

TENDER DOCUMENT

Tender No: EI-D/Tech/55-1/12

Dated :10.12.2012

Subject: Purchase of hardware and software for “Setting up of Digital Archival facility for Outcomes of the various Language Technology projects along with dependencies”

Due Date for Submission of Bids : 07.01.2013 at 3.00 PM

Date of Opening of Bids : 07.01.2013 at 3.30 PM

By

ERNET India

Department of Information Technology

Ministry of Communications & Information Technology

Government of India

10th Floor, Jeevan Prakash Building,

25, K.G. Marg, New Delhi-110 001

Invitation for Tender Offers

ERNET India invites sealed tender offers in two bid format (Technical bid and Commercial bid) from eligible and experienced OEM of Servers/Software providers or Authorized System Integrator/Channel Partners/Reseller of such OEMs for Supply, Installation, Training and Maintenance of infrastructure required for Setting up of Digital Archival facility for Outcomes of the various Language Technology projects along with dependencies, with three years on site comprehensive warranty and Maintenance support from the date of acceptance of the complete work by ERNET for delivery of various ERNET services as specified in the tender document.

A complete set of tender documents may be purchased by prospective bidder upon payment of requisite fees by demand draft / bankers Cheque in favour of ERNET India payable at Delhi.

1.	Price of Tender Document	Rs. 2,000/- (Rupees Two thousand only)
2.	EMD Amount	Rs. 10,00,000 (Rupees Ten Lacs only)
3.	Issue of Tender Document .	10.12.2012 to 14.12.2012 (except Saturdays/Sundays and Holidays)
4.	Last date for receipt of queries	20.12.2012
5.	Date of pre bid meeting	24.12.2012
6.	Date for issue of consolidate clarifications on ERNET's website only	28.12.2012
7.	Last Date and Time for receipts of Bids	Upto 1500 Hrs. on --- 07.01.2013
8.	Opening of Technical Bid	1530 Hrs. on – 07.01.2013
9.	Place of Submission & Opening of Bids	ERNET India, 10th floor, Jeevan Prakash Building, K G Marg, New Delhi- 110001
10.	Address of Communication	Registrar & CPO, ERNET India, 10th floor, Jeevan Prakash Building, K G Marg, New Delhi- 110001
11.	Contact Phone Numbers	EPABX : (+91)-11 23753984
12.	Fax Number	+91-11- 23753985

(*) Tender document can also be downloaded (from 10.12.2012 to 14.12.2012) from ERNET Website as per clause 10 of the tender document.

This tender document consists of Section A, B, C & D and 5 Annexures. Bidder has to comply with all the sections and annexure.

SECTION - A

ABOUT ERNET INDIA

ERNET India, an Autonomous Society under the Ministry of Communications and Information Technology, is a nodal network providing Internet and Intranet connectivity and other value added services to academic and research institutions in the country. It has set up a backbone connecting all metro cities in the country.

ERNET has star VSAT network operating on C-band of INSAT 3C satellite. The hub is located at Bangalore and VSATs at various institutions/organizations all over the country. It has DVB/FTDMA, SCPCDAMA based baseband to provide VSAT connectivity for Internet / Intranet related applications.

ERNET architecture is based on industry standard TCP/IP protocol ensuring connectivity from heterogeneous computer systems and local area networks at user sites. At the application level, all applications conform to international standards such as SMTP, TELNET, FTP, RTP, NNTP and HTTP. The terrestrial backbone and the ERNET satellite Hub currently form a seamless network for applications like Internet, Intranet, distance learning digital library etc.

The emphasis of ERNET is to widen its network and to provide Internet/Intranet access, ICT infrastructure to all education and research institutions in the country.

PROJECT BRIEF

Under TDIL Programme of DeitY, Technology Development for Indian Languages has the objective of developing Information Processing Tools and Techniques to facilitate human-machine interaction without language barrier. TDIL have reached such a platform through its various projects, where it has a potential to generate utility applications, benefiting the masses, which will enable people to access and use IT solutions in their own language. Some of the utility applications are Text-to-Speech (TTS), Optical Character Recognition (OCR), Machine translation (English to Indian Languages, Indian language to Indian Language).

The objective of the project is to archive digitally the outcomes of the various Language Technology projects including executable files, source code, various functional modules and tools along with its dependencies developed by various organizations under funding from Govt. of India. These archived data can be securely distributed as and when required in future to researchers for further or new research

INVITATION TO BIDDERS

ERNET India invites bids from the OEM of Servers/Software providers or Authorized System Integrator/Channel Partners/Reseller of such OEMs for Supply, Installation, Training and Maintenance of infrastructure required for the deployment of digital archival system.

Digital Archival System will consist of the hardware & software. The list and details of specifications of Computer Hardware, Software are given at **Annexure-I,II and III**

SECTION - B

GENERAL CONDITIONS

The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the issuer, important dates and addresses and the overall eligibility criteria for the bidders. The aspiring bidders should submit their bids in **compliance with the Scope of Work, Tender procedures and Contract terms as prescribed in the following sections of the Tender Document.**

The following instructions should be carefully noted:

1. The bidder must be a reputed manufacturer or authorized representative of the product offered. They must have experience of at least five years in the area of deploying state-of-the-art IT products and must have support center all over India. In case of representative, the authority from the manufacturer/distributor may be submitted. Documentary proof may be enclosed. If Authorization of any item is not available readily at the time of bid submission, same may be produced before issue of PO. An undertaking must be submitted by the prospective bidder in this term, in the bid.
2. The bidder should be ISO 9001:2000 Certified Company. Valid documentary proof should be enclosed.
3. Bidder should have good track record of execution of similar project in India. Documentary proof should be submitted by the bidder. No bidder should have been defaulted in execution of the project. An undertaking by the bidders should be submitted.
4. The bidder should be profit making company in last three financial years.
5. The cumulative annual turnover of the bidder over the last three financial years should not be less than Rs. 25 crores. Documentary proof duly certified by the Chartered Accountant must be enclosed.
6. Bidder should have toll free no. for registering complaint and number must be provided in the bid. In case bidder don't have the same then an undertaking must be enclosed in the bid that if tender is awarded to the bidder, then the said facility will be provided.
7. All the items should be state-of-the art with latest version confirming to International standards. The entire project is to be implemented on turnkey basis, end-to-end i.e. supply, installation and on-site comprehensive maintenance of equipments and application.
8. ERNET India may at its discretion reduce/increase the quantity of the items or may drop any of the item, as per requirements, in the Purchase Order. However, Lowest bidder will be decided on the basis of total cost of bill of material specified in **Annexure IV**
9. The complete bid along with documentary evidence should be properly indexed with page numbered & cross-referenced/linked with our tender clause. In absence of this bids would be considered incomplete.

10. Sale of Tender

Tender document can be purchased from ERNET India, New Delhi during 10.12.2012 to 14.12.2012 between 3.00 PM to 4.00 PM every day except for Saturdays, Sundays and Public Holidays, on payment of **Rs. 2000.00 (Two thousand only)** in the form of Demand Draft or Banker's Cheque drawn on/issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, payable at New Delhi.

The Tender Document can also be downloaded from www.ernet.in during the period 10.12.2012 to 14.12.2012. In such case, an amount of **Rs. 2,000/-** in the form of Demand Draft/Bankers' cheque drawn in favour of **“ERNET India, payable at New Delhi”** would be required to be furnished along with the **Part-I** of the bid.

11. Tenders/Bids placed in sealed envelopes should bear the following inscription:-

“Tender Enquiry No.: EI-D/Tech/55-1/2012

“Bid for the supply of Server/Software/Storage and other Infrastructure - etc. for Setting up of Digital Archival facility for Outcomes of the various Language Technology projects along with dependencies”

Due Date & Time for submission of Bid : 07.01.2013 (3.00 PM)
Due Date & Time for Opening of Bids : 07.01.2013 (3.30 PM)

Tenders/Bids placed in sealed envelopes/covers bearing the information as stated above should be received in ERNET India to the following:

Registrar & CPO
ERNET India
10th Floor,
Jeevan Prakash Building, 25,
Kasturba Gandhi Marg,
New Delhi-110 001

12. Clarifications regarding tender document:

- i) The prospective bidders requiring any clarification about the contents detailed in the Tender document may notify ERNET India in writing (By hand only). Clarification sought by the vendors along with ERNET's response will be posted on website www.ernet.in. Accordingly, all the vendors must refer the above website for clarification, if any, before submission of their bids on the due date/time. Queries/Clarifications will be received and responded as per schedule detailed below:

- Issue of Tender Document : 10.12.2012 to 14.12.2012
(3.00 p.m. to 4.00 p.m.)
- Receipt of Queries : Up to 20.12.2012 by 3.00 p.m.
- Response to Queries* : On 28.12.2012
- Opening of Bids : 07.01.2013 at 3.30 p.m.

* ERNET response to queries would be uploaded on ERNET Website only.

Therefore, All the bidders are requested to refer ERNET's website for the ERNET response to the queries. Bidders are also advised to refer ERNET's website for any further development with regard to the tender before submission of their bids.

- ii) If any bidder wishes to make any complaint/allegations w. r. t tender, bidder may submit the same along with the affidavit as an proof in support of all complaint/allegation

13. Quotations should be submitted in two separate parts i.e. **Part-I (Technical Bid)** and **Part II (Financial Bid)**.

Part-I - Technical Bid in one cover, consists of

- (i) In case, the tender document is downloaded from ERNET India's web site i.e. www.ernet.in (not purchased from ERNET India against payment of Rs. 2000.00) then the Bidder should also submit a Tender document fee of Rs.2,000/- in the form of Demand Draft/ Banker's cheque, in addition to EMD.
- (ii) EARNEST MONEY DEPOSIT (EMD) should also be submitted in this cover.
- (iii) Technical specification of the system/services offered along with list of deliverables, literature, pamphlets, drawing etc. This cover should consist of complete technical specifications, make, model, names of supplier/manufacturer and commercial terms etc. of the solution offered. Price column in this cover should be kept blank.
- (iv) Application solution Architecture
- (v) List of deliverables (without cost) shall be fully reflected in the technical bid.
- (vi) Power of Attorney/Authorization with seal of the company, of person signing the bid documents.
- (vii) Tenderer's company profile, financial status, valid Income Tax Clearance Certificate (ITCC) and last three financial years balance sheets as applicable.
- (viii) Tenderer must submit Service Level Agreement (SLA) as per **Annexure-V** duly accepted the same by affixing stamp & signature.

Part-II - Financial Bid in second cover, should contain:

- (i) Second cover indicating "**COVER FOR FINANCIAL BID**" should consist of the price details of bill of material specified in Technical Part of the bid. The list of deliverables referred above of all Hardware/ Software, are given at **Annexure-I, II**

& III respectively to setup digital archival, should be submitted in separate cover marked "**Financial Bid - Part II**". Rates/cost to be quoted as per **Annexure-IV** only.

- (ii) The list of deliverables shall be fully reflected in the price bid.
- (iii) Rates quoted by the bidder shall be final and no negotiation will be held.
- (iv) Tenders once submitted shall be final and no amendment shall be permitted.

Both the covers i.e **Part-I (Technical Bid)** and **Part-II (Financial Bid)** should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the "**Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi-110 001**" before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected.

14. Bids should be valid for a minimum period of 180 days after the due date.
15. The Bids must reach the undersigned on or before the due date, i.e., 07.01.2013 at 3:00 PM. Bids received after the due date & time are liable to be rejected. In the event of due date being a closed holiday or declared holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.
16. The rates should be quoted in Indian Rupees for delivery at ERNET HQ. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the Proforma provided in **Annexure-IV** only.
17. Govt. Levies like sales tax, VAT etc. shall be paid at actual rates applicable on the date of delivery. These rates should be shown separately accordingly giving the basic price, Sales Tax, VAT etc.
18. The bids with incomplete or no details, no technical literature in support of the product offered will be out rightly rejected. The bidder must quote all the products strictly as per specifications. Complete technical details along with make, model number, complete specification, pamphlets, literature of the systems highlighting the special features of their offer should be supplied along with the quotation.
19. It may specifically be mentioned in the form of undertaking by the bidder whether the quotation is strictly as per bid specifications/conditions. If not, deviations must be spelt out specifically. **In the absence of this, the quotation may be rejected.**
20. Please give the Registration number of the firm along with the LST/CST No. allotted by the Sales Tax authorities in your quotation.
21. ERNET India reserves the right to accept or reject any bid or cancel the bid proceedings without assigning any reason whatsoever.
22. Incomplete quotations are liable to be rejected.

23. Bidder shall sign all pages of terms & conditions, solution architecture and quotation along with quotation. All changes, alterations, corrections in the bid shall be signed in full by the person(s) signing the bid with date.
24. The Tenderer shall quote the rates in English language and international numerals. The rate shall be in whole numbers. These rates shall be entered in figures as well as in words. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc., provided for under this contract, will be English.
25. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
26. Transfer of Tender Documents by one Tenderer to another is not permissible. Similarly transfer of tenders submitted by one Tenderer, is not permissible.
27. Bidder must quote for all the items of the Package as mentioned in the **Annexure-I, II and Annexure-III** in the prescribed proforma given in **Annexure-IV** The bidder not quoting all the items of **Annexure- I, II & III** will be summarily rejected. Cost comparison will be made strictly as per Bill of Material specified in **Annexure-IV**.
28. ERNET India may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
29. Any attempt of negotiation direct or indirect on the part of the bid with the authority to whom he has submitted the bid or authority who is competent finally to accept it after he has submitted his bid or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular bid will render the bid liable to be excluded from consideration.
30. The bidder shall notify ERNET India in writing of all sub-contracts awarded under the contract, if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract.
31. The bidder must have successfully executed, implemented and delivered the governments projects in time; satisfactory commissioning report of such project along with the PO of that project must be submitted. The bids submitted by the bidder, which were incapable to deliver the projects/work in time awarded by ERNET India in past will not be considered.

32. Inspection

ERNET India or its representative(s) shall have the right, if required, to inspect or to test the items to confirm their conformity to the ordered specifications. The supplier shall provide all reasonable facilities and assistance to the inspector at no charge to ERNET India. In case any inspected or tested goods fail to conform to the specifications, ERNET India may reject them and supplier shall either replace the rejected goods or make all alterations necessary to meet specification required free of cost to ERNET India.

33. Earnest Money Deposit

- (a) Each quotation must be accompanied by Earnest Money Deposit of amount as stated below and shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of Chief Finance officer, ERNET India, New Delhi. Bank Guarantee should be valid minimum for a period of 180 days from the original due date of the quotation. **Quotations received without Earnest Money Deposit are liable to be rejected.**

Amount of Earnest Money Deposit for bidding is Rs.10.00 lakhs (Rupees Ten lakhs only).

- (b) Any tender not accompanying with EMD and tender fee (if tender document is downloaded from website) will be considered non responsive and rejected. The public sector companies will also have to deposit the required tender fee and EMD specified above.
- (c) Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraw or amends, impairs or derogates from the bid in any respect within the period of validity of the bid.
- (d) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiration of the period of the bid validity but no later than 30 days of the issue of the purchase order. No interest will be payable by the Purchaser on the Earnest Money Deposit.
- (e) If the successful bidder fails to furnish the Performance Security (refer para 34) within 15 days of the placement of the purchase order, the earnest money shall be liable to be forfeited by the purchaser.
- (f) The Earnest Money of successful bidder shall be returned after furnishing of Performance Security

34. Performance Security

The successful bidder shall submit a Performance Security of 10% of the cost of the purchase order valid for the duration of warranty period (3 years) within 15 days of the placement of purchase order. The Performance Security may be in the form of Demand Draft/Pay Order/Bank Guarantee of any nationalized bank. In case supplier fails to deliver the items within delivery period or provide satisfactory after sales service within the warranty period, the Performance Security submitted by the firm is liable to be forfeited. Performance Security shall be released immediately after the onsite free comprehensive warranty for three year of all supplied Hardware/Software, is over. No interest will be payable by ERNET India on the Performance Security.

35. Guarantee/Warranty

- (i) All goods or material shall be supplied strictly in accordance with the specifications. No deviation from such specifications of these conditions shall be made without ERNET agreement in writing which must be obtained before any work against the order is commenced. All materials furnished by the successful Bidder pursuant to the Order (irrespective of whether engineering/design or other information has been furnished, reviewed or approved by ERNET) are guaranteed to be of the best quality of their respective kinds (unless otherwise specifically authorized in writing by ERNET) and shall be free from faulty design to the extent such design is not furnished by ERNET. The goods/materials used by the successful Bidder and its workmanship should be of proper quality so as to fulfill in all respects the operating

conditions and other requirements specified in the order. Warranty i.r.o. all the equipments shall be for a period of **three years** from the date of acceptance of equipments/materials, application, except consumable items.

- (ii) If any trouble or defect originating with the materials, workmanship or operating characteristic of any materials/application arise any time prior to 12 months after commissioning, and the Bidder notified thereof, the Bidder at his own expense and at no cost to ERNET as promptly as possible make such alterations, repairs and replacements at site as may be necessary for the functioning of the equipment in accordance with the specifications.
- (iii) ERNET may at its option remove such defective material at the Bidder's expense, if the Bidder does not act reasonably after being informed.
- (iv) In the event that the materials supplied do not meet the specifications and/or are not in accordance with the requirement, ERNET shall inform the Bidder giving full details of deficiencies. The Bidder shall attend at his own expense to meet and come to an agreement with the representatives of ERNET the action required to correct the deficiencies and do the rectification/replacement to make the system functional as per specifications within a week of ERNET written information to the Bidder failing which the ERNET may en-cash the Bank Guarantee.
- (v) Warranty shall include on-site comprehensive free maintenance of the whole equipment supplied including free replacement of all parts. The defects, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. The on-site comprehensive warranty shall be for a period of three year from the date of acceptance of the equipment by ERNET India.

36. AMC

All the prospective bidders may also quote for AMC of all hardware/software, for a period of one year after the completion of warranty period of 3 year. ERNET India reserves the right to extend the said AMC to 3 years at the quoted price. It is however, clarified that only one year AMC price would be included for price comparison and in deciding L1 bidder. A separate PO for AMC will be issued, if required.

37. Manpower

For the maintenance and addition of modules in the software as per the scope of work given in the tender document, vendor has to **provide 3 Resident** Engineer of different level, for the period of 3 years. Manpower cost has to be to be quoted as per Annexure-IV only. Minimum qualification, experience and minimum remuneration will be as follows:

- i) Two Resident Engineers (Project Engineer) will be at higher level having minimum qualification of B.Tech/Masters of Computers & Management/MCA having 2 years of experience in the field of web technologies, Software development, DNS, windows etc. Package of these engineers should not be less than Rs. 25,000/- per month per person.
- ii) One Resident Engineer(Jr. Project Engineering) will be required to assist the above two engineers having minimum qualification as Bachelors in Science with Post graduate Diploma in Computers. Package of this engineer should not be less than 17,000/- per month.

ERNET will have the right to ask for changing Resident Engineer, in case their performance is not satisfactory.

38. Delivery Period

- The Delivery and installation of hardware and software at the site is required within **3 months** of placement of the purchase order. Implementation and satisfactory working of designed application must be completed in next one month after delivery of equipment, software and application. Modifications/testing of application as and when require will continue till the end of warranty period. Delivery report countersigned by user shall be submitted within 10 days from Date of Delivery. Any delay by the supplier in the performance of delivery of items shall render the supplier liable to any or all of the following sanctions-forfeiture of its Earnest Money Deposit, imposition of liquidated damage as per para 40 below or/and cancellation of the purchase order for default.
- Any delay in the supplies/installation would be reported to ERNET India and specific prior approval for delay with justification would be taken on case-to-case basis.
- Delay due to non readiness of the site or due to any natural disaster will not be considered for liquidated Damages

39. Force Majeure

Neither Vendor nor ERNET India shall be liable for any delay in or failure of discharging respective obligations under this tender caused by occurrence beyond their control, as the case may be, including but not limited to fires, floods, explosions, power shortage, failure / breakdown of UPS / DG set / computer, acts of GOD, hostility, act of public enemy, wars, insurrections, riots, strikes, lockouts, sabotage. Either parties shall promptly but not later than 10 days of the commencement thereof notify the order in writing of such contingency and prove that such is beyond the control and affects the implementation of this tender conditions adversely and materially. If such contingency continues beyond 30 days both parties, agree to discuss and agree upon an equitable solution

40. Liquidated Damages

If the supplier fails to deliver any or all of the goods, or do not complete the installation within the period specified in the purchase order, ERNET India shall without prejudice to its other remedies, deduct as liquidated damage 1 per cent of the price of the delayed goods for every week subjected to maximum of 10% . If the company failed to complete the installation of entire project and declared defaulted, the company shall be black listed for future business with ERNET India or disqualified for the consideration of their bids in future.

41. Service Level Agreement

The bidder will sign Service Level Agreement, which will be renewed each year on the basis of performance of the vendor. The Service Level Agreement is placed at

Annexure-V. This SLA must be submitted in the technical bid, duly signed in lieu of acceptance of SLA terms.

42. Rejection & Return of Tender

ERNET India, an Autonomous Society of Department of Electronics & Information Technology, Ministry of Communications and Information Technology (hereinafter abbreviated as ERNET respectively) reserves the right to reject any or part of the Tender without assigning any reason. The documentation submitted by Tenderers shall not be returned unless the Tenderer explicitly states this request at the time of submission of their Tender. ERNET also reserves the right at its sole discretion, not to award any order under the Tender called. ERNET shall not pay any costs incurred in the preparation and submission of any Tender. Also tender of the bidder who have defaulted in execution of previous purchase order in implementation of such project will be rejected.

If the Tenderer gives wrong information in his Tender, ERNET reserves the right to reject such Tender at any stage or to cancel the Contract, if awarded, and forfeit the Earnest Money besides other remedies.

Canvassing in any form in connection with the Tender is strictly prohibited and the Tenders submitted by the Contractors who resort to canvassing are liable for rejection.

43. Modification and Withdrawal of Bids

The Tenderer may modify or withdraw its bid after the bids submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the last date prescribed for receipt of bids.

The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of the tender. A withdrawal notice may also be sent by fax or but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

No bid shall be modified subsequent to the last date and time for receipt of bids.

No bid shall be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Tenderer in the Bid. Withdrawal of a bid during this interval may result in the Tenderer's forfeiture of its bid EMD.

44. Payment Terms

Payment shall be made by ERNET India to the selected Bidder as per the following schedule. The payment shall be made by cheque to the Suppliers. The payment shall be released as under on the satisfactory completion and performance certification issued by the concerned ERNET authorities. However, payment shall be made only after the successful execution and acceptance of all the equipments, software/ application :

1. 90% of equipment cost shall be paid after Supply, Installation, Integration, commissioning and Acceptance Testing of the equipments as per scope of work.

2. 70% of software/application cost shall be paid after successful installation, integration, implementation and acceptance of the application as per scope of work.
3. In case of release of 90% of equipment cost, the remaining 10% will be released after the end of 3 years of warranty period or 100% on installation if the firm submits the Performance Bank Guarantee of the amount equivalent to 10%, which should be valid for the period of warranty as well as receipt of pre-receipted bill in triplicate.
4. In case of release of 70% of application cost, the remaining 30% will be released in 3 successive years of warranty period, 10 % at the end of each year after submission of acceptance report by the concerned officer of ERNET India
5. Manpower cost will be released quarterly after submission of bills along with salary slip. All the terms and conditions/employee policy related to resident engineers will be governed by the bidder.
6. Any deduction from the payment due to non-compliance of the SLA parameters will be adjusted from the next payment due or Performance security based on the ERNET decision.
7. Payment will be done within 45 days after submission of bills along with the acceptance and installation report by the vendor. Any delay, simple Bank Interest will be paid for delayed period.

SECTION – C

Criteria for the evaluation of tenders

The Tenders received and accepted will be evaluated by Technical Evaluation Committee framed by ERNET, to ascertain the best and lowest evaluated Tender in the interest of Project for the complete scope of the proposal. Evaluation Criteria will be as follows:

- All Terms and conditions are duly signed
- Compliance statement in the form of “complied or not complied” should be given against each statement and specification of the tender. Tender document should be supported by authentic documents
- All the required documents mentioned in the tender document are enclosed in the bid.
- Tender document consists of EMD
- The technical evaluation will be considered only after fulfillment/compliance of above terms and conditions
- Technical evaluation of the Hardware, software will be compared as per the specifications
- The bids found technically acceptable will be considered for commercial evaluation
- L1 bidder shall be empanelled for the execution of the project.

SECTION - D

Scope of work

The scope of work includes the following:

1. It is intended to enter into a rate contract valid for a period of three years to carry out the following work at ERNET India Headquarters at New Delhi.
2. Supply, installation, integration and maintenance of hardware and deployment of software at ERNET HQ. The list & specification of Computer Hardware/Software are given at **Annexure-I , Annexure II and Annexure III.**
3. Following is the functional requirement of the Digital Archival System/Portal :
 - a. To preserve the source codes of various language technology projects, Digital archival of these source codes along with its dependencies and documentation is required.
 - b. Archival solution or application software should be designed/ developed in standard professional framework like SharePoint, Omnidocs, ECM etc which could be customizable. The system should support industry standard RDBMS.
 - c. Each utility application can be archived in any format like zip, tiff, doc, txt etc. Utility application consists of exe, code of each module, dependencies and documentation. Archival of encrypted data should also be supported.
 - d. The System shall support categorization of utility applications in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder
 - e. Version control of the source code at system / sub-system/ module level of the archival is required
 - f. Different users for each utility application will be created to upload, access/download the application or module as per the requirement.
 - g. A workflow will be designed for uploading, accessing, approval for downloading the code
 - h. To implement the workflow a portal will be designed. It will enable archiving, storing, modifying and retrieving of source codes of the relevant projects as per the user rights. It will provide a secure environment where only authorized users can access the system.
 - i. Workflow will support automated processing, tracking, online requisition through form and approval of online forms.

4. Features of Portal modules

- i) **Robust Application Portal** : Portal will be built around robust industry standard N- tier architecture with native XML capabilities and will provide unmatched Scalability, Integration Capability and System Availability. System will be based on open standards and have API support for data import & export.
- ii) **Application Publication**: List of all the utility applications for only viewing, will be published on web through this portal
- iii) **Single Sign-On** — Enterprise Archival Portal will provide single sign-on capabilities between external users and main archival system. With SSO, the

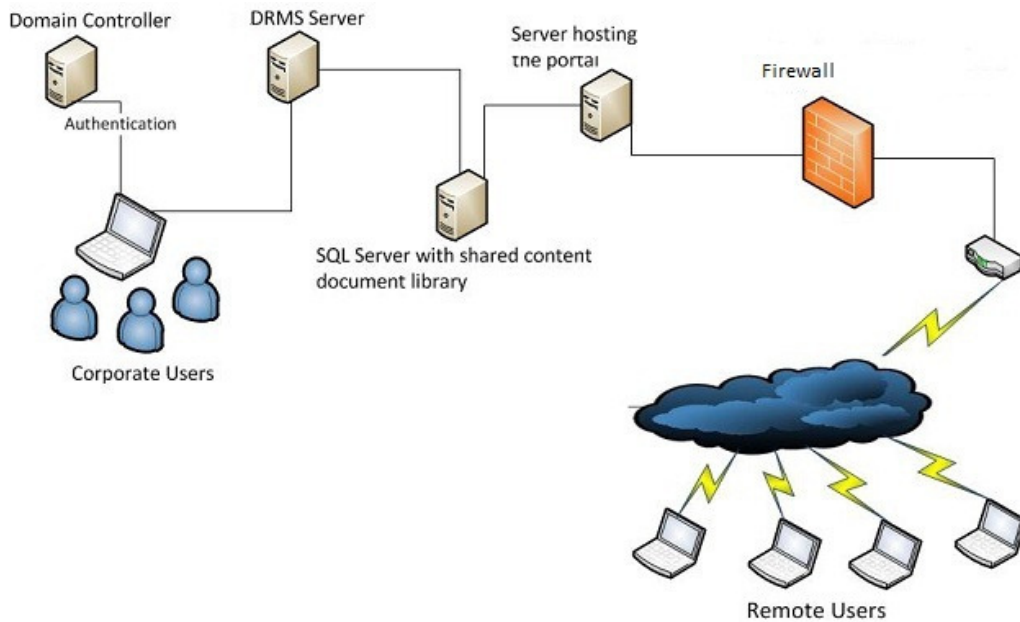
- user requires to authenticate only once. User authentication will be provided through Directory services
- iv) **Administration-** The system will support web-based administration module for the complete management of system. The Admin module will support Users/Groups/Role definition and granting Access Rights to them and set password expiries. The Admin module will provide easy to use interface for Index structure definition, that can be used by different users. The Admin module will provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated. The Admin module will provide facility to take complete and incremental backups and will be able to integrate with third party backup solutions.
 - v) **Access Control** — Archival System will provide the ability to limit specific types of content and services supposed to access by users. This access rights may be provided by a portal administrator or by a provisioning process. Access control lists manage the mapping between portal content and services over the portal user base. The Archival system will support definition of Users, Groups and Roles relation in the system. The system will support access permissions on Folders, documents and object level. The system will support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). System will support for application based right. The system will support system privileges like Create/Delete Users, Define indexes etc. Different types of Access control will be provided to each users depending upon the user requirement. For example, some users will be provided only read access. Such users will be able to only view the content and will not be able to either save or print. User needing any specific module or dependency will be given access control to download that specific module only. If user requires full application then it will be provided in zip format.
 - vi) **Enterprise Search** — Powerful searches should be available to easily locate documents and folders. Profile Search , Date based search, Indexed Search and full text search. Search for documents or folders on document or folder profile information such as name, title, created, modified or accessed times, keywords, owner, file no/document no.
 - vii) **Reports and Audit Trails:** The System will support extensive Reports and audit trails and will also provide data points and facility to design new reports. The system will support Extensive Audit-trails at user and folder levels. The system will provide facility to generate Audit trails on separate actions, and between specific date/times. The system will support extensive reporting facility at document, folder and user level. The System will have audit trail to maintain history of all transactions performed on the system. The system will give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities. The application will log all the actions done by individual users with user name, date and time and the administrator will be able to generate detailed audit logs and history of the process instance. Monthly, yearly report will also be generated which will tell which application was downloaded, accessed, viewed during the month/year.
 - viii) **Directory Services and RMS** - Portal will be integrated with Directory services for strong authentication and Rights Management Service (RMS) to control access of specific contents

- ix) **Online workflow** : Online request form will be provided for the researchers/users who wants any code for further R&D or development. Form will be submitted in database and approval will be sent online after the internal offline process of approval. Documents received will be scanned and uploaded in the system. Documents of different users will be stored in separate folders and subfolders having unique document/file No. Related documents will be uploaded on same folder. After the approval, user will be assigned User name and password through which user will be able to sign-in into the portal and given access permission to the utility program which user wants to download. Further processing of the documents stored will be done online as per the workflow designed.
- x) **Document Capture and Storage**
- Direct upload of documents from Scanning system
 - Stores all kinds of files, images and Documents (such as .doc, .ppt, .tif, .jpg, .pdf, .xls, etc)
 - Data class/meta data/keywords association with documents, images and files
 - Documents can be arranged in required format
 - Supports hierarchical storage of documents by grouping of documents into folders and sub folders and Indexing of documents for faster access on unique document/file no
 - Search facility on scanned documents. Search based on document identification no/file no, title, date etc
 - Workflow for approval of scanned documents and further processing of the document
- xi) **Portal Security** : Archival will be deployed in a secure environment. Audit trail will be maintained. Infrastructure will be behind firewall and transmission of data will be in encrypted form. The system will support secure login id and passwords for each user and passwords will be stored in encrypted format in database. The system will have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. The system will provide support for HTTPS/SSL for secured data transfer and session timeouts. The system should support archival of encrypted data. The system will support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time The System will support integration with database based authentication. The system will support integration with PKI infrastructure as well as bio-metric solution for enhanced security. All inputs to the system must be validated/tested to rule out the possibility of the known attacks such as SQL injection, XSS attacks, LDAP injection, attacks based on error information, attacks based on broken authentication and session hijacking, Malicious file execution etc. The system must be free from OWASP Top 10/ SANS Top 25 software errors. Both client side and server side input validation must be use
- xii) **Strong Version Control** : There will be Version Management for tracking document revisions, facility of version comments and search across versions

and Support for auto-versioning at Cabinet and Folder level **i.e at entire system / sub-system/ module level.**

- xiii) **Maintenance of application software:** Modification, addition of modules, testing and audit of the application during 3 years warranty period as per the user requirement. Application framework provided should be customizable with minimum change in the base code.
- xiv) Manpower deployed for the maintenance of the solution provided, will be resident engineer and will be available as per the office timings of ERNET India

Solution Diagram and Solution Flow



Yours faithfully,

(Dinesh Kumar Dixit)
Registrar & CPO

Annexure I

List of Items

Hardware

S.No.	Item	Qty
1.	Blade Chasis	1
2.	Blade Server	4
3.	Scanner	1

Software

S.No.	Item	Qty
1.	Windows 2008 server data centre edition with 5 device CAL	1
2.	Windows Server External connector	4
3.	Database software MS-SQL server or any other RDBMS like Oracle	1
4.	Digital Archival Application Software along with Standard application development frame work	1

Annexure II

Detail Descriptions of Above List of Items & Specifications proposed

Sl. No	Item	
1	Blade Chassis : Minimum Configuration	
1.1	Description	Should be able to Provide common redundant resources essential for the Blade Servers like Power, Ethernet, Storage Controller etc
1.2	Blade Bays	Blade Chassis to accommodate minimum of six quantities of 2 CPU Full Height Hot Plug-gable Blade Servers
1.3	Ethernet Switch	2 Redundant 1GB Ethernet Layer 2+ switch to be provided in the chassis with at least 10 Nos of External Gigabit Ethernet Ports
1.4	Storage Controller	Chassis should be configured with dual Redundant Hot-Swap SAS Storage Controller for connecting Internal/External storage and should support hardware Raid 0,1,5, 6 and 10 with battery backup
1.5	Clustering	Chassis should include features like Advance Clustering & and should be capable of Virtualization
1.6	Management Modules	Chassis should be configured with integrated IP KVM switch module for managing the Blade chassis locally as well as remotely
1.7	Storage	Chassis should be configured and loaded with a at least 12.6 TB of Internal / External storage through 6 Gbps SAS HDDs with at least 10K RPM. Each storage controller should have minimum 512MB cache memory
1.8	Power Modules	Chassis should be fully configured with all the Power supplies of highest capacity along with hot swappable Fan Modules
1.9	Form Factor	6U
1.10	CD/Diskette/USB	Chassis should be configured with Internal/external DVD-RW Drive
1.11	System Panel	LED/LCD panel to provide power-on, location, over temperature, information and system error conditions
1.12	Certifications	Should be Certified for Windows 2003/2008, RHEL, VMware ESXi 4.1 or above, SAP

Sl. No	ITEM	
2	Blade Server (32 GB RAM) - Quantity - 04 : Minimum Configuration	
2.1	CPU	Latest generation x86 Six core processor blade server populated with 2 processors which supports multithreading @ 2.66 GHz each or higher
2.2	Cache L3	12 MB of L3 Cache
2.3	Chipset	Latest chipset to be provided to support above given processor specifications
2.4	Memory	32 GB Registered DDR3 1333 MHz Registered ECC Memory Upgradeable to 192 GB
2.5	Active Memory protection	ECC memory protection support
2.6	Graphics Controller	Integrated Graphics of At least 8 MB SDRAM
2.7	Connectivity	Dual port connectivity either for Internal storage if offered or through External storage
2.8	Power Supply	From the Blade Chassis via Redundant Power Connectors
2.9	Ethernet ports	Server should be configured with four quantities of 1Gbps Ethernet Ports
2.10	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards
2.11	OS Support	Should be Certified for Windows 2003/2008, RHEL, Vmware ESXi 4.1 or above

Sl. No	Item	
3	Scanner : Minimum Configuration	
3.1	Scanner type	Flatbed, ADF
3.2	Scan resolution, optical	Up to 2400 dpi
3.3	Multifeed detection	No
3.4	Automatic document feeder speed	Up to 8 ppm/4 ipm (b&w)
3.5	Automatic document feeder capacity	Standard, 50 sheets
3.6	Connectivity, standard	Hi-Speed USB 2.0
3.7	Warranty	3 years

Software specifications

Sl. No	Item
	OS
4.	Windows 2008 server data centre edition Windows server device CAL-5
5.	Windows Server External connector
6	Database Server
	Industry Standard RDBMS - MS SQL 2008, Oracle etc
7.	Application software
7.1	General Compliance
	<ul style="list-style-type: none"> a) The software vendor should have implemented similar solution for any large Indian Government/PSU organization in the last two years. b) Server Side – The Systems shall be capable on running on Microsoft Windows 2008 server c) Client Side – The clients shall support Internet Explorer, Google chrome and Mozilla Firefox browser. d) The system shall support industry standard RDBMS MS SQL Server & should be of latest version. e) System shall support export / import of electronic record with metadata in XML format f) System shall support archival of documents in any format.
7.2	Document Management System <ul style="list-style-type: none"> a) The system shall support open, scalable, Multi-tier architecture with each tier fully independent b) The system shall support separate Document/Image server for better management of documents c) The System shall support Open source Application servers and industry standard Application and Web Servers as IIS, JBOSS, IBM Websphere, BEA Weblogic etc. d) The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in local language e) The System shall support Java API, XML API and SOA Architecture f) System shall not store scanned documents including images in the database system but store only the metadata. The scanned documents would be stored in the storage device. g) Compliance to Open Standards like ODMA, WebDav
7.3	Archival of electronic documents <ul style="list-style-type: none"> (a) The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder (b) The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked (c) System should allow major and minor versioning of the documents. Must be able to provide major (e.g. 1.0, 2.0), minor (e.g. 1.1, 1.2) A “reason for change” comment entry and version label entry must also be provided (d) The system shall allow Locking of documents for editing and importing it back into the system through checkin/Check-out features Indexing <ul style="list-style-type: none"> a) The System shall provide facility to index folders, files and documents on user-defined indexes b) The system shall provide facility to set particular fields as mandatory or unique

	<p>Search and Retrieval</p> <ul style="list-style-type: none"> a) The system shall support saving of search queries and search results b) The system shall support combined search on Profile, Indexed and Full Text Search c) The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc. d) The proposed system should provide rights management on search queries
7.4	<p>Security and User Management</p> <ul style="list-style-type: none"> a) The Document management system shall support definition of Users, Groups and Roles relation in the system b) The system shall support access permissions on Folders, documents and object level c) The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). d) System shall support for application based rights e) The system shall support system privileges like Create/Delete Users, Define indexes etc. f) The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database g) The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric ,locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. h) The system shall support provide support for HTTPs/SSL for secured data transfer and session timeouts. i) The system shall provide LDAP support for integrating with directory services and shall support single sign on j) The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time k) The System shall support integration with database based authentication. l) The system shall support integration with PKI infrastructure as well as archival of encrypted data for enhanced security.
7.5	<p>Administration</p> <ul style="list-style-type: none"> a) The system shall support web-based administration module for the complete management of system. b) The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries c) The Admin module shall provide easy to use interface for Index structure definition, that can be used by different users d) The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated. e) The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions. f) System should be highly configurable and should support configuration of custom desktops for each department/sub department with each department having their specific searches, repository structure, document verification process & reports.

7.6	<p>Reports and Audit Trails Features</p> <ul style="list-style-type: none"> a) The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports b) The system shall support Extensive Audit-trails at user, Folder and Cabinet levels c) The system shall provide facility to generate Audit trails on separate actions, and between specific date/times d) The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed e) The System shall have audit trail to maintain history of all transactions performed on the system. f) The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities. g) The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. h) The system shall provide ability to configure new reports.
7.7	<p>Document Scanning Features</p> <ul style="list-style-type: none"> a) The System shall support the scanned documents to be temporarily archived before uploading to the central server b) The system shall support Quick scanning and indexing of bulk documents. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution. c) Automatic categorization of scanned images as different documents like Office file document, Supporting documents, Field report etc. d) Support for automatic indexing from specified zones like Application id using OCR functionality e) Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction etc f) Facility to upload scanned batches from different field offices with Auto folder/Subfolder creation document filing & indexing on user defined fields. g) System ability to provide Compression of scanned image files in TIF Format. h) The System shall support Image Editing operations such as page insertion, deletion merge/split pages, etc.
7.8	<p>Input Validation</p> <ul style="list-style-type: none"> a) All inputs to the system must be validated/tested to rule out the possibility of the known attacks such as SQL injection, XSS attacks, LDAP injection, attacks based on error information, attacks based on broken authentication and session hijacking, Malicious file execution etc. b) The system must be free from OWASP Top 10/ SANS Top 25 software errors. c) Both client side and server side input validation must be used.
7.9	<p>Strong Version Control</p> <ul style="list-style-type: none"> a) There should be Version Management for tracking document revisions b) There should be facility of version comments and search across versions and c) There should be support for auto-versioning at Cabinet and Folder level i.e at entire source code and module level.

Annexure-IV

Proforma for Rates for items proposed (BoM)

Sl.	Item	Qty (A)	**Unit Price (in Rs.) (B)	Total Price (C) $C=A*B$	Sales Tax (in Rs.) / VAT (D)	Service Tax (in Rs.) / VAT (E)	Total Cost (in Rs.) (F) $F=C+D+E$
1.	Blade Chassis	1					
2.	Blade Servers	4					
3.	Scanner	1					
4.	Windows 2008 server data centre edition with 5 device cal	1					
5.	Windows Server External connector	4					
6.	Database software (RDBMS) for one blade server	1					
7.	Digital Archival Application Software along with Standard application development frame work	1					
8.	AMC of 1 year after 3 year warranty ##	All Items					
9.	TOTAL (G)						

Manpower cost

S.No.	Category	Min salary (H)	No. of person (I)	Service/ professional charges (J)	Total (K) $K=(H*I)+J$
1.	Project Engineer	25000	2		
2.	Jr. Project Engineer	17000	1		
	Total (L)				

Grand Total (G+L)

Breakup of AMC for all items may also be provided in separate sheet.

ERNET India may at its discretion reduce/increase the quantity of the items or may drop any of the items, as per the requirement, in the Purchase Order.

SERVICE LEVEL AGREEMENT

Terms of the Service Level Agreement would be as under:

1. All the supplied hardware/software should be under three year on site free comprehensive warranty
 2. Bidder guarantees that for all the supplied hardware/software downtime should not exceed 5% averaged on a yearly basis for 24x7x365 days operation.
 3. The maximum time to repair (MTTR) to any complaint will not exceed 24 Hrs. However, prior exception to the above MTTR shall be taken from ERNET on case-to-case basis.
 4. Bidder should provide a satisfactory certificate duly signed and stamped by the user at the end of each year failing which balance payment will not be released till then.
- 5(a) *During the warranty*: In case the maximum time to repair supplied equipments exceeds the above-mentioned duration then the warranty period of that equipment will be extended proportionately which will be two-times the number of days the system would remain down.
- (b) *During the Warranty period*: In case the equipments are not made operational within a week from the lodging of the complaint, Bank Guarantee provided by the bidder to ERNET India shall be invoked in respect of that equipment during warranty period.

The Downtime of the equipment starts from the time ERNET India's complaint is logged in at the bidder address as provided by the bidder for escalating complaints. Any delay in this shall be excluded from the availability calculations. The complaint can be logged during working hours (9.00 AM - 6.00 PM on all working days, excluding Sundays & National Holidays). Any delay in escalating a complaint shall be excluded from the availability calculations.