

**Tender No: EI-D/Tech/6-14/2012**

**Dated: 19.12.2012**

**Tender Document  
for  
Upgradation / Migration of Mail Messaging System  
Installed at ERNET India**



**Issued By:**

**ERNET India  
Department of Electronics & Information Technology,  
Ministry of Communications and Information Technology,  
Government of India  
New Delhi-110001**

## Invitation for Tender Offers

ERNET India invites sealed tender offers in two bid format (Technical bid and Commercial bid) from eligible and experienced OEM (mail messaging software) OR OEM Authorized System Integrator for **Supply, Installation, Integration & Commissioning of Hardware equipments / messaging software for Upgradation / Migration of Mail Messaging System Installed at ERNET's Delhi PoP and DR site at Bangalore PoP with three years on site comprehensive warranty and thereafter two years Maintenance support** from the date of acceptance of the complete system by ERNET for delivery of mail messaging 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. 2,00,000 (Rupees Two Lacs only)
3	Issue of Tender Document (*)	20.12.2012 to 24.12.2012.
3	Last date for receipt of queries	31.12.2012
4	Date of Pre-Bid	04.01.2013 at 11:00 AM
4	Date for issue of consolidate clarifications	08.01.2013
6	Last Date and Time for receipts of Bids	Upto 3:00 PM on 17.01.2013
7	Opening of Technical Bid	3:30 PM on 17.01.2013
8	Place of Submission & Opening of bids	ERNET India, 10 <sup>th</sup> floor, Jeevan Prakash Building, K G Marg, New Delhi- 110001
9	Address for Communication	Registrar & CPO, ERNET India, 10 <sup>th</sup> floor, Jeevan Prakash Building, K G Marg, New Delhi- 110001
10	Contact Phone Numbers	EPABX : (+91)-11 23753984
11	Fax Number	+91-11- 23753985

(\*) Tender document can also be downloaded (from 20.12.2013 to 24.12.2013) from ERNET Website as per clause 3.2 Section B of the tender document.

## TABLE OF CONTENTS

SECTION	CONTENTS	PAGE No.
<b>A</b>	<b>Introduction</b>	<b>04</b>
<b>B</b>	<b>Instructions to Bidders and General Terms &amp; Conditions</b>	<b>06</b>
<b>C</b>	<b>Scope of the Tender</b>	<b>25</b>
<b>D</b>	<b>Pre-Qualifying Criteria for Responsiveness of Bid</b>	<b>28</b>
<b>E</b>	<b>Technical Requirements</b>	<b>30</b>
<b>F</b>	<b>Bill of Quantity and Technical Specifications</b>	<b>34</b>
<b>G</b>	<b>Annexures</b>	<b>50</b>
<b>I</b>	<b>The details of the existing hardware</b>	<b>50</b>
<b>II</b>	<b>Price bid format</b>	<b>51</b>
<b>III</b>	<b>Performance Bank Guarantee</b>	<b>53</b>

## **SECTION – A**

### **INTRODUCTION**

ERNET India is a not for profit organization working under the administrative control of Department of Electronics & Information Technology, Government of India having the largest nationwide terrestrial and satellite network with 15 points of presence located at the premier educational and research institutions in major cities of the country. Focus of ERNET is not limited to just providing connectivity, but to meet the entire needs of the educational and research institutions by providing consultancy, project Management, training and other value added services such as Web hosting, E-Mail services, Video conferencing, Domain registration, CUG services etc. to their users.

Research, Development and Training are integral parts of ERNET activities. ERNET has been designated as the nodal network of Government of India for connecting educational and research institutions on Intranet and Internet.

MOUs have been signed with different organizations such as University Grants Commission(UGC), Indian Council for Agricultural Research (ICAR) and All India Council for Technical Education (AICTE) for connecting universities, agricultural universities and research institutions and engineering colleges respectively through the ERNET backbone. ERNET connected 150 universities under UGC, 274 agricultural universities and research institutions under ICAR and 72 engineering colleges under AICTE. ERNET was also identified by Govt. of India as the nodal network by funding connectivity between ERNET with pan European Education and Research Network (GEANT) from the year 2006 to year 2010. The ERNET-GEANT connectivity is now available to through Trans Eurasia Information Network (TEIN3).

## SECTION - B

### INSTRUCTIONS TO BIDDERS

#### 1. Tender Form

Tender (Bid) Form consists of various sections and the Bidder shall go through all the sections of the Tender document and must comply with each section and bid may accordingly be submitted.

#### 2. Compliance

- 2.1 Compliance statement in the form of '**Complied**' or '**Not Complied**' shall be given against each statement and specification of Tender Form - The compliance statements should be supported by **documentation / certificates**.
- 2.2 Please note that any deviation from laid down basic solution design requirement /specifications shall be brought out separately in deviation sheets to be attached with concerned section of the bid. Failure to comply with this requirement may result in the Bid being invalidated.
- 2.3 The Bidder shall offer his comments about all the requirements indicated in the tender. The Bidder shall mention whether the options are technically available in the proposed solution or not. The Bidder shall clearly mention about the non-availability of the required options in the offer, if any.
- 2.4 Each page of the Bid and cuttings/corrections shall be duly signed and stamped by the Bidder. Failure to comply with this requirement may result in the Bid being invalidated.
- 2.5 The complete bid along with the documentary evidence should be numbered and cross-referenced / linked with our tender clause Nos.
- 2.6 Bidder should submit necessary certifications as may be required in the case of OEM's authorized system integrator and any other certificate required to be submitted as per the tender requirements.

#### 3. Sale of Tender

- 3.1 Interested Bidder who wish to participate in tender, may collect Tender Document in person against a Demand Draft or Banker's Cheque of Rs. 2,000.00 (Two Thousands only) drawn in favour of "**ERNET India**", New Delhi from **Registrar Office, ERNET India, 10<sup>TH</sup> floor, Jeevan Prakash Building, K.G Marg, New Delhi- 1100--** as per the schedule detailed below:

- |  |   |   |
|--|---|---|
| 1. Issue of Tender Document                                  | : | <b>20.12.2012 to 24.12.2012</b><br>(Between 3:00 PM to 4:00 PM) |
| 2. Last date for receipt of queries from prospective bidders | : | <b>31.12.2012 by 5:30 PM</b>                                    |
| 3. <b>Date of Pre-Bid</b>                                    | : | <b>04.01.2013 at 11:00 AM</b>                                   |
| 4. Last date for Submission of Bids                          | : | <b>17.01.2013 by 3:00 PM</b>                                    |
| 5. Date of Opening of Technical Bids                         | : | <b>17.01.2013 at 3:30 PM</b>                                    |

3.2 The Tender document is available on website of ERNET India [www.ernet.in](http://www.ernet.in) Interested Bidders may also download the document (from 20.12.2012 to 24.12.2012) from the website. In such case, an amount of Rs. 2000/- in the form of Demand Draft/Banker's Cheque drawn in favour of ERNET India would be required to be furnished at the time of submission of the bid.

3.3 Tenders placed in sealed covers with a name of work written on the envelope, will be received in ERNET India as per schedule and address given in **clause 3.1 – Section-B**

#### **4. Validity of the Tender**

The Bid shall be valid for a minimum period of **180 days** from the last date of bid submission indicated in **clause 3.1 – Section-B**. Bidder should submit an undertaking in this regard.

#### **5. Addressing**

All completed bid documents and inquiries regarding clarification/interpretation in connection with this Bid should be sent at the address given at **clause 3.1 – Section-B**

#### **6. Language**

The Bidder 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 variation in number written in figure and words, the number written in words will be taken as final. 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.

#### **7. Correction in Bid**

All changes, alterations, corrections in the bid shall be signed in full by the person(s) signing the bid, with date. No erasure and/or over writing without authentications is/are permissible.

#### **8. Contents of Tender**

8.1 **Tender would have two parts. Part I contain Pre-qualification, EMD and Technical Bids and Part II will have Financial Bids.**

8.2 **Part-I will contain: -**

8.2.1 The Compliance Statements completed in all respect against all the Sections of the tender as per **clause 2 – Section-B**.

8.2.2 Power of Attorney/Authorization on the name of the person signing the bid document with company seal on it. Such authorization can only be given by the person authorized by the company owner or broad for issuing such documents. (documentary proof may be submitted)

8.2.3 Tender fee (as per clause 3 – Section – B and Earnest Money Deposit (EMD) – as per **clause 17 - Section-B**.

8.2.4 Bidder's company profile with detailed description of the similar projects implemented till date.

- 8.2.5 Bidder's company / organisation Annual turnover of last 3 years ending 31<sup>st</sup> march, 2011 (should submit annual turnover certificate of each year to be issued by chartered accountant (C.A) of the company along with balance sheet of respective years).
- 8.2.6 Valid Income Tax Clearance Certificate (ITCC).
- 8.2.7 Two copies of the technical bid, one must be marked as "Original" and other as "First Copy".
- 8.2.8 Softcopy of the complete bid with all enclosures in the PDF format. (must be identical with submitted hard copies)
- 8.2.9 Final tender document (by incorporating all the corrigendum issued by ERNET, if any) duly signed and stamped by the bidder.
- 8.2.10 **The technical offer should comprise of following:-**
1. Detailed technical description of the offered solution architecture in accordance with tender requirements.
  2. Complete system diagram detailing how all the servers, storage, and other supplied equipments will be connected in a single network for providing the mail messaging solution and also the integration of DR site with the Main site may be reflected by deployment of specified bill of quantity in the best possible network topology.
  3. Complete Technical Solution including lay-out, design and architecture of the network.
  4. Undertaking in support of all technical solution requirements of the tender and shall also commit to prove any or the complete solution design by deploying different tools and techniques as may be desired by ERNET.
  5. Bill of material with exact quantity details and their specific make & model details.
  6. Data Sheet, Product Brochures, leaflets, manuals etc. of the offered products cross-referenced with the tender specifications and technical solution requirements to proof the bidder's solution compliance. (Generic data sheet of models quoted will not be acceptable)
  7. **Delivery and implementation schedule with exact milestones achieved on per week basis in accordance with tender requirement given at clause no. 40 & 50, till the final commissioning and acceptance of the solution and project as a whole.**
  8. Compliance of each term and condition indicating deviation clearly, if any.
  9. Comprehensive warranty details. (Mention clearly the services included in this). Also information regarding availability of helpdesk support, email address, Toll free contact no. etc. for use of ERNET under this project.
  10. Un-priced financial bid of Part III.  
(If the technical bid contains any price information the bid will be summarily rejected).
  11. List of Deliverables.

12. Project Implementation Methodology specific to this project and Operation Management plan details.
13. Compliance of the Pre- Qualifying criteria / Eligibility as per Section – D of the tender along with documentary evidence of the same.

### 8.3 Part-II (Financial Bid) will contain:

**The prices should be quoted as per the Price Formats given in the Annexure-III.**

The breakup of the price should include the following: -

- One time supply, Installation, Integration & commissioning for complete system against the BoM with 03 comprehensive warranty and next 02 years AMC on per year basis.
  - **The quoted cost should be inclusive of installation, commissioning, training and any other cost, if required to complete the solution.**
  - The quoted prices should be inclusive of freight, insurance charges, etc.
- 8.4 The Prices of all non-imported equipments / line items / services to be quoted in INR for delivery at the ERNET premises i.e Delhi / Bangalore. **However, the prices of the imported items should be quoted in USD \$ without custom duty. Custom / Excise duty should be quoted separately in the price format and financial bid will be compared accordingly for calculation of L1.** For calculating the L1, the US\$ price will be converted to INR by the multiple of 1 USD = INR 60 and finally L1 will be declared in INR only. All prices shall be fixed and shall not be subject to escalation of any description. The prices must be quoted as per the price format given in the Annexure-II.
  - 8.5 The vendor will have to arrange for all the testing equipments and tools required for installation, testing, maintenance etc.
  - 8.6 AMC will be awarded on year to year basis.
  - 8.7 All pages of the original bid except printed literature shall be stamped and initialed by the person signing the bid.
  - 8.8 The list of deliverables shall be fully reflected in the price bid. In case of any missing information on the above, the bid is likely to be rejected.
  - 8.9 Both the two parts I & II (as applicable) & mentioned above will be submitted **in SEPARATE SEALED ENVELOPS** with the **Tender No. EI-D/Tech/6-14/2012** and **Part-I PRE- QUALIFICATION and TECHNICAL BID** and **Part-II FINANCIAL BID**, appropriately indicated on the top.
  - 8.10 Tenders once submitted shall be final and no amendment shall be permitted. A Bidder shall submit only one bid.
  - 8.11 Bidder should quote for all the line items of the Package strictly as per the specifications. Quotations not adhering to the specifications will be out rightly rejected.



## **9. Clarification of Tender Document**

- 9.1 The prospective Bidders requiring any clarification of the Tender Document may notify **the Registrar Office, ERNET India** in writing (acknowledgement to be obtained) as per the schedule of dates given in the tender.
- 9.2 ERNET will keep on posting all instructions, amendments, clarifications in regard to this tender on its website [www.ernet.in](http://www.ernet.in) and will post the final consolidated clarification document as per the schedule of dates given in the tender. The Bidders are advised to refer to the site for further instruction/clarification, if any, before submission of the bid.

## **10. Amendment of Tender Document**

- 10.1 At any time prior to the last date for receipt of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the Tender Document by an amendment.
- 10.2 The amendment will be notified in writing/ published on the ERNET's website or fax to all prospective Bidders who have purchased the Tender Document and will be binding on them.
- 10.3 In order to afford prospective Bidders reasonable time in which to take amendments into account in preparing their bids, the Purchaser may, at its discretion, extend the last date for the receipt of Bids.

## **11. Transfer of Tender Document**

- 11.1 Transfer of Tender Documents by one Bidder to another is not permissible. Similarly transfer of Tenders submitted by one Bidder, is not permissible.

## **12. Procedures for Opening of Tender Documents**

- 12.1 Part-I containing Prequalification & Technical offer will be opened at 3:30 PM on the last date of bid submission in the office of ERNET India (address mentioned above), in the presence of those Bidders or their authorized representatives who present themselves at the time of opening of the Tender and who wish to attend. Subsequent queries of ERNET, if any, on the technical details, clarifications or any other information should be replied positively within the time specified, failing which Tenders shall be finalized on the basis of the information, available. It shall, therefore, be in the Bidders' interest to give complete and comprehensive technical particulars/description and details.
- 12.2 Part-I of the Tenders accompanied with requisite earnest money shall be scrutinized and processed with respect to Pre-qualification criteria as described in Section-D, by the ERNET to ensure whether the same are in confirmatory with the requirements.
- 12.3 After finalizing the Part –I (Prequalification and Technical Bid), the financial bid of the technically qualified bidders will be opened in the presence of their representatives for determining the L1 bidders.

- 12.4 No correspondence shall be entertained from the unsuccessful bidders after the opening of Part-II - Financial Part of the Tender.

### **13. Modification and Withdrawal of Bids**

- 13.1 The Bidder 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.
- 13.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Section 8. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.
- 13.3 No bid may be modified subsequent to the last date for receipt of bids.
- 13.4 No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. **Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.**

### **14. Comparison and Evaluation of Tenders**

- 14.1 The Tenders received and accepted will be evaluated by ERNET to ascertain the technically competent and lowest evaluated Tender in the interest of Project for the complete scope of the tender.
- 14.2 In the process of bids evaluation, ERNET may seek clarifications to any of the bidders on their submitted bid and request them to submit the documents as may be required for evaluation.
- 14.3 The evaluation of the bids will be done on the basis of ownership of the solution for 5 years.

### **15. Rejection & Return of Tender**

- 15.1 ERNET India, reserves the right to reject any or part of Tender without assigning any reason. The documentation submitted by Bidders shall not be returned unless the Bidder 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. ERNET will not pay any interest on the EMD amount.
- 15.2 If the Bidder gives wrong information in his Tender, ERNET reserves the right to reject such bid at any stage or to cancel the Contract, if awarded, and forfeit the Earnest Money.
- 15.3 Canvassing in any form in connection with the bids is strictly prohibited and the Tenders submitted by the Contractors who resort to canvassing are liable for rejection.
- 15.4 Bids from agents without proper authentication from the manufacturers shall be treated as non-responsive.

### **16. Right to Accept or Reject the Tenders**

- 16.1 The right to accept the bid in full or in part/parts will rest with ERNET. However, ERNET does not bind itself to accept the lowest bid and reserve itself the authority to reject any or all the bids received without assigning any reason whatsoever.
- 16.2 Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non responsive and are liable to be rejected.
- 16.3 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- 16.4 A bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the non-conformity.
- 16.5 The Purchaser 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.

## **17. Earnest Money**

- 17.1 The Earnest Money Deposit (EMD) would be **Rupees Five Lacs** and **should be contained in the Part I of the Bid**. The EMD may also be furnished in the form of an irrevocable unconditional Bank Guarantee issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, New Delhi. The Bank Guarantee shall be valid for 180 days from the original date of opening of Part-I of the Tender Document.
- 17.2 EMD in the form of Bank Draft will not be acceptable.
- 17.3 The EMD of all unsuccessful Bidders will be returned only after the contract has been awarded to the successful Bidder (whose EMD will be retained).
- 17.4 The EMD of the successful Bidder will be returned after the bidder provides the performance guarantee, as required in clause. 18 of this section.
- 17.5 If the successful bidder fails to submit the performance guarantee and fails to enter into a contract with ERNET within 15 calendar days after the date of issue of notice of acceptance of bid, the EMD amount shall be forfeited and Bank Guarantee encashed.
- 17.6 Any Tender not accompanying with Tender fee and EMD will be considered non responsive and rejected. The public sector companies will not be exempted from submitting EMD until and unless they submit document pertaining to directives of Government of India in this regard in Part-I of the Tender.
- 17.7 No interest or any other expenses, whatsoever in regard to Bank Guarantee will be payable by ERNET on the EMD in any manner.

## **18. Performance Guarantee**

- 18.1 The bidder, whose bid is accepted, shall submit the performance guarantee of 10% (Ten Percent) of the total project price to ERNET in the form of an irrevocable and unconditional bank guarantee on a nationalized Indian bank, as per **Proforma attached as Annexure-IV** within 15 calendar days of the issue of Letter of Intent (LOI) / letter of acceptance.
- 18.2 The guarantee amount shall be payable to ERNET in Indian Rupees without any condition whatsoever and the guarantee shall be irrevocable.
- 18.3 The performance guarantee shall be **deemed to govern the following guarantees** from the successful bidder, in addition to the other provisions of the guarantee:
- 18.4 The successful and satisfactory operation of the equipment supplied in accordance with the specifications and other relevant documents.
- 18.5 The equipment supplied shall be free from all defects and designs, material and workmanship and upon written notice from ERNET, the successful bidder shall fully remedy free of expenses to ERNET all such defects as developed under the normal use of the said equipment within the period of contract with the bidder.
- 18.6 The performance guarantee is intended to secure the performance of the entire equipment and services by the bidder. However, it is not to be considered as limiting the damages stipulated in any other clause.
- 18.7 The performance guarantee will be returned to the successful bidder at the end of the period of 3 year warranty period or any other liability without interest.**

## **19. Award of Contract**

- 19.1 Subject to Clause 18, the Purchaser will award the Contract to the successful Bidder/s whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the Contract satisfactorily. The Purchaser shall however not bind itself to accept the lowest or any bid and reserves the right to accept any bid, wholly or in part. It will not be binding on ERNET India to place purchase order for all the tendered items.
- 19.2 The acceptance of the Tender will be intimated to successful bidder by ERNET either by the e-mail/fax or by letter of like means.
- 19.3 ERNET shall be the sole judge in the matter of award of contract and the decision of ERNET shall be final and binding.

## **20. Purchaser's Right to Vary Quantities at the time of Award**

- 20.1 The Purchaser reserves the right at the time of award of Contract to increase or decrease the quantity of goods and services specified in the Schedule of Requirements or drop some line items from the final P.O without any change in price or other terms and conditions.

## **21. Standard Conditions**

- 21.1 Standard printed conditions of the bidder, if simply attached to the offer, will not be acceptable. Any deviation or departure from the provision of the Tender conditions must be clearly brought out. Unless specifically brought out, the offer shall be considered to comply in every respect with the terms and conditions contained in the Tender.
- 21.2 The bidder shall quote the rates in English language and international numerals. The rates shall be in whole numbers. These rates shall be entered in figures as well as in words. For the purpose of the Tender, the metric system of units shall be used. The rates quoted by the bidder in item rate Tenders, will be the correct basis and not the amount worked out by them. The rates quoted in words will be accepted.
- 21.3 All entries in the bid shall either be typed or be in ink. Erasures without proper attestation by the Authorized Attorney shall render such bids liable to summarily rejection. All cancellations and insertions shall be duly attested by the bidder.
- 21.4 Bidder's offers, remarks and deviations shall be with reference to sections and clause numbers given in the Tender schedules.
- 21.5 **All prices should be quoted as final. No commercial negotiations shall be held after opening of financial offer.**
- 21.6 Any bid received by the Purchaser after the last date & time for receipt of the bids prescribed in the tender, will be rejected and/or returned unopened to the Bidder.
- 21.7 Bidder is duly bound to observe all the Laws, Rules, Regulations, Policies, Procedures and Guidelines of the Government of India as in force from time to time for the complete duration of contract.

## **22. Address for Correspondence**

The bidder shall designate the official mailing address and place to which all correspondence shall be sent by the Purchaser.

## **23. Liquidated Damages and Penalties**

If there is any delay in the implementation of the ordered network due to bidder's fault from schedule furnished by the bidder and accepted by ERNET India, **ERNET India will recover 2% on the total cost of the project from the bidder for each week of delay. This recovery will be subject to an upper limit of 10%. At the end of the 5-week period, ERNET reserves the right to cancelled the order in parts or complete and in the case all committed payment terms from ERNET India's side stands abrogated.**

## **24. Force Majeure**

- 24.1 ERNET may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed. Force majeure is defined an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect

consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at successful bidder's factory. The successful Bidder's right to an extension of the time limit for completion of the work in above mentioned cases, is subject to the following procedures:

- a) That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs the ERNET in writing that the bidder considers himself entitled to an extension of the time limit.
- b) That the successful bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- c) That the successful bidder proves that the said conditions have actually been interfered with the carrying out of the contract.
- d) That the successful bidder proves that the delay occurred is not due to his own action or lack of action

24.2 Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

## **25. Arbitration and Laws**

25.1 Except, where otherwise provided for in the contract, all questions and disputes relating to the meeting of the specifications, designs, drawings, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be settled within thirty (30) days (or such longer period as may be mutually agreed upon) from the date that either party notifies in writing that such dispute or disagreement exists, shall be settled under the Rules of India Arbitration and Conciliation Act, 1996. The venue of Arbitration shall be New Delhi, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.

25.2 This contract shall be governed by the Indian laws.

## **26. Assignment**

The Bidder shall not assign, in whole or in part, its obligation to perform under this contract, except with the Purchaser's prior written consent.

## **27. Sub-Contract**

27.1.1 The bidder shall notify the Purchaser for taking consent 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.

## **28. Delays in the Bidder's Performance**

- 28.1.1 Delivery of the goods and performance of service shall be made by the bidder in accordance with the time schedule specified by the Purchaser in its Schedule of Requirements.
- 28.1.2 An un-excused delay by the bidder in the performance of its delivery obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of its performance security, imposition of liquidated damages, and/or termination of the Contract for default.
- 28.2 If at any time during performance of the Contract, the bidder or its sub-contractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the bidder shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the bidder's notice, the Purchaser shall evaluate the situation and may at its discretion extend the bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

## **29. Termination for Insolvency**

The Purchaser may at any time terminate the Contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

## **30. Training**

- 30.1 **The successful bidder shall provide training to the staff / officials of ERNET / End users (Minimum two day training for 15 officials) on the operations and management of the supplied and installed equipments / mail messaging software / accessories/ and for complete established system.** The training should specifically covers testing and trouble shooting, demonstration of all features and functions of the complete set-up, supply of user guides and other training materials. The bidder should submit the detailed training proposal along with the technical bid.
- 30.2 The complete cost of conducting and organizing the training shall be born by the bidder and all the products / equipments should be quoted in the price bid inclusive of the training cost.

## **31. Termination for Default**

- 31.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the Contract in whole or in part.
- (a) If the bidder fails to deliver any or all of the services / goods within the time period specified in the Contract, or any extension thereof granted by the Purchaser.

OR

- (b) If the Bidder fails to perform any other obligation(s) under the Contract.

31.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 33.1 the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered, and the bidder shall be liable to the Purchaser for any excess costs for such similar goods. However, the Bidder shall continue performance of the Contract to the extent not terminated.

## **32. Spares**

**32.1 The Bidder shall indicate the spares which he will stock at various sites for the maintenance requirement to meet service level parameters. The Bidder shall give an undertaking that he would maintain the stock of these spares at the committed sites in case the tender is awarded to him.**

32.2 At the time of technical evaluation ERNET may ask bidder to maintain any specified list of spares, which ERNET think to be appropriate for meeting SLA requirements.

## **33. Passing of Property**

Ownership shall not pass to the Purchaser unless and until the computer system has been delivered, installed and accepted, in accordance with the conditions of the contract to the entire satisfaction of the Purchaser.

## **34. PATENTS, SUCCESSFUL BIDDER'S LIABILITY & COMPLIANCE OF REGULATIONS**

34.1 Successful bidder shall protect and fully indemnify the ERNET from any claims for infringement of patents, copyright, trademark or the like.

34.2 Successful bidder shall also protect and fully indemnify the ERNET from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc or from any other person(s) or bodies/companies etc. for any act of commission or omission while executing the order.

34.3 Successful bidder shall be responsible for compliance with requirements under the laws and shall protect and indemnify completely the ERNET from any claims/penalties arising out of any infringements.

## **35. Submitting Bid in Consortium**

A bidder can submit bid in consortium. In such case, the Prime bidder should meet all the terms and conditions and qualifying criteria of the tender.

## **36. Purchase Preference for PSU**

ERNET India does not have any directive for purchase preference for PSU.

## **37. Validity of the Bid and Price Variation**

37.1 The financial quote should be firm and valid for a period of 180 days from the date of opening of the bid.



37.2 In exceptional circumstances, the purchaser may request the consent of the Bidder for an extension to the period of bid validity. The bid security provided under this tender shall also be suitably extended. A Bidder accepting the request and granting extension will not be permitted to modify his bid.

### **38. Contract Negotiation**

38.1 At the completion of the selection process, ERNET India will enter into rate contract with the successful bidder. The final contract would be in a format as follows. The following documents would be included as attachments to the final contract:

- This Request for Proposal
- The bidder's proposal in response and clarifications made in course of the evaluation, including all annexure and supporting documents.
- An implementation plan identifying the tasks to be completed, the assigned responsibilities, and the scheduled completion dates.
  - The successful bidder(s) will abide by the price terms for 180 days.

### **39. Unsatisfactory Performance**

The Parties herein agree that ERNET India shall have the sole and discretionary right to assess the performance(s) of the bidder component(s), either primary and or final, and ERNET India, without any liability whatsoever, either direct or indirect, may reject the system(s) component(s) provided by the bidder, in part or in its entirety, without needing to offer any explanation to the Bidder, either during the pre and or post test period should the same be unsatisfactory and not be to the acceptance of ERNET India. The bidder covenants to be bound by the decision of ERNET India without any demure in such an eventuality.

### **40. Delivery Time Schedule**

40.1 **All material should be delivered and installed at the sites within 10 weeks including complete migration from the date of issuance of purchase order (PO)/ Letter of Intent (LOI). The complete order must be delivered as per above, failure of which will attract the liquidated damage as stated in the tender.**

40.2 If the bidder fails to deliver and/or install all the equipments / Established the ordered mail messaging system within the stipulated time schedule or by the date extended by ERNET, it will be construed as a breach of contract and suitable Liquidated Damages would be levied.

40.3 Appropriate insurance to cover the equipment for the transit period and till the time of its acceptance by ERNET India at the respective site is to be taken by the bidder. At the sole discretion of ERNET India, there will be an acceptance test conducted by the bidder in presence of ERNET India officials and/or its nominated consultants after installation of complete equipment/ messaging solution. In case of serious discrepancy in hardware/software supplied and / or complete service offered. ERNET India may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

40.4 This is a time bound and high priority project. It must be understood that the bidder has made the proposal after fully considering all such factors, which may have any bearing on the time

schedule. The bidder will be required to supply, install and enable services at all the locations **within 10 weeks** from the date of placement of purchase order/ LOI.

#### **41. Installation and Acceptance**

- 41.1 The supplied mail messaging solution must be delivered and installed with complete migration of services from existing to proposed solution as per ordered specifications. Testing and acceptance will be done from ERNET PoP for all the services as per tender specifications. Also the DR site at Bangalore will be tested for complete load and services by making the delhi site down for the test period. ERNET India reserves the right to reject the order if it is not conforming to the approved specifications. No payment will be made for the rejected services /items.
- 41.2 ERNET would be carrying out tests to see if the integration has happened with ERNET's infrastructure and the desired services and have been successfully implemented by the bidder. The tests will check for trouble-free operation of the complete system ERNET also reserves the right to use any industry standard tool (s) to test the above, if required. There shall not be any charges payable by ERNET during testing period. ERNET will start billing the system on successful completion of the above acceptance tests.

#### **42. Service during the Contract Period**

The Tender(s) of those bidder(s) who do not have adequate facilities and capabilities to provide comprehensive maintenance support during the contract period shall be summarily rejected.

#### **43. Payment Terms**

- 43.1 Payment shall be made by ERNET India to the successful 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 mail messaging system and submission of performance Bank Guarantee (PBG) as mentioned in the tender.
- (i) **In case of imported items**, the Letter of Intent would be opened by ERNET India through our Banker. However, the successful bidder will be required to furnish Performance Bank Guarantee, in addition to the above, equivalent to cost of the equipment in the prescribed proforma to ERNET India valid for the period of three months, extendable upto the period of acceptance of the equipments, prior to opening of Letter of Credit.
- (ii) **In case of Rupee Value items:**
1. 70% of total P.O. value OR 90% of equipment cost (all charges exclusive of 3 year support cost) which ever is less shall be paid after Supply, Installation, Integration, commissioning and Acceptance Testing of the equipments and the complete messaging system as per scope of work. The system is treated as commissioned if the system is usable by the ERNET for the specified services after completion of acceptance test.

2. 30% of total P.O value OR 100% of 3 year support cost to be paid in twelve equal installments on quarterly basis on completion of every quarter in the complete period of three years after acceptance testing and submission of certificate of satisfactory performance of that particular quarter. (AMC will be awarded on year to year basis.
3. As per point 1, in case of release of 90% of equipment cost, the remaining 10% will be released after the end of 3 years warranty period.
4. The payment for S. No. 2 OR 3 may also be released in advance after submission of PBG of equivalent amount with validity of service period to ERNET India.

43.2 Any deduction from the payment due to **non-satisfactory performance** will be adjusted from the next payment due or PBG based on the ERNET decision.

#### **44. Confidentiality of Information**

44.1 This document contains information confidential and proprietary to ERNET. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of ERNET, affiliates, and/or business partners. Disclosure of receipt of any part of the afore mentioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, pre-mature termination of the contract and/or legal action against the bidder for breach of trust.

44.2 No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from ERNET. Reproduction of this RFP, without prior written consent of ERNET, by photographic, electronic, or other means is prohibited.

#### **45. Disclaimer and Liabilities of ERNET India**

Request for Proposal (RFP) is not an offer by ERNET, but an invitation for bidder responses. No contractual obligation on behalf of ERNET India whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of ERNET and the bidder(s).

#### **46. RFP Ownership**

The RFP and all supporting documentation/ templates are the sole property of ERNET India and should NOT be redistributed without the prior written consent of ERNET. Violation of this would be a breach of trust and may inter-alias cause the bidder to be irrevocably disqualified. The above-mentioned material must be returned to ERNET India when submitting the bidder proposal, or upon request. In case the bidder is not interested in responding to the RFP, the RFP documents and any appendices must be returned to ERNET immediately.

#### **47. Intellectual Property**

The proposal and all supporting documentation submitted by the bidder shall become the Intellectual Property of ERNET and it shall retain all material unless the bidder specifically requests, in writing, that the proposal and documentation be returned after taking copies.

#### **48. Bidder Utilization of know-how and Personnel for Competitors**

ERNET will request a clause that prohibits the bidder from using its personnel and any information or know-how gained in this contract, if awarded, for another organization whose business activities are similar in part or in whole to any of those of ERNET anywhere in the country without prior written consent of ERNET.

#### **49. Merger/ Acquisition of Bidder**

In the event of the bidder's company or the concerned division of the company being taken over/bought over by another company, all the obligations under the agreement with ERNET should be passed on for compliance to the new company in the negotiations for their transfer.

#### **50. Project Implementation and Management**

50.1 A detailed project implementation schedule should be provided, clearly mentioning the various stages of implementation and the milestones thereof.

Since the project involves multiple activities like migration of services from existing to new system, responsibility of running all the services, etc on the newly commissioned system and its final integration with ERNET infrastructure. Processes involved in project management should be clearly mentioned and should include the following:

- Project Plan
- Project management
- Single point of contact
- Fortnightly reports
- Backup arrangements and procedures
- Technical support for Main and DR site.
- Process for adding new IDs, upgrading and maintaining

50.2 The process and standard operating procedures involved in making configuration changes and technical support should be mentioned. Backup arrangements for all the technical operations and management should be made available.

#### **51. Equipment security clearance**

Bidder shall be responsible for providing all the required information and coordination for getting security clearance of the supplied equipments/software from DOT.

#### **52. Any other Information**

52.1 In addition to the information desired in the terms and conditions as well as in technical bid, the Bidder may provide any other information/description like features, performance Figures specified/indicated along with supporting documents/calculations.

### **53. Miscellaneous**

53.1 ERNET India reserves the rights to give repeat orders of the equipments and services with the same terms & conditions as agreed from the first order itself for the complete duration of the project.

#### **53.2 ERNET India may change its scope of work before finalizing the order.**

53.3 ERNET India may ask all the technically qualified bidders to conduct a POC (Proof of Concept) test for verifying the actual migration process of the solutions quoted by the bidders and to ensure successful implementation of project. ERNET will give a time of 4 weeks for implementation and successful POC test of proposed solution and finally commercial bid of those bidders will only be opened who had done the POC test successfully.

53.4 ERNET will not pay any charges for the POC test.

53.5 Bidder shall take all possible measures for the safety and security of all persons deployed by them in any operational area and ERNET will not take any responsibility of the manpower engaged by the agency.

53.6 All statutory obligations / liabilities like salary , ESI , P.F etc as per labour laws for the manpower employed for this project will be the responsibility of the bidder..

### **54. Order Cancellation**

54.1 ERNET reserves its right to cancel the order in the event of one or more of the following situations:

- (a) Delay in installation beyond 10 weeks from the date of acceptance of Purchase Order. However under extraordinary circumstances, the installation period can be extended if ERNET is satisfied that there is a genuine case.
- (b) Non-satisfactory services continuously for 3 Months in the complete span of project duration i.e 3 years.

54.2 In addition to the cancellation of purchase order, ERNET reserves the right to appropriate the damages from the EMD given by the bidder or foreclose the Bank Guarantee given in lieu of EMD and/or foreclose the bank guarantee given by the supplier against the advance payment.

### **55. Warranty**

55.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the Supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by ERNET (Purchaser) who shall

state in writing in what respect goods are faulty. This warrantee shall survive inspection or payment for, and acceptance of goods, 36 months after the goods have been taken over. The Supplier shall submit a declaration that the material sold to the Purchaser under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications. The Supplier shall enclose a guarantee certificate that the said material would continue to conform to the description and quality for the period of warranty. However, the warranty period and/or any other condition specified if any, in the tender the same shall rule.

- 55.2 If it becomes necessary for the Supplier to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions of equipment's replaced or renewed or until the end of the above-mentioned period of 36 months, whichever may be later. If any defect is not remedied within a reasonable time or fails to maintain SLA, the Purchaser may proceed to get the work done at the Supplier's risk and expenses.
- 55.3 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.
- 55.4 The complete log of all the faults registered by ERNET/users to the vendors helpdesk along with its action taken report till the closure of complaint should be submitted to ERNET on a monthly basis not later than 4th instant of every calendar month. Non receipt of report within the specific date in any month would be treated as nonperformance of the service obligation for the previous month and subsequent extension of warranty.
- 55.5 The service escalation matrix with the names and mobile nos. of the concerned personnel of the OEM as well as of the Vendors are to be attached. In absence of which, the bid may be considered as nonresponsive.
- 55.6 If the uptime goes below the prescribed limit in any quarter, penalties will be imposed as per tender clause.
- 55.7 Bidder should take and submit an undertaking from OEM for sale of spares and support of the offered product and onsite comprehensive warranty support (for 3 years) and maintenance support (for next 2 years ) against supply of all the items.**

## **56. Change In Orders**

- 56.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in any one or more of the following: -  
Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.
- a) Method of transportation or packing.
  - b) Place of delivery.
  - c) Services to be provided by the Supplier.
- 56.2 If any such change causes an increase or decrease in the cost or the time required for the execution of the contractor, an equitable adjustment shall be made in the contract price or delivery schedule or both and the contract shall accordingly be amended.

## **57. Late Bid**

Any bid received late by the Purchaser after the deadline for submission of the bid shall be rejected and returned un-opened to the Bidder.

**58. Bidder Office**

**Bidder should have Customer Support centre/ Technical support office or undertake to open within one month of the award of the project in the city of Delhi and Bangalore. Details of such offices with contact person name and number may be provided in the bid.**

**59. Splitting of the Contract and Curtailment and increment of Work**

The ERNET India reserves the right to split up and distribute the work among the successful bidders and to curtail and / or increase / decrease any item of work by +/- 50% in the schedule partly or fully.

## SECTION - C

### **PROJECT DESCRIPTION & SCOPE OF THE TENDER**

#### **1. Project Description**

- 1.1 **ERNET India is intends to upgrade / migrate its existing Mail Messaging solution with state-of-art infrastructure for providing best-off technology solution to its user. In the process it is planned to upgrade its existing mail messaging infrastructure installed at Delhi PoP and also to establish a DR site at Bangalore PoP to provide high availability environment.**
- 1.2 For the execution of above work, ERNET has prepared a scope of work to be implemented along with the BoM and its technical specifications for broad level understanding and thus to select equipment manufacturer (OEM) / its authorized System Integrator for upgradation/ establishment of mail messaging infrastructure.

#### **2. Scope of Work**

- 2.1 **Supply, Installation, Integration & Commissioning of Hardware equipments / messaging software for Upgradation / Migration of Mail Messaging System Installed at ERNET's Delhi PoP and DR site at Bangalore PoP with three years on site comprehensive warranty and thereafter two years Maintenance support from the date of acceptance of the complete system by ERNET for delivery of mail messaging services as specified in the tender document.**
- 2.2 To carry out the migration from existing Sun Java messaging system to a newly proposed mailing solution and replace the existing hardware with new hardware in cluster environment. The solution should run on Linux based Platform. The bidder should carry out the complete installation, migration, integration, roll out of the new system at Delhi and establish a DR site at Bangalore.
- 2.3 Should prepare and submit bill of material with exact quantity details and their specific make & model details.
- 2.4 To understand the existing infrastructure as per the details provide in the Annexure – I
- 2.5 To establish the DR site for handling full load with no performance degradation by creating a replica of main site.
- 2.6 To provide comprehensive onsite warranty and support for the period of 3 year and thereafter 2 years maintenance support (AMC).
- 2.7 To provide 01 resident engineer at Main site i.e ERNET's Delhi PoP. The engineer should be the regular/ full time employee of bidder and must be on its roll. The engineer must be a technical graduate / post –graduate with minimum two years experience of the similar work and will be interviewed by ERNET team before final acceptance by ERNET.



- 2.8 To provide Mail messaging software licenses for 6,000 users initially and should be scalable up to 20,000 users without any hardware upgradation cost except per user license fee as mentioned the price bid of bidder. Accordingly bidder should quote for price per user license.
- 2.9 Bidder should also ensure incremental hardware upgradation supporting users upto 50000 in the slabs of 5000.
- 2.10 To supply and install the hardware to support 20,000 users from day one with no performance degradation.
- 2.11 Proactive monitoring and maintenance of the complete system to ensure zero level failures.
- 2.12 To provide secure platform for authentication and verification of individual users as well as Admin. User.
- 2.13 To maintain optimum level of redundancy at server and storage level to provide high availability system.
- 2.14 To submit complete system diagram detailing how all the servers, storage, and other supplied equipments will be connected in a single network for providing the mail messaging solution and also the integration of DR site with the Main site may be reflected by deployment of specified bill of quantity in the best possible network topology.
- 2.15 A detailed diagram of the architecture for the proposed mail messaging solution explaining each component of the entire solution to be provided.
- 2.16 Bidder may provide a load balancer for redundancy and high availability as per solution design requirement. The cost of the load balancer should be mentioned separately in the Bill of material.
- 2.17 The bidder should provide a detailed description of the system set-up and architecture providing the functional aspects of each component used in the total solution.
- 2.18 To conduct the POC test, if ERNET so desires.
- 2.19 To provide training as per tender requirement.
- 2.20 Bidder is responsible for integration of mail messaging system with ERNET's network.
- 2.21 To perform the any kind of system acceptance test to demonstrate its features / functionalities.
- 2.22 Bidder should design the network in a way that should allow flexibility in terms of any increase bandwidth at all or any location as may be intimated by ERNET later.
- 2.23 The bidder shall be responsible for implementing all regulatory policies as per govt. of India guidelines / DoT notifications and should make available any system information as per ERNET / govt. agencies requirement.
- 2.24 Bidders should ensure error free transmission of mails with all the features and functionalities as specified in the tender.

## **SECTION - D**

### **PRE-QUALIFYING / ELIGIBILITY CRITERIA FOR RESPONSIVENESS OF THE BID**

**1 The criteria for Pre-Qualifying for Responsiveness of Offers, shall be as follows**

S. No.	Description	Compliance (YES/NO)	If yes, give detailed supportive documents & its Reference Page No.
1	Tender fee (as per clause 3 – Section-B) and Earnest Money Deposit (EMD) as per clause 17 – Section – B of the tender should be submitted.		
2.	OEM should have a technical support centre in India and must stock spares of the supplied hardware item in India. (Details of office to be provided)		
3.	Bidder should have Customer Support centre/ Technical support office or undertake to open within one month of the award of the project in the city of Delhi and Bangalore. Details of such offices with contact person name and number may be provided in the bid.		
4.	Bidder should be a registered company under company registration act 1956 or registered society under society registration act 1860.		
5.	Bidder should be an OEM or OEM Authorized system integrator. Bidders must submit tender specific authorization from OEM for support and supply of updates/ spares during Warranty and maintenance period.		
6.	In order to ensure proven-ness of the offered mail messaging solution, the offered OEM should have supplied and installed the same solution to at least 10 customer locations out of which minimum 02 should be in some govt. organisation in India. Also out of the total 10 installations, at least 02 should be operational as on date. (supply order from OEM to be provided)		
7.	Also out of the total 10 installations of OEM, at least 02 should be operational as on date. (supply order from OEM to be provided)		
8.	Bidder should have similar work experience of 3		

	years from the date of release of this tender. (order copies to be provided)		
9.	The bidder should not have been blacklisted in the past from any Central/State Government organization/undertaking across India. An undertaking in this regard should be submitted by the bidder.		
10.	Bidder should have the experience of successfully executing atleast two orders of similar work in last 5 years of value not less than INR 40 lakhs of each order and OR one orders of value not less than 70 lakhs order Order copies and their Letter of Execution / Completion Certificate from client should be submitted as documentary proof for the same. Out of the submitted order copies atleast one should be from existing customer of bidder means whom the bidder is providing the comprehensive warranty and maintenance support on the date on submission of this bid.		
11.	Bidder should have at least 05 qualified engineers on their roll for specialized service support as per scope of tender. (Details of engineer along with their CV to be submitted)		
12.	The bidder should be a profit making company from the last 3 consecutive years and have Annual Turnover for the last three financial Years should be minimum Rs. 07 Crores in each year. (balance sheet along with CA certificate in respect of turnover and profit to be provided)		
13.	The OEM / bidder shall have ISO 9001:2000 certificate.		
14.	Bidder should have toll free number for customer care.		

# **SECTION - E**

## **TECHNICAL REQUIREMENTS**

### **System Architecture and Administrative Specifications**

#### **1. System Components Requirement**

The Mail Messaging solution may comprise of the below components to achieve the scope of work as mentioned in the tender. The components are indicative only and may be changed as per actual solution requirement.

- Mail Transfer Agent (MTA)
- Message Store System (MSS)
- Secured Web Mail Services
- Authorization / Directory Service
- Global Filtering
- Anti-Spam, Anti-Virus Services
- Centralized Help Desk

#### **2. Performance Standards**

- The mail messaging solution should be capable to cater the following minimum considerations
- 200000 Mail Traffic per day
- 500 Web Concurrent Sessions
- 500 Thick / Desktop mail client concurrent sessions

#### **3. Security**

- The mail messaging solution should ensure secured relaying of mails with multiple checks including Gateway level checks for unauthorized intrusion.
- It should prevent unauthorized usage and should facilitate features included, but not limited to authentication before relaying.

#### **4. RFC Compliance for e-mail Services**

The messaging service proposed under this upgradation must comply with all the Industry standard RFC's related to messaging and other communication protocols proposed in the solution.

#### **5. System Administrative Features**

- The proposed system should have an enterprise wide system management solution to manage the total infrastructure related to the mail messaging solution

- The solution should be capable of managing a heterogeneous mix of servers and network components through GUI with simple user interaction.
- The system management should not affect the mail messaging services.
- The solution proposed should provide security aspects built into the system. It should provide delegated System Administration for all the Administrative functions.
- The bidder should propose a solution where the system administrator will have a single window for monitoring the health of the services, servers, network and other hardware related to the messaging system.
- The solution should have a facility to send alerts of health, status of the services and the servers through e-mail / sms.
- The mail messaging solution should be capable of remote administration also. The system administrator should be able to manage the servers remotely. A secure way of access needs to be provided in case of managing the systems from remote locations.
- The system administrator should be able to start, stop, and restart software components without the shutdown of underlying hardware component.

## **6. Completeness of the Solution**

- 6.1 The Bidder shall quote for all the equipments required to complete the network design and successful running of the network. Means it is the bidder responsibility to see the completeness of the solution and if required bidder may quote for additional items/equipments to complete the proposed solution design.
- 6.2 **The solution, quoted by bidder, is turn-key and should include all components including cables, connectors, mounting structure, rack etc. irrespective of its presence in the tentative BOM. Any component other than those quoted in the priced BOM will have to be supplied free of cost by the bidder to complete the solution.**
- 6.3 The complete Equipments offered by the bidders should not be declared end-of-life on date or one year from the date of bid submission. A declaration to this effect must be submitted along with bid.
- 6.4 The bidder shall be responsible for implementing all regulatory policies as per govt. of India guidelines / DoT notifications and should make available any system information as per ERNET / govt. agencies requirement.
- 6.5 The bidder should submit the complete migration plan in the bid. The successful bidder shall discuss and finalize the migration plan as ERNET directions and timelines. The existing mail messaging system being a live infrastructure must be migrated to new system in close coordination with ERNET and by taking extreme care for continuation of user end services.
- 6.6 The Supplier shall arrange for required test equipment for measuring/ demonstration of the performance parameters/ complete features and functionalities of the mail messaging system as per ERNET requirement.
- 6.7 On the written request of bidder, bidder may be allowed once to visit the ERNET's Delhi PoP for understanding the existing solution architecture before submission of bid.
- 6.8 The Bidder should ensure to optimally use the existing hardware while proposing the final BoM.

- 6.9 The bidder should arrange necessary tools and equipments for complete and seamless migration from existing to proposed mailing solution under the observation of ERNET team without any effect to end user and / or existing database. ERNET India will only provide necessary access to its existing installed solution.
- 6.10 **Bidder must submit a letter/ undertaking from OEMs of all offered products stating a commitment to support its equipment / software for the complete duration of contract without any extra cost to ERNET India.**
- 6.11 After the complete system has been installed by the bidder, it is the responsibility of bidder to make the complete system being vetted by the OEM before final acceptance from ERNET side and OEM will issue a certificate to be addressed to ERNET by verifying the complete system in operation.
- 6.12 The hardware specifications provided in the tender is the minimum required and bidder may quote for higher specifications to optimize as per their solution requirements.

## SECTION - F

### BILL OF QUANTITY & TECHNICAL SPECIFICATIONS

#### 1. Bill of Quantity

S. No.	Specification available at Clause No.	Description	Quantity (Nos.)
1	2.1 –Section -F	Mail Server	As per the Requirement
2	2.1 -Section –F	Data base Server	As per the Requirement
3	2.1 –Section –F	Proxy Server	As per the Requirement
4	2.1 –Section –F	Application Server	As per the Requirement
5	2.1 –Section –F	Mail transfer Agent Server	As per the Requirement
6	2.2 –Section –F	Mail Messaging Software	As per the Requirement
7	2.1 –Section –F	Anti spam / Antivirus Server	As per the Requirement
8	2.3–Section –F	SAN Storage	2
9	2.4–Section –F	SAN switch	2
10	2.5–Section–F	Backup Software	1
12		Cost of Resident Engineer per year for 05 years	1
13		1 <sup>st</sup> year maintenance support cost (AMC)	1

14		2 <sup>nd</sup> year maintenance support cost (AMC)	1
15		Any other additional item required to complete the solution	As per the Requirement

## 2. Technical Specifications

### 2.1 Server for various Applications of Mail Messaging Solution

S. No.	Feature	Description	Compliance (Yes/No)	If 'yes' give details & support documents & its Reference Page No.
1	Form factor/height	19" Rack Mountable (2U Rack)		
2	Processors	2xIntel Xeon/AMD Quad Core 2.4 GHz or equivalent or higher		
3	Cache	10MB support up to 20MB		
4	Memory	32 GB DDR3 1333 Mhz or higher, Scalable up to 64 GB		
5	Optical Drive	16x or higher DVDRW		
6	Disk bays	Sixteen 2.5" or Six 3.5" hard disk drives or thirty two 1.8" SDD		
7	Internal Storage required	2x500 GB SAS Hot Swap HDD		
8	RAID Support	RAID 5		
9	Power supply	2 Redundant High Efficiency Platinum AC Power Supply		
10	Hot Swap components	Power Supplies, fan modules and hard disk drives		
11	Network Interface	4 x 1 Gbps Ethernet with support of IPv6		
12	Expansion slots	4 PCIe 3.0 slots, optional 4 PCI-X or 2 double-width PCIe (for GPU)		
13	USB Ports	2 front/4 back/ 2 internal		
14	VGA ports	1 front/ 1 back		
15	Maximum Internal Storage	up to 16 TB (2.5" model) or 18 TB (3.5" model) SAS/SATA		



16	System Management	Integrated management module latest version with optional remote presence, predictive failure analysis, diagnostic LEDs, light path diagnostics panel		
17	Operating System	Red Hat Enterprise Linux 6.0 64bit or latest		
18	Operating System supported	All Microsoft Windows Server, RHEL, SUSE Linux Enterprise Server		
19	Host Bus Adapters	2x8Gb Fiber Channel Single port HBA to connect the SAN Switch		
20	Warranty	3 years comprehensive onsite		

## 2.2 Mail Messaging Software

S. No.	Specification	Compliance (Yes/No)	If 'yes' give details & support documents & its Reference Page No.
	<b>Requirement for Mail Server</b>		
1	Details of the Enterprise Messaging Server: Application Name, Version, date of release of proposed version, date of release of next version, application/product development path, etc.		
2	Should be able to support and enable users to connect using the desktop / thick mail clients using industry standard protocols like POP3/IMAP/HTTP/SMTP over normal and secure channels.		
3	Should support for application level clustering and automatic fail over and load balancing services. The clustering should support a minimum of 6 nodes in Active – Active Clustering. Clustering Option should not mandate or make compulsory the use of Shared Disk Storage or common operating systems across the servers in a cluster farm.		
4	The synchronization supported must be Incremental to save time and bandwidth.		
5	Should provide for cross platform support for Solaris, AIX, OS/400, Linux and Microsoft Windows		

6	Should be highly scalable and provide for high reliability		
7	Should provide inbuilt support for event monitors, alarms and statistics reporting. The reports should have a facility to automatically send selective alerts or system errors to a pre-defined Email address.		
8	Should support Transaction logging for database view indexes.		
9	Should support Automated fault recovery across different operating platforms.		
10	Should have integrated Instant messaging awareness and chat.		
11	Solution should have workflow application and supported open standard format.		
12	Policy-based management should provide for centralized, targeted control over user settings, so a change in one place can update users in any scope — from an individual to a group or to an entire organization. Policy Based Management should also provide for control user registration options.		
13	Policy Based Management should also support Archiving Policies which allow the Administrator to define the server and thresholds for archiving to commence		
14	Policy Based Management may also Password Expiry and Password Change policies		
15	Policy Based Management shall come into effect for the thick Client / User at the time of User Registration, User Setup, Every time the user logs on.		
16	Should Allow administrators to automate notification and distribution of native e-mail client Software Upgrades. This should help to eliminate the need for desk-side visits. Through such upgrades, administrators should be able to configure and assign updates centrally. The mail client can then download and install client updates automatically. The system must allow for a No Touch Upgrade for the Native mail Client.		
	<b>Security</b>		
17	Should support encryption for all messaging components including local store of data. Local Store encryption shall be customizable for various levels of encryption required.		

	Encryption shall not mean password protection.		
18	Should provide inbuilt support for digital signature		
19	Should provide support for simple, flexible administration via a web browser and thick client.		
20	Should be able to perform Anti-Relay enforcement on incoming connection, allow only the customer's domains		
21	Should support SSL encryption with 128/168 bit key		
22	Should provide integrated PKI as a foundation for numerous security features, including: digital signatures and encryption; granular access control -- down to the individual field level; execution control lists; local data encryption; and trust relationships in multi-organization and Extranet applications.		
23	Should allow multi level passwords to ensure that no one administrator may have full control of the important user credentials.		
25	Should provide flexible delegated administration at the field/granular Level. It should offer Hierarchy based delegated administration. It should also support definition of explicit / implicit policy kind of a structure for delegated administration. The delegated administration feature should be OS independent and shall be a function of the Messaging Software and not the OS.		
26	Should provide support for field level security for all messaging components.		
	<b>Mail Routing Requirements</b>		
27	The Mails system should have inbuilt utilities to track mail routing process. The system should provide scheduled and ad hoc reports.		
28	Should support Dynamic Least cost based mail routing, connectivity over dial-up / leased line with other mail server. The Least cost based Mail Routing should not be completely depend on the DNS service. The Mail Routing system should maintain its own routing table to judge the routing path.		
29	Should have cluster aware routing process such that if one server fails the Mail router should be able to send the mail to		

	another server in the cluster farm		
30	Should provide support for graphical mail topology, mapping and monitoring.		
31	Should provide support and services for protocol like POP, IMAP4, SMTP etc along with Web Access support.		
32	Should be able to perform Anti-Relay enforcement on incoming connection, allow only the customer's domains		
33	Should provide sender domain validation in DNS (verify connecting domain in DNS)		
34	Should be able to verify that the local domain user exists in LDAP directory		
35	Should support for outbound sender and recipient controls (SMTP Rules)		
36	Should support outbound delivery control based on message priority or count or size		
37	Should provide support for simple, flexible administration via a web browser. All the functionality of the system including registration of users for Native Client / POP / IMAP/ HTTP etc		
38	Should be highly scalable and provide for high reliability		
39	Network data compression - Network traffic to be compressed at the network layer. This feature requires compression to be enabled on both the client and the server.		
40	Periodic or per-message notification when the quota is exceeded.		
41	Should provide for Retention of Mails in case the user reaches his/her quota		
42	Should support Automatic Cleanup after Message Deletion		
43	Should support Mail Journalling/Centralized Mail Archiving.		
44	Should have support for both Server Side and client Side Mail Rules to provide controls for message spamming.		
45	Should support Virus Scanning utilities dynamically scan		

	messages for virus signatures before delivering.		
46	Should support message store for incoming and outgoing messages		
47	The system must provide for Server Health Monitoring Tools which provide Analysis and Reports on the health of the server so as to prevent Unplanned Server outages on account of various parameters like Less Memory, Diskspace, Processing Power etc.		
	<b>Mail Client</b>		
48	Welcome Page should be customizable central access point that will allow users to display information they need in the way that they want.		
49	Connection wizard - simplifies setup tasks including connecting to POP, SMTP and IMAP servers		
50	Users should create selective replica by selecting databases, documents, views, or folders.		
51	Messaging Client Should provide cross platform support for Windows, Linux and Mac OS		
52	Messaging solution should have integrated IM for presence awareness and chat		
53	Solution should have options to create / view document, presentation and spreadsheet.		
54	Data sent over the network can be compressed for more efficient network utilization.		
55	Allow multiple people to share one window OS-based PC. Administrators create multiple-user profiles on a single PC, allowing users to access their personal data while sharing common information		
56	Roaming user - allow users to have their personal information, Welcome Page, bookmarks, address book, preferences, journal, user dictionary – anywhere they are working.		
57	Should have document locking features like: when a document is being edited, the server copy is protected. And to lock a document for an extended period of time.		

58	Should support multiple archive policies and destinations. Save valuable contents and retrieve them whenever they are needed.		
59	Viewing, creating, and scheduling calendar entries and meetings. Should support capability to provide GUI interface to find available times. Should support Group calendar and ability to add other calendar ( not limited by platform etc )		
60	Multitasking – Allow users to perform other functions simultaneously.		
61	Off-line support for all PIM functionality i.e. task management, personal archiving and contact management.		
62	Ability for the user to change password		
63	Should allow the user to bring a copy of the server’s directory catalog off-line.		
64	Allow users to manage another user’s calendar. Can compose and accept/decline meeting invitations.		
65	Can schedule an Instant Messaging meeting through calendar and reserve IM resources. .		
66	Should support Task Assignment		
67	Should support for Offline support via the Browser		
68	Should provide for support for Journal Entries		
69	Support for Drag and Drop Attachments		
70	Support for Integrated Address Book lookup		
71	Should support for Mail Box Delegation		
72	Should be able to create mail with a Signature		
73	Should be able to set User Mail Preferences like Default Mail Owner, Mail Save Setting, New Mail Notification		
74	Should provide support for Out of Office Settings		
75	Should be able to tentatively accept/draft meetings		
76	Should provide for Calendar Preferences like Default Appointment Duration, Calendar Entry Type, Auto processing		

	invitations		
77	Should Print multiple Calendar formats: - Daily, - Weekly, - Monthly, - Calendar List, - To Do List, - Trifold		
78	Multi Threaded, Multi process for vertical and horizontal scalability.		
79	Hosted Domain Support.		
80	Support for setting up Multiple Virtual Domains		
81	Should redirect HTTP request to users home Mail server, based on users home server using LDAP/Address book lookup. Vendors should propose a Reverse Proxy Solution in order to achieve this.		
82	Should support outbound delivery control based on message priority, count and size		
83	Should provide for Simplified access to Server Monitoring. Administrators should be able to assess server performance and behavior in a historical context and in real-time.		
84	Messaging system should support for the PKI for additional protection for user credentials.		
85	Should provide optional certificate authorization process to the administrators for integrated registration of Digital Keys and Internet Keys. The lower end administrators / designated users should be able to register users without access to the Certifier ID and password		
86	Any script written by a user (Internal / External) will not execute on the Client Machine unless the same has been certified by the System Administrator		
87	Should have inbuilt support for Newsgroup Service		
88	The Vendor should provide upgrade path to allow access to the mail system using Hand held wireless devices.		
9	The Vendor should provide an option to integrated Audio & Video E-Meeting support with present Messaging deployment.		
90	The messaging system should have a published API for interfacing with external systems.		

91	The messaging system should be extendable to a integrated workflow functionality, i.e. to structure the routing of forms for actions to be followed based on structured maintenance or other messaging related administrative or user mail-enabled applications.		
92	Solution should have document and content library management solution.		
93	The messaging system should be extendable to a integrated capability when required to develop, manage, and utilize forms oriented applications, e.g. development of mail enabled "approvals" forms, request forms, and similar functions etc. within the proposed solution.		
94	The messaging system should be extendable to a integrated approach to support the operation of mail-enabled applications, developed using the provided tools and methodologies, and provide managed access (e.g. to authorized users only) to these applications, e.g. support for mail-enabled applications accessed through the web by personnel from home or from remote locations		
95	The workflow engine should provide a tightly integrated security scheme with the e-mailing features		
	<b>Web Interface</b>		
96	All Web mail functionality should be accessible through web browsers		
97	Rich, interactive, web-based interface for end user functions (access via HTTP or HTTPS)		
98	The Web interface automatically updates to display messages and other updates (without refreshing the browser or users intervention).		
99	The Web mail session idle time should be configurable by the administrator at the global level.		
100	Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.		
101	Online end user help accessible directly from the end user interface.		



102	Ability to customize look and feel, logo, colour themes, behavior, etc.		
103	Users can search from within the Web Client.		
104	Addresses auto-complete as they are being typed, including a dynamically updated selection dialog when multiple addresses match.		
105	Ability to assign tags/categories to To Do, Contacts, Calendar entries. Ability to assign tags to mail messages and configure alarms.		
106	Ability to render and create messages, appointments, and web documents in HTML format and Text format.		
107	Built-in Rich text editor for composing messages with support for color, fonts, attributes, font size, hyperlinks, etc.		
108	Ability to check and correct spelling while composing a mail message, calendar appointment, or web Document using an interactive spell check session		
109	Ability to choose from users in personal Address Books, shared Address Books, or the Global Address List.		
110	Should have support for folder nesting (folders within folders).		
111	The user should be able to append a text signature.		
112	Should show shared repositories to all users who have been granted rights to view them.		
113	User definable Personal folders to organize mail.		
114	Global address book for wide list of contacts, group mailing feature etc.		
115	Built-in support for displaying complete web interface in Hindi and other major Indian languages with Unicode support.		
116	Ability to take the recipient's digital certificate from a central server or from the user's personal address book in case the mail is to be encrypted.		
117	Browser should support multiple modes of operations Full mode offers the richest feature set and is intended to be used when bandwidth is not a concern, Lite mode, which premiered		

	feature-reduced that's been optimized for bandwidth-constrained environments & Ultralite mode for browsers on the latest narrow-width mobile devices.		
118	Send multiple attachments of any file type.		
119	Read receipt request - while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification.		
	<b>Monitoring</b>		
120	Self-monitoring capabilities to monitor essential services and resources. Service monitoring agents integrated with service control programs to prevent accidental restarts. Monitor the messaging queues for stuck/jammed queues.		
121	Ability to monitor services on remote servers allowing cross site monitoring within the network.		
122	Monitoring Agents to perform routine monitoring and cleanup tasks on a time trigger:		
123	Per command alert recipients: Send alerts to different recipients depending on the command executed.		
124	Monitoring Console - A tool available via the web based administrator console or client to monitor the critical parameters of the server. The console provides a real time online view of the server functioning and covers three key aspects viz. services (status, down time, restarts etc.), resources (disk space, memory, connections, queues etc) and transactions (statistics of logins, mails exchanged etc).		
125	Enterprise Console - In a distributed server setup (enterprise setup), it may be required to remotely monitor the servers from a single point. Capability to view the consoles of selected other servers on the master console. The activity event log on the master should contain the consolidated event statements of the selected slave servers and the master server.		
126	The manageability solution should be able to proactively detect the health issues, server reboot, HW malfunctioning and service degradation/interruptions with the Messaging Platform (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts and send them to the relevant administrators through email or other alert		

	mechanisms.		
127	The solution must come with a pre-configured and prepackaged set of management rules and policies to efficiently manage events and alerts from the messaging Platform. There should be provisions to suppress the redundant events for enhancing Due Diligence as per of the management policy.		
128	While alerting on a critical issue with the Messaging Platform, the solution must provide contextual knowledgebase intelligence against individual alerts which should suggest the possible reasons of the alert and recommend best practice guidance to resolve the issue received on the console.		
129	The proposed solution should have capability to centrally collect, consolidate and aggregate the Audit Logs created in the Messaging Servers and analyze it centrally through a set of management rules for audit exception reporting etc.		
	<b>Reports</b>		
130	Mail delivery reports generated automatically and archived for pre-defined (configurable) number of days and available to the Messaging Administrator and to the End user. Example reports (not limited to only these):		
131	<input type="checkbox"/> General statistics about the mail delivery (total messages, rejections, bytes transferred, etc.).		
132	<input type="checkbox"/> List of domains with which mail was transacted.		
133	<input type="checkbox"/> User wise successful message sends and receipts.		
134	Should support built-in archiving and journaling		
135	<input type="checkbox"/> Rejection due to mail policy controls.		
136	<input type="checkbox"/> Data transferred by each user		
137	<input type="checkbox"/> Messages fetched by each user from configured POP accounts.		
138	Controls for number of days to retain the report archives, whether to show the reports to the end user, etc.		
139	Health Monitor to generate periodic reports about the health of		

	the system, security status, services, etc.		
140	<p>The items that must be logged such as identifying information about each email message that passes through the email service, including</p> <ul style="list-style-type: none"> <li>• Envelope from,</li> <li>• Envelope recipient,</li> <li>• Time of transaction,</li> <li>• IP address of host sending message</li> <li>• Size of message,</li> <li>• Delay in delivering after receipt.</li> <li>• IMAP/s connections must also be logged,</li> <li>• Authentication failures</li> <li>• Database corruptions for the Message Store System</li> <li>• Failed MTA reverse domain lookups for a sent email message</li> <li>• MTA maximum hop count exceeded (typically a mail loop)</li> <li>• MTA connect failed to a site outside the email service</li> <li>• Rejection messages from sites outside the email service</li> <li>• Logging report should include unavailability of services, unavailability of connection , failure of writing data in mail store and disk.</li> <li>• LDAP query failures from any email service component</li> <li>• Quota problems</li> </ul>		
141	Facility of displaying the extracted reports in the form of charts/graphs/tables.		
	Instant Messaging / Chatting		
142	The user authentication should be from the same Directory Services used with the MMS.		
143	Instant messaging service should have presence awareness of the users.		
144	Instant messaging service must provide support for archiving chats.		
145	Instant messaging service should publish and notify the user status.		
146	The Instant Messaging Service should provide ability for Instant messaging (chat) and presence awareness.		
147	Users should be able to change their status (online, away, etc).		

	<b>Mobile Clients</b>		
148	Support for mobile devices running the Android 2.x operating system, both phones and tablets.		
149	Support for Apple iPhone 4 and iPad (iOS 4.2x) with monitoring and control of security settings (including device passwords) for all Apple iOS devices.		
150	The solution should provide Push/Pull technology.		
151	Android, Microsoft Windows Mobile and Nokia Symbian support for Scheduled synchronization and data filtering to optimize device usage.		
152	Search your corporate directory from all supported mobile devices, including Android, Microsoft Windows Mobile and Nokia Symbian devices.		
153	Device Management - From a single point of control administrators can monitor user's mobile devices by device type and version and allow/deny access based on company security policies. Supported features include remote wipe for lost or stolen devices, password length/strength specification, option to deny access to unencrypted devices and prohibit camera usage.		
154	Deploy the Mobile Server service on Linux as well as Microsoft Windows servers.		
155	The user should be able to access internal corporate files through Mobile devices.		
156	Mobile Installer provides seamless installation and upgrades for the client		
	<b>High Availability</b>		
157	The Proposed Cluster Solution Should have single console web- based GUI management.		
158	The Proposed Cluster Solution Should support Ethernet and disk based cluster heartbeat link		
159	It should be possible to form a Cluster across different classes of servers from the same vendor		

160	The Proposed Cluster Solution Should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline		
161	The Proposed Clustering Solution has to be based on application level active-active clustering. .		
162	The Proposed Cluster Solution should provide system-based and application based monitoring.		
163	The Proposed Cluster Solution should have Extensive scalability. Cluster nodes could be added and removed as business needs change.		
164	The proposed cluster solution should have option to integrate with the data replication solution.		
	<b>Discussion Forums / Blogs</b>		
165	The user authentication should be from the same Directory Services used with the MMS.		
166	System should have a Discussion Forum that enables users to post messages and questions, share answers and ideas with attachments (word, PDF, spreadsheet formats).		
167	Discussion service should provide a snapshot view of various discussions that will enable users to quickly navigate to any of these areas.		
168	System should be email-enabled allowing customized notification of replies to the topics and posting of content by email.		
169	System should allow access control list, limiting users access to viewing, posting, replying and many other options.		
170	System should support unlimited forums, that can be organized into as many categories.		
171	System should support message formatting with various font styles and sizes for posting.		
172	System should support powerful search facility.		
173	System should have support for Bulletin Board.		

174	System should have features to create a discussion forum for users.		
175	The solution should provide for a discussion database where users can create new discussion topics and others can reply to them with access privileges. It should be accessible from the Mail and Web Mail Client		
176	Should support attachment de-duplication facility to reduce server space.		
177	System should support API/ web services integration / modification to enable customization of out of the box functionality		

### 2.3 SAN Storage

S. No.	Features	Description	Compliance (Yes/No)	If 'yes' give details & support documents & its Reference Page No.
1	Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including Windows 2008. Offered Storage shall support all operating systems in Clustering.		
2	Capacity & Scalability	The Storage Array shall be offered with 5 TB usable Capacity using 900GB SAS drives RAID 5 with global spare Hard disk. Storage shall be scalable to 192 numbers of drives.		
3	Front-end Ports	Offered Storage subsystem shall have total of 8 number of FC ports running at 8Gbps speed on dual controller storage system.		
4	Back-end	Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed.		
5	Architecture	The storage array should support dual, redundant, hot pluggable, active-active array controllers for high performance and reliability		
6	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.		

7	Disk Drive Support	Offered Storage Array shall support minimum 300 /450/ 600GB/900GB hot-pluggable SAS hard drives along with Near line (1000 GB or 2000GB) drives. Intermixing of drives should be supportable.		
8	Cache Offered	Storage Array shall be given with Minimum of 1GB cache per controller in a single unit and shall be upgradable to 2 GB per controller. Cache shall be backed up in case of power failure for certain time either using batteries or capacitors.		
9	Raid Support	Offered Storage Subsystem shall support Raid 0, 1 , 1+0 ,3, 5, 5+0 and Raid 6 with Dual Parity Protection		
10	Storage capacity	Bidder may propose the higher storage capacity to ensure storage capacity for 20000 users with 2 GB of avg. capacity for per user		
11	Warranty	3 years comprehensive onsite		

**Note: bidder should also ensure provisioning of sufficient storage capacity for backup of mails for minimum 30 days at DR site.**

#### 2.4 SAN Switch

S. No.	Specification	Compliance (Yes/No)	If 'yes' give details & support documents & its Reference Page No.
1	16 active port SAN switches expandable to 32 ports.		
2	The SAN switches should support 4Gbps ports and should be capable of Auto negotiating 4 Gbps/ 2 Gbps/ 1 Gbps.		
3	The switches should have advanced ISL and zoning capabilities.		
4	The SAN switches should support hot code activation.		
5	16 numbers of 10m cables should be provided for connectivity		

#### 2.5 Backup Software

S. No.	Specification	Compliance (Yes/No)	If 'yes' give details & support documents & its Reference Page No.



1.	Should be available on various OS platforms such as Windows 2000/ 2003/ XP/ NT/Windows 7/ 2008, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. Both Server and Client software should be capable of running on all these platforms.		
2.	Should have SAN support on above mention OSs. Capable of doing LAN free backups for all platforms mentioned above.		
3.	Software should have full command line as well as GUI support on above mention OSs.		
4.	Should have built-in centralized, policy driven management feature by which all Backup servers can be managed from central location.		
5.	Ability to backup data from one platform and restore it from another (limited to general operating systems (Unix to Unix, Windows to Windows) (Open Tape format) to eliminate dependence on a particular OS machine and for disaster recovery purposes.		
6.	The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc onto single tape or single set of tape. This activity must not be done during backup, and must be an offline activity, within the tape library.		
7.	The Backup software must ensure rapid restoration during a recovery need, by reducing the number of tapes to be mounted onto the drives in the library by not taking repeated full backups.		
8.	Software should provide extensive device supports for various device types and device manufactures.		
9.	The backup solution should also support online backup of Messaging application.		
10.	The software should able to take online backup for multiple instances of messaging or database running on single system without requiring multiple licenses for every instance.		
11.	Software should support cross platform Tape Device & Media sharing with multiple clients and backup servers in SAN environment to increase the return of investment.		

12.	Software should have true Disk Staging, wherein the backup continues to take place even when the disk space allocated is full. The backup software must be intelligent enough to flush out the data from the disk and migrate the same to the tape automatically		
13.	Software should have the capability to virtualize the disk resources for disk staging and should have the ability to keep a copy of the active backups on the staging disks to provide quick restoration.		
14.	The Software must offer Web based administration and be capable of controlling different locations' backup servers from a single console without the use of Enterprise Systems Management products.		
15.	The Backup software must have an integrated RDBMS as the catalog and must not use Flat file system to store the backup data. This database must also be capable of being mirrored and also allow for two-phase commit		
16.	Should support policy-based automated migration that moves managed data from one type of media to another based on user defined thresholds.		
17.	The Backup software must also be capable of automatically reorganizing the data onto tapes within the library by migrating data from one set of tapes into another, so that the space available is utilized to the maximum. The software must be capable of setting this utilization threshold for tapes.		
18.	The software must have the capability of monitoring and controlling the tape sent offsite, or data sent across by WAN through Electronic Valuating.		
19.	The Software must also provide for creating a Disaster Recovery Plan in case of the Backup server and all other servers in the backup network being destroyed in a possible disaster. This should be a scheduled and Automated activity on the backup server		
20.	The backup software must support SAN based LAN-FREE Backup. The migration from a LAN based backup to the LAN-FREE backup must only effect purchasing/installing additional modules, and not warrant any installation/licensing		

	charges/changes on the base backup software.		
21.	The licensing for the Backup software must be done in such a way that the migration of operating systems and/or databases/mail servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processor.		
22.	The backup software must include encryption of the backed up data or archived data.		
23.	The Backup software must not have any restrictions on the number of drives that can be attached in the tape library. There should be no additional licensing if the number of tape drives is increased in order to reduce the backup window.		
24.	Should support backups for clustered servers and support industry popular clusters like HP service guard, Legato cluster, HACMP and GNU Linux. i.e. should have the ability to backup data from clustered servers from the virtual client, backing up data only once and giving consistent backup in case of failover of nodes.		
25.	Ability to perform “Hot-Online” backup for different type of Databases such as Oracle, MySQL, DB2 etc. on various platforms.		
26.	Should support clustered configurations of the backup application in a cluster. i.e. backup application should fail over as a highly available resource in a cluster.		
27.	The Backup software must have an open API to enable integration with other enterprise applications.		
28.	Should support (Role Based Access) different levels of User access, Administrator, User, Operator, so that only the authorized personnel can make changes or view the status based on the rights they have.		
29.	Should have the ability to store data in a hierarchy of storage that provides users with the ability to automatically move managed data from one type of media to another, including to new technology.		

30.	Should have well differentiated Archiving and DR mechanisms. Archived Data should be tracked for a policy-determined time before deleting them. Should also have the ability to delete data from the primary system after archiving the data.		
31.	Should have the ability to retroactively update changes to data management policies that will then be applied to the data that is already being backed up or archived		
32.	Should provide details logs on both the Clients as well as the Server to support in advanced troubleshooting without any performance implications.		

Yours faithfully,

(Dinesh Kumar Dixit)  
Registrar & CPO

## SECTION – G

### ANNEXURES

#### Annexure I

The details of the existing hardware is given below; Bidder has to propose a new set of hardware (based on the minimum hardware specifications mentioned under technical requirements section of this document), as part of its technical proposal.

S. No.	Item	Description
1.	Server Model No.	Sun Fire x4200 M2
2	Total No. of Servers	7
3	Server H/W Configuration	“2 CPU AMD 2.8Ghz. 4HDD *146GB, 24 G (Per Server)
4	Server Storage Capacity	2 TB (approx.)
5	Backup Tool	Sun C2 Auto Loader, EBS Application
6	Sun Directory Server	Enterprise Edition 6.0
7	Sun Messaging Server	7 update 4
8	Sun Access manager	7.1
9	Sun Cluster	3.2
10	Sun Communication Express	6.3
11	Sun Application Server	9.1
12	File System	UFS, ZFS & SVM



The price format should be appended with following text.

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods/services required and our offer is to supply goods/services strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide unconditionally to all the terms and conditions of the tender.
2. We hereby offer to supply the bandwidth/services/goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

\_\_\_\_\_  
(Signature and seal of Manufacturer/Bidder)

Dated \_\_\_\_\_ 2013

**Annexure-III**

**PROFORMA FOR BANK GUARANTEE FOR CONTRACT  
PERFORMANCE**

(To be stamped in accordance with stamp Act)  
(The non-judicial stamp paper should be in the name of issuing Bank)

*(As per clause nos. 16 of Section – A and 14 of Section - D)*

**Bank Guarantee No.....**

Ref.....  
Date.....

To  
ERNET India  
Department of Electronics & Information Technology  
Govt. Of India.  
10<sup>th</sup> floor, Jeevan Prakash Building,  
K G Marg, New Delhi- 110001

Dear Sirs,

In consideration of the ERNET India, Department of Information Technology (hereinafter referred as the '**Owner**', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s .....

.....(herein referred to as the '**Contractor**', which expression shall unless repugnant to the context of meaning thereof, include its successors, administrators executors and assigns), a Contract Bearing No.....dated..... valued at ----- for.....and the Contractor having (scope of Contract) agreed to provide a Contract Performance of the entire Contract equivalent to .....(-----per cent) of the said value of the Contract to the Owner.

We .....having its (Name & Address) Head Office at.....(hereinafter referred to as the '**Bank**', which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all money payable by the Contractor to the extent of .....as aforesaid at any time up to .....(day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the owner the Bank shall be conclusive and binding notwithstanding any difference between the Owner and Contractor or any dispute pending before any court, tribunal or any authority.



The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in then or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course of or remedy or security available to the Owner. The Bank shall not be relieved of its obligations under these presents by any exercise by the owner or by any other matters or thing whatsoever which under law would, but for this provision, have the affect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Owner may have in relation to the Contractors liabilities.

Notwithstanding anything mentioned herein above our liability under this guarantee is restricted to Rs.....and it shall remain in force up to and including ..... shall be extended from time to time for such period ), as may be desired by M/s .....on whose behalf this guarantee has been given.

**WITNESS**

**BANK**

Signature.....

Signature.....

Name.....

Name------(Bank's Rubber Stamp)

Official address.....

Designation with Bank Stamp

Attorney as per Power of  
Attorney No.....

Date.....