/subnets, ports, DSCP and ToS bits, VLAN ID, (802.1Q), VLAN Priority (802.1p)
28.	VLAN Classification (port and MAC based)
F.	Firewall
29.	Stateful Packet Inspection and failover Firewall
30.	Routed or transparent mode of operation
31.	Multiple zone support (including Corporate, Internet, DMZ)
32.	Access Control Lists (ACL)
33.	NAT, including policy-based NAT/PAT
34.	Multiple Distributed Denial of Service (DDoS) Attack Preventions
35.	IPSec, L2TP, PPTP
36.	IPS: Integrated Inline DPI based detection and mitigation of all network threats and viruses. Signature updation/distribution should be possible through centrally placed in-house management server.
G.	VPN
37.	Integrated hardware for encryption and VPN acceleration
38.	IPSec VPN with Stateful failover, Group VPN Based on RFC 6407, GDOI
39.	3DES, AES, SHA1, SHA-256
40.	VPN Client support
H.	Management & Service provisioning
41.	Management: Telnet, SSHv2, SFTP, PAP, CHAP, SNMPv2, SNMP v3, DHCP, DNS Proxy, RADIUS, TACACS+, PKI functions and management of keys and X.509 digital certificates.
42.	Monitoring: Syslog, statistics, RMON, alarm
43.	Diagnostics: BERT, loopback testing, trace route, packet capture
I.	Reliability & Availability
44.	Support for redundant power supply (Internal) and variable-speed cooling fans.
45.	Hot swappable Modules
J.	International Power Safety & Energy efficiency certifications
46.	UL/CSA/IEC/EN 60950-1
47.	Common Criteria EAL3 certification (ISO/IEC 15408) for the product or family

8. Branch Router Specifications

Specification for Branch router (Router B)

Sr.No.	Specifications	Remarks
A.	Performance Requirement	
1.	1U Rack mountable Router with Wire-speed performance equivalent to 10 to 15 Mbps or higher for concurrent services such as Routing and security.	
2.	Minimum Port Requirement <ul style="list-style-type: none"> • 2x10/100 Mbps Ethernet RJ45 WAN Ports • 2xV.35 Serial Port (2Mbps) with cables • 4x10/100 Mbps LAN ports 	
3.	Routing & Multicasting	
B.	IPv4 and IPv6 support, including IPv4-IPv6 tunnels	
4.	Static routing, RIPv1/2, OSPFv2 and v3, BGP4/4+	
5.	Policy-based routing	
6.	High availability: VRRP	
7.	IGMPv1/2/3 for IPv4; MLDv1/2 for IPv6	
8.	PIM-SM, PIM-DM for IPV4/IPV6	
9.	LAN Features	
C.	10/100 Base-TX	
10.	IEEE 802.1p	
11.	IEEE 802.1Q	
12.	IEEE 802.3ad LACP	
13.	IEEE 802.1s MSTP	
14.	VLAN Registration Protocols for dynamic VLANs	
15.	Port mirroring	
16.	Jumbo frames	
17.	WAN Features	
D.	Serial (V.35)	
18.	Point-to-Point Protocol (PPP), including PPP over Ethernet (PPPoE)	
19.	HDLC	
20.	Multilink PPP (MLPPP)	
21.	Quality of Service/Traffic Management	
E.	WRED, DiffServ, bandwidth guarantee/sharing, flow monitoring, traffic policing	
22.	8 level Priority Class Based Queuing – Per IP address/subnets, ports, DSCP and ToS bits, VLAN ID,	

	(802.1Q), VLAN Priority (802.1p)	
23.	Port based VLAN Classification	
24.	Firewall	
F.	Stateful Packet Inspection	
25.	Access Control Lists (ACL)	
26.	NAT, including policy-based NAT/PAT	
27.	Denial of Service (DoS) Attack Preventions	
28.	IPSec, L2TP, PPTP	
29.	IPS: DPI based detection and mitigation of all network threats and viruses. Signature updation/distribution should be possible through centrally placed in-house management server.	
30.	VPN	
G.	Integrated hardware for encryption and VPN acceleration	
31.	IPSec VPN	
32.	DES / 3DES, AES, SHA1, MD5	
33.	VPN Client support	
34.	Management & Service provisioning	
H.	Management: Telnet, SSHv2, SFTP, PAP, CHAP, SNMPv2, SNMP v3, DHCP, DNS Proxy, RADIUS, TACACS+	
35.	Monitoring: Syslog, statistics, RMON, alarm	
36.	Diagnostics: BERT, loopback testing, trace route, packet capture	
37.	International Power Safety & Energy efficiency certifications	
I.	UL/CSA/IEC/EN 60950-1	
38.	Common Criteria EAL2 certification (ISO/IEC 15408) for the product or family	

9. Modem Specification

Sr.	Parameter	Specifications
1	CPU	Atheros AR7241 400MHz network processor
2	Memory	64 MB DDR SDRAM onboard Memory
3	Ethernet	One 10/100 Mbit/s Fast Ethernet port with Auto-MDI/X, L2MTU up to 2030

4	Wireless	Wireless Built-in 5GHz 802.11a/n 1x1 MIMO, N-male connector, Up to 1.3W output power
5	LEDs	5 wireless signal LEDs, Ethernet activity LED (configurable)
6	Power options	Passive 8-30V PoE only. 16KV ESD protection on RF port
7	Consumptions	Up to ~0,5A at 24V (11.5W)
8	Dimensions	177x44x44mm, 193g. Must be mounted with Ethernet pointing down
9	Operating Temperature	-30C to +70C
10	Rx Sensitivity	802.11a: -93 dBm @ 6Mbps to -77 dBm @ 54 Mbps 802.11n: -93 dBm @ MCS0 to -71 dBm @ MCS7
11	Tx Power	802.11a: 31dBm @ 6Mbps to 27dBm @ 54 Mbps 802.11n: 30dBm @ MCS0 to 26dBm @ MCS7
12	Modulations	OFDM: BPSK, QPSK, 16 QAM, 64QAM DSSS: DBPSK, DQPSK, CCK

Annexure 'B'
PROFILE OF ORGANIZATION

Sr. no.	Name of the Work	Supply, Installation and Commissioning & Maintenance of Hardware Items
1	Name of the Firm / LLP/ company	
	Address with email, Phone, Fax, Mobile Nos :	
2	Name and address of the : Partners/Directors and their PAN	
3	PAN/TIN No: (enclose copies)	
4	Service Tax No: (if any)	
5	Details of works executed during the last 2 years (add documentary proof of the same) with satisfactory completion certificates of the concerned organizations	
6	List of similar work undertaken/in hand at present (proof documents)	
7	Any other information in support of their past antecedent, present experience, approach & methodology of work, competency to execute contract, financial capacity etc.	

Note: Please attach extra sheet in support of your information, if space in the column is insufficient. It is requested to visit the site and ascertain the quantum of work before submitting the tender.

Signature & Seal of bidder.