



**RfP for Data Centre Hosting Services and Network Connectivity Service
Tender No. 2014-15/IT/03 dated October 02, 2014**

Pre Bid Queries & CGTMSE's Response – Pre-bid meeting held on October 13, 2014 at 11:00am

Important Note: The RfP reference number viz. clause and page numbers mentioned hereunder are that of the RfP before incorporating the below mentioned changes/ revisions.

S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
1	Annexure-II. Minimum Eligibility Bid, Pg.55	<p>Sr. No. 15: The Bidder should have a strong domestic network with point of presence in at least 100 locations across India. The service provider should have network handshake with at least 03 Tier-1 Telecom providers in India. <i>[Documentary evidence to be submitted]</i></p>	Though the vendor is a Tier- 4 Data Centre service provider but since we do not have requisite license for telecom services, they are not eligible to participate in the tender. Accordingly, the Trust is requested to amend clauses to source the network from a Telco provider with requisite licenses.	No Change
2	Annexure-II. Minimum Eligibility Bid, Pg.55	<p>Sr. No. 16: The Bidder should be a National Long Distance Service Provider or IP VPN service provider / Basic Service operator having own VPN network under license from Gol. <i>[Copy of license to be enclosed]</i></p>		No Change
3	Clause 3.2.3, Pg. 18	Brief Specifications/ Configuration/ Details of the Servers/ Middleware/ Databases etc.	The CISCO 2960 switch specifications provided is of older technology. Can bidder propose new switch with latest technology feature set as replacement of this switch?	No. Cisco 2960 switch is being used for accessing servers from CGTMSE location over VPN/P2P connectivity. However, CGTMSE shall take up the replacement, if necessary, of the switch separately.
			The list of equipment does not provide details of security infrastructure. Request to provide the same.	



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				<p>services are subscribed from the current service providers and have been proposed to be subscribed in the new contract also.</p> <p>At any time during the tenure of the contract, if CGTMSE adds any security infrastructure, the vendor is expected to configure the links and make accessible the network links through the security infrastructure.</p>
4	Clause 4.2.1.2, Pg. 21	<p>During the tenure of the contract, CGTMSE at its discretion may opt to migrate to IPV6. Vendors are required to provide necessary IPs and required support for the same without any additional cost.</p>	How many IPV6 addresses are required?	Vendor shall have to provide at least at block of 32 IPV6 addresses.
		Vendor shall be required to terminate all the network links including internet link on the router (to be provided by the vendor) to be installed in CGTMSE's network room	Is dedicated router & internet link required at MSME Dev Center? Who will be responsible for extending the cross connect from the router to BKC DC?	Dedicated router for termination of VPN/P2P link & Internet link is required at CGTMSE location. Extending cross connect from the router to BKC DC and CGTMSE's LAN Switch would be vendor's responsibility.
		Not applicable	--	<p>Following bullet point is being added:</p> <ul style="list-style-type: none"> • Vendor should configure both the link i.e. Primary and Secondary in auto fail over mode.
5	Clause 4.2.1.2, Pg. 22	If the vendor delivers/ installs router(s) other than the make/ model of the routers contracted after the outcome of this RfP, Trust shall not make any payments for the same for the period the vendor has not installed/ configured the contracted routers.	Request to remove this clause as the site availability is guaranteed by providing replacement router of equal or higher size till the hardware is replaced by OEM. Request to consider other make/ model also.	This clause is pertaining to the supply & deployment of router of CISCO/ Juniper make as part of the deliverables under the contract. However, during the contract if this router fails then the vendor may provide a replacement router of equal or higher size of any make within 15 days, failing which penalties shall be deducted to the extent of non-payment of router rentals



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				till the time CISCO/ Juniper make router is not made available.
6	Clause 5.7, Pg. 38	6. Network Availability / Uptime - 1. VPN/P2P: 99.95%	Considering the uptime as cumulative for both primary & secondary links. Please confirm.	Please refer para 5.8.2, Pg. 39 of RfP in this regard.
		9. Service Delivery [Implementation]: 15 days for Data Centre co-location and managed services & 30 days for Network connectivity.	Request to consider 45 days for network connectivity implementation considering the ground reality of delivering fiber links for P2P at BKC & Naman Center ends.	No change.
7	Clause 4.2.4, Pg. 27	2. Service Provider shall collect the servers and accessories from CGTMSE, get them packed, insured and delivered to its Data Centre.	To Provide Transit insurance kindly provide the WDV Value of the IT Asset to be migrated	Written Down Values (WDVs) are as under: <ul style="list-style-type: none"> • ₹2,36,000/- per Server (HP DL380G7 – 03 No.) • ₹17,600/- for Switch (Cisco 2960 – 01 No.)
		3. Rack mount the servers, make necessary electrical & network connections and power-on the servers.	To do the network connection, kindly provide the network architecture and the system architecture	The electrical connections are required once the servers and switch are mounted on racks at vendor's data center. Each server is equipped with 4 NICs. Network connections for each of these servers is as under: <ul style="list-style-type: none"> • One NIC is connected to Internet backbone. • One NIC is connected to data center backup system and is also being used for maintenance/ management of the servers. • One NIC is being used by CGTMSE users by VPN/P2P passing through Cisco 2960 switch.
8	Annexure-II. Minimum Eligibility Bid, Pg. 55	9. MSE Status as per the definition at para 5.34 of the RfP <tick appropriate> :	There is no Para 5.34 in the RFP	Para 5.34 may be read as Para 5.31
9	Clause 5.8.1	Service Delivery [Implementation]	Requesting CGTMSE to change it to 0.5% of the	No Change



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
	Pg. 39	In the event of non-provisioning of services including non-delivery of contracted make/model of the hardware equipment as per the delivery schedule, penalty at 1% of the annual contract value will be charged for every week's delay subject to maximum of 10%	annual contract value for each week delay subject to a maximum of 5%. This is as per industry standards	
10	Clause 4.2.9, Pg. 30	Delivery Schedule: The Bidder should make available the required server space, power, air conditioning, security and other infrastructure for Hosting services within 15 days from the date of acceptance of the order	Requesting CGTMSE to change it to 30 days from the date of the PO as the internal process will take its course of time	No Change
11	Clause 4.2.1.2, Pg. 21	Primary connectivity between DC and CGTMSE location with 08 Mbps bandwidth.	CGTMSE would wish to continue with the same router or this Point-to-Point link would terminate on New Router.	Vendor to provide new router as per clause No. 4.2.1.3 and to terminate all the links including internet link on this new router.
		Secondary passive connectivity between DC and CGTMSE location with 04 Mbps bandwidth	CGTMSE wish to terminate the Passive secondary Link on the same Router or on a Separate Router	
		02 Mbps (1:1) clean internet bandwidth	CGTMSE wishes to terminate this Internet link on Separate Device or on the Router where P2P links are terminating	
		As and when CGTMSE decided to shifts to its new office at Naman Centre (10th Floor), vendor shall provide a 04 Mbps or 08 Mbps link between MSME Development Centre (SIDB) and CGTMSE's office at Naman Centre.	This link would be a temporary link for the shifting? Request you to clarify the details for the link terminating devices.	
12	Clause 4.2.1.3, Pg. 21	Hardware: The router should be of Cisco/ Juniper make	CGTMSE is looking only Cisco / Juniper Make Routers?	Yes.
13	Clause 5.7, Pg. 38	SLA: 6. Network Availability/ Uptime: VPN/P2P- 99.95% & Internet- 99.50%	Vendor requests CGTMSE to consider SLA of 99.50% for P2P/ VPN link.	No Change However, to help achieving 99.95% SLA, CGTMSE proposes to have 02



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
				routers configured in High Availability mode, at its office. Accordingly, the BOM and Commercial Bid format is being revised.
		7. Internet Port Availability - 100%	Vendor request CGTMSE to confirm the term of Port Availability.	The term means that the port should always be available with subscribed internet bandwidth.
14	Clause 4.1(1), Pg. 20	-	How many site to site VPN connections will be required?	It is clarified that VPN may be read as VPN/P2P and the connection is required between two sites i.e. between IDC and CGTMSE office.
		-	How many client to site VPN connection will be required?	
15	Clause 4.2.1.2 Pg. 21	Connectivity Solution	How many public IP's will be used in clean internet bandwidth?	Only one public IP would be required for internet and the clean internet bandwidth is required for accessing/ browsing internet by CGTMSE users.
			Can CGTMSE use any of its existing routers instead of vendor providing a new router?	No. CGTMSE does not own any router.
			Hardware: Where will be the router located	3 rd Floor, SIDBI, MSME Dev. Centre, C-11, G Block, BKC, Mumbai - 400051
			Is there a need to route private IP through the IPSec tunnel	Please refer para 4.2.1.2 Connectivity Solution
16	Clause 4.2.3.1 Pg. 25	Lotus Notes Server Administration	Can CGTMSE take care of Lotus Domino?	CGTMSE may not subscribe this service upfront. However, as and when required, vendor should be able to provide the service.
17	Clause 4.2.2.4 Pg. 25	Security Services	Is the VAPT required for the OS only	Please refer para 4.2.2.4 Security Services.
19	Clause 4.2.4 Pg. 27	Transition Services	Can CGTMSE bring and deliver all the servers at the new IDC location?	No. Vendor shall have to arrange for the same.
20	Clause 4.2.2, Pg. 27	DC Managed Services	Is there any NATing required for the firewall?	Currently no NATing is required. However, Trust may opt for the same at any point during the contract period which the bidders should provide at no



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				additional cost.
21	Clause 4.2.5, Pg. 28	Reporting	Does CGTMSE have a syslog server	No
			What are the IDS reports required?	Vendor shall be required to give IDS Log report with analysis and recommendations, if any, on monthly basis.
			What is the DDOS feature required?	To ensure DNS Security, vendor would be required to implement necessary security parameters to prevent Distributed Denial of Services (DDOS) as part of Security Services.
22	Clause 5.7(10)	SLA: 10 Managed Services	Resolution time of 60 Min is very less. Standard resolution times are 2 to 4 Hrs	Agreed. Resolution time of 60 Min for Managed services remains unchanged, except in the event of hardware failure leading to Operating System and /or Database recovery, for which resolution time would be 04 Hrs. from the time the server is handed after installation of Operating System.
23	Clause 5.1(9), Pg.32	CGTMSE reserves the right to change the required specifications/ scope of work and ask for the revised bids or cancel the process without assigning any reasons.	Please clarify whether the change in scope of work clause can be exercised after award of contract. If yes, We propose in case the change in scope of work results into an increase on expenditure of BIDDER, it should be allowed to make the necessary increase in prices.	No. CGTMSE shall exercise this clause, if required, before short listing of bidders for commercial evaluation.
24	Clause 5.1(18), Pg.33	No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, sub-contractors etc. by the Vendor, for any assignment under the purchase order to be issued for this RfP. All remuneration, claims, wages, dues etc. Of such employees, agents, contractors, subcontractors etc. of vendor shall be paid	Please clarify if there is a liability cap on the indemnity specified herein. Also, please clarify if indirect or consequential losses have been excluded from the indemnity provided in the clause.	Please refer para 5.22 Limitation of Liability



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		<p>by Vendor alone and the Trust shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Vendor's employee, agents, contractors, and subcontractors, etc. The Vendor shall hold the Trust, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Trust through the action of its employees, agents, contractors, subcontractors etc.</p>		
25	Clause 5.4(12), Pg.35	<p>The bidder represents that all the services/ offerings quoted by the bidder in response to this RFP meets the requirements of the Trust as stated in this RfP. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Trust</p>	<p>Please provide examples and clarify any such other ancillary services which may be involved in the performance of the RFP.</p>	<p>Clause is self-explanatory. However, depending on the solution being proposed by the bidders, bidders have to make their own assessment to identify and incorporate all such ancillary services.</p>
26	Clause 5.6.1(4), Pg.37	<p>The amount of Earnest money deposit (EMD) would be forfeited in the following scenarios: i) In case the Bidder withdraws its bid within the validity period of the bid for any</p>	<p>BIDDER requests the Trust to increase the time period of receiving the LOI to 14 days. Further BIDDER requests that the provision regarding the ban on bidding be removed from the clause.</p>	<p>No Change.</p>



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
		reason whatsoever; or ii) In case the successful Bidder fails to accept the LOI/ purchase order as specified in this document within 10 working days from the date of LOI/ Purchase order for any reason whatsoever; Besides forfeiting the EMD, the Trust may ban the bidder from subsequent bidding, for a period of 3 years.		
27	Clause 5.9.(1), Pg.40	Post successful delivery/ start/ commissioning of all the services and communication in this regard from the Service Provider, CGTMSE shall carry out a formal acceptance of all the services within 05 working days from the receipt of communication from the Service Provider.	BIDDER requests that the time duration for acceptance tests be reduced to 02 (Two) business days as the same would be a reasonable time period to test and confirm the services.	No Change.
28	Clause 5.10.(1), Pg.41	Bidder [Service Provider] will be paid in quarterly equal installments after the end of the quarter.	BIDDER requests the Trust to change payment terms to quarterly in advance.	No Change.
29	Clause 5.11, Pg. 41	Termination Clause as per RfP.	BIDDER proposes the following clause with respect to termination: (a) Except if otherwise specified in a Service Schedule or work order, either Party may terminate an individual Service at the end of its Initial Term or Service Term (whichever is applicable), by providing no less than ninety (90) days advance written notice to the other Party subject to Customer's payment to Supplier of any outstanding Service Fees, including connection and/or disconnection charges, for the Service(s) so terminated. (b) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable work order or the RFP and the Defaulting Party fails to cure such breach within Ninety (90) days after receipt of written notice of breach from the Non-Defaulting Party; or (ii) any bankruptcy, insolvency,	No Change.



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
			<p>administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party. (c) Termination of one Service will not affect the Parties rights and obligations with regard to other Services ordered under this Agreement.</p> <p>Additional Termination or Suspension by Supplier. Supplier shall have the right to immediately terminate or suspend this Agreement or any COF(s) (as applicable), and discontinue or suspend the delivery of the affected Services (without liability) in the event that: (a) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Supplier; or (b) Customer or any End User has violated any law, rule, regulation or policy of any Governmental Authority related to the Services or Customer's or an End User's use thereof; or (c) Customer or any End User has engaged in conduct that has caused or may cause (in Supplier's sole reasonable judgment) damage to the Facilities, Supplier network or third parties; or (d) Supplier receives any direction, notification or instruction from any Governmental Authority to suspend or terminate the provision of Services to Customer.</p> <p>Upon any suspension pursuant to (a), (b), (c) or (d) above, Supplier shall provide written notice (where practicable) thereof to Customer.</p>	
30	Clause 5.12, Pg. 42	<p>Payment in case of Termination of contract: In case the contract is terminated, payment towards services will be made on pro-rata basis, for the period services that have been delivered, after deducting applicable penalty and TDS/ other taxes.</p>	<p>Bidder requests the TRUST that any early termination be subject to payment of ETC's by the TRUST to BIDDER and in furtherance to the same proposes the following Clause: The rates and charges set forth in the RFP are established in reliance on the Service Term commitment made therein. If Customer cancels any of the Services or Work Order during a Service Term commitment for any reason other than as provided in Section 5.10 and 5.11 above of the RFP or in a particular Service Schedule, or in the event Supplier terminates the work order because of any reasons set forth in Section 5.10 or 5.11, then Customer agrees to pay to Supplier, within ten (10) days of such termination: (i) an amount equal to the total of any</p>	No Change.



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
			and all waived installation charges as reflected on the terminated work order, (ii) an amount equal to one hundred percent (100%) of the Service Fees payable for the unexpired remainder of the first twelve (12) months of the Service Term plus, if applicable, fifty percent (50%) of the Service Fees payable for the unexpired remainder of months thirteen (13) through the end of the Service Term(s) of the terminated work order, plus (iii) any documented third party charges or expenses not covered by (i) and (ii) above incurred by Supplier in respect of the terminated work order (including any Local Loop charges). Customer acknowledges that the foregoing is a genuine and reasonable estimate of Supplier's loss arising from such termination and constitutes liquidated damages and not a penalty. In addition, Customer shall be obligated to pay Supplier for any Services delivered to Customer up to the date of termination plus amounts set forth in this Section.	
31	Clause 5.14, Pg. 42	Preventive Maintenance: As per RfP	Please confirm is as the owner of record of the hardware supplied by BIDDER, the TRUST will be liable for the maintenance and repair of the said equipment.	No Change.
32	Clause 5.18, Pg. 44	Violation of Terms: As per RfP	BIDDER requests the Trust to make the Clause mutual.	No Change.
33	Clause 5.20, Pg. 44	IPR Infringement: As part of this project, bidder / service provider will deliver different software/ hardware/ services, if the use of any such software/ hardware/ services by/ for CGTMSE, infringes the intellectual property rights of any third party, Service provider shall be primarily liable to indemnify CGTMSE to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject	We propose the following modification to the Clause: In the event of a third party claim of intellectual property infringement, Supplier may, at its sole option, (i) obtain for Customer the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in (a)(i)-(iii) are not available, Supplier may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Customer's sole and exclusive remedy	No Change.



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
		to the condition that the claim relates to software/ hardware/ services provided/ used by Bidder/ Service provider under this project.	for any intellectual property infringement claims. BIDDER proposes the following addition to the Clause. Please confirm if this is acceptable.	
34	Clause 5.20(1), Pg. 44	Limitation of Liability: As per RfP	BIDDER requests the Trust to include all kinds of indemnity including the indemnity related to intellectual property violations under the limitation as provided in the present clause.	No Change.
35	Clause 5.23, Pg. 44	Rights to Visit	BIDDER requests the TRUST to clarify on the nature of AUDITS to be conducted. BIDDER also proposes that the Audit be conducted by the TRUST once a year at its own expenses only by an accredited Audit firm, subject to the Auditor entering into a confidentiality agreement with BIDDER. The Audit to be conducted for a period of not more than one hour, by payment of remote hand fees in compliance with the policies of BIDDER. Further we request the TRUST to provide us a reasonable notice before conducting any such audits.	No Change.
36	Clause 5.25, Pg. 45	Compliance with Statutory and Regulatory Provisions: It shall be the sole responsibility of the Vendor to comply with all statutory and regulatory provisions while delivering the services mentioned in this RFP, during the course of the contract.	Please confirm is the following modification proposed by us is acceptable: Either Party represents that their performance of obligations under this Agreement will not violate any applicable law, rule or regulation.	No Change
37	Clause 4.2.7, Pg. 30	Tenure of contract	Please confirm if any extension for a further period of one year will be on revised terms & conditions.	No. It would be on the same terms and conditions.
38	Clause 4.2.8, Pg. 30	Shifting of Premises	Please provide clarity on who will bear the cost of one time charges incurred for shifting	The cost of shifting of Links shall be borne by the Trust at the rates not exceeding the Link Shifting Charges quoted by the vendor. Bidders should quote Link Shifting Charges inclusive of One Time Charges, if any. It is further clarified that the link shifting



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				charges being quoted as optional costs are for CGTMSE's proposed shifting to Naman Centre.
39	Clause 5.11(6), Pg. 41	Termination clause	Please confirm if any early termination charges are involved.	No Change
40	Clause 4.2.6, Pg. 28	Bill of Material: Row number 12 of the table - Network Hardware rental – 01No.	Not applicable	Row stands revised as under: Network Hardware (routers) configured in HA mode, at CGTMSE – 02 No.
		Bill of Material: Row number 28 of the table - Internet per GB Data transfer	Not applicable	Row stands deleted
41	Annexure-IV.Commercial Bid, Pg. 61	Row. No. 35 of Commercial Bid Format table: Internet per GB Data transfer	Not applicable	Row stands deleted
		Row No. 3: Backup and Restore Management with 500 GB Data Backup per server per month – 03 No.	Not applicable	Row is being revised as under: Backup and Restore Management with 1.5TB Data Backup per month across the pool of 03 servers – 01 No.
		Row No. 15: Network Hardware rental - 01 No.	Not applicable	Row is being revised as under: Network Hardware rental for two routers configured in HA mode, at CGTMSE – 01 No.
		Row No. 50: Link Shifting Charges: [N]	Not applicable	Row is being revised as under: Link Shifting Charges, including One Time Charges, if any: [N]
		Row No. 23 & 46: SAN Storage Managed Service with Storage space per 100 GB – 01 No.	Not applicable	Both the rows are being revised as under: SAN Storage (with SAS/ SSD disks) Managed Service with Storage space per 100 GB – 01 No.
42	4.2.2.3, Pg. 25	Backup and Restored Management	Not applicable	Following bullet point is being added in the scope of work: <ul style="list-style-type: none"> Configuring backup policies including RMAN Backup for Oracle Databases, as advised by CGTMSE.
43	4.2.2.2, Pg. 23	Database Administration (DBA) for Oracle	Not applicable	Following point is being added to the



S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
		Databases		scope of work under Backup Recovery Management (last row of the table): vii. Coordinating with CGTMSE or Service Provider's Backup Teams to configure backup including RMAN backup, providing backup scripts etc.
44	Clause 4.2.1.3, Pg. 21	Hardware	Not applicable	Following bullet point is being added: <ul style="list-style-type: none"> • Vendor should configure the routers in high availability, auto failover mode at CGTMSE.
45	Annexure-III. Technical Bid,	Sr. No. 8, Managed Services: Backup and Restore Management with 500 GB Data Backup per server per month.	Not applicable	Clause is being revised as under: Backup and Restore Management with 1.5TB Data Backup per month across the pool of 03 servers
		Sr.No. 10: Connectivity Services:	Not applicable	Following row is being added: Bidder should be able to configure both the links i.e. Primary and Secondary in auto failover mode.
		Sr.No. 11: Hardware on Rental Basis	Not applicable	Following row is being added: Bidder should be able to configure both the routers at CGTMSE in high availability and auto failover mode.

Consequent upon revisions/ changes being made due to above mentioned clarifications, following Annexures have undergone changes and the revised Annexures are attached herewith:

1. Bill of Material
2. Annexure – III. Technical Bid.
3. Annexure – IV. Commercial Bid





Bill of Material

S.N.	Item Description	Qty.
I Mandatory Services at Data Centre		
A. Co-location Services (DC)		
1	Co-location space (1U) for Servers (03) & Switch (01), including power consumption.	07
2	Internet Data Transfer for 1.5 TB per year across the pool of 03 servers	01
3	Backup and Restore Management with 1.5TB Data Backup per month across the pool of 03 servers	01
B. Managed Services (DC)		
4	Security services per server per year <ul style="list-style-type: none"> - OS hardening, - Quarterly VAPT - Antivirus - Patch management - Quarterly Server port scanning - Log analysis of servers & firewall for vulnerabilities - Anti-spam - Distributed denial of Services (DDOS) 	03
5	Managed shared firewall services per server per year	03
6	Database Administration (DBA) Services per instance per year	02
7	Server Administration per server per year	03
8	Remote hands and eye services per server per year	03
C. Connectivity Services		
9.	Primary Connectivity between DC and CGTMSE – 08 Mbps	01
10.	Secondary passive Connectivity between DC and CGTMSE, with last mile from alternate service provider – 04 Mbps	01
11.	Clean Internet connectivity charges for 02 Mbps to be terminated at CGTMSE	01
D. Hardware		
12	Network Hardware (routers) configured in HA mode, at CGTMSE.	02
13	Router management charges	01
E. One Time Transition Services		
01		01
II Optional Services at Data Center		
14	Additional Co-location Space (1U)	01
15	Additional Power charges per 100 Watt	01
16	Additional Internet per GB Data transfer	01
17	Additional data backup charges per GB.	01
18	SAN Storage (with SAS/SSD disks) Managed Service with Storage space per 100 GB.	01
19	Lotus Domino Server Administrations – per domino server	01
20	Primary Connectivity between DC and CGTMSE – 12 Mbps	01
21	Primary Connectivity between DC and CGTMSE – 16 Mbps	01
22	Secondary passive Connectivity between DC and CGTMSE – 08 Mbps	01
23	Secondary passive Connectivity between DC and CGTMSE – 16 Mbps	01
24	Primary Connectivity between CGTMSE's existing office at MSME Dev. Centre (SIDBI) and proposed new office at Naman Centre, along with router – 04 Mbps	01
25	Primary Connectivity between CGTMSE's existing office at MSME Dev. Centre (SIDBI) and proposed new office at Naman Centre, along with router – 08 Mbps	01
III Optional Services at DR Site		
26	Co-location space per U	01



S.N.	Item Description	Qty.
27	Power charges per 100Watt	01
28	Internet Data Transfer charges per GB per year.	01
29	Data Backup charges for 500 GB per server per month , with Backup & Restore Management Service	01
30	Data Backup Charges per GB	01
31	Security services per server per year <ul style="list-style-type: none"> - OS hardening, - Quarterly VAPT - Antivirus - Patch management - Quarterly Server port scanning - Log analysis of servers & firewall for vulnerabilities - Anti-spam - Distributed denial of Services (DDOS) 	01
32	Managed shared firewall services per server per year	01
33	Database Administration (DBA) Services per instance per year	01
34	Server Administration per server per year	01
35	Remote hands and eye services per server per year	01
36	Connectivity between DC and DR for shipment of archive logs with current log size of around 20 GB per month and expected to increase to 40 GB per month during the period of the contract with an annual increase of 20%. The Vendor should maintain Recovery Point Objective (RPO) of 30 minutes and Recovery Time Objective (RTO) of 60 minutes.	01
37	Virtual Server as per specs in Commercial Bid, on opex model	01
38	Physical Server as per specs in Commercial Bid, on opex model	01
39	SAN Storage Managed Service with Storage space per 100 GB.	01

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Annexure – III. Technical Bid

(Rfp No. 2014-15/IT/03 dated 02/10/2014)

S. No.	Item	Description	Vendor's Response
1	Data Center Hosting location	Within Mumbai/ Navi Mumbai	<pl. give complete address of the DC Site>
2	Disaster Recovery Site hosting location	Should be in different seismic zone lower than the seismic zone of Mumbai/ Navi Mumbai.	<pl. give complete address of the DR Site>
3	Infrastructure	The Data Center should have a high capacity freight lift for ease of movement of Servers and High density H/w devices	
		Power to the racks should be available from two different UPS sources.	
		The Data Center should have dedicated high capacity DG sets to cater to power supply in case of failure of primary power.	
		The Data Center should have dedicated high capacity underground diesel tanks for ensuring 24 hour power backup.	
		Premises should have installed a centrally managed Building Management system (BMS) to manage BMS activities on a 24*7 basis.	
		The Data Centre facility building should be designed and constructed for Earthquake resistance and should be away from hazardous chemical/ inflammable materials.	
4	HVAC Requirements	The Data Center should ensure precision air conditioning based cooling for the server hall area. The cooling design should be based on industry renowned ASHRAE guidelines.	
		The Data Center should have temperature, humidity & dust control. Temperature should be maintained at 22+/-2 Degrees.	
		The humidity at the Data Center should be maintained at 50 % +/- 5% RH	
5	Physical Security	The Data Center should have zone based physical security with access controls using proximity cards, pin based systems, biometric controls & CCTV monitoring for surveillance of the server hall area	
		Security for the building to be available 24*7 at the entry / exit levels.	
6	Safety Measures	The server hall should have advanced fire detection & suppression system.	
		The Data Center should have advanced water leakage detection system.	
		The Data Center should have electronic rodent control systems with operability on varied frequency range.	
7	Service Level Agreements	The Bidder should commit an uptime and availability SLA of at least 99.98% for Data Centre environmental infrastructure on a quarterly basis.	
		The VPN/ P2P connectivity availability should be at least 99.95%	



S. No.	Item	Description	Vendor's Response
		The Internet Connectivity availability should be at least 99.50%	
		The Bidder should commit prescribed SLA for managed services.	
8	Mandatory Services at Data Center	Bidder should be able to provide all the following mandatory services as per Bill of Material.	
		Co-location space (1U) for Servers (03) & Switch (01), including power consumption.	
		Internet Data Transfer of 1.5 TB per year across the pool of 03 servers	
		Backup and Restore Management with 1.5TB Data Backup per month across the pool of 03 servers	
9	Managed Services at Data Center	Bidder should be able to provide following Managed services as per Bill of Material.	
		Security services per server per year	
		Managed shared firewall services per server per year	
		Database Administration (DBA) Services per instance per year	
		Server Administration per server per year	
		Remote hands and eye services per server per year	
10	Connectivity Services	Bidder should be able to provide following Connectivity services as per Bill of Material.	
		Primary Connectivity (VPN/P2P) between DC and CGTMSE – 08 Mbps . Please indicate type of proposed primary connectivity and maximum capacity of last mile.	
		Secondary passive Connectivity (VPN/P2P) between DC and CGTMSE, with last mile from alternate service provider – 04 Mbps . Also indicate: i. Type of proposed connectivity. ii. Maximum capacity of last mile. iii. Details of service providers with whom bidder has tie-up for last mile. <i>[Proof of same to be attached].</i>	
		Clean Internet connectivity of 02 Mbps to be terminated at CGTMSE	
		Bidder should be able to configure both the links i.e. Primary and Secondary in auto failover mode.	
11	Hardware on rental basis	Bidder should be able to provide following network hardware & related services as per Bill of Material.	
		Network Hardware on rental basis	
		Make (Cisco/ Juniper only) and model of the router and other hardware being provided by the vendor to provide end to end connectivity.	
		Router management services	
		Routers should support both IPv4 and IPv6	
		Routers should support IPSec encryption for data confidentiality	
		Bidder should be able to configure both the routers at CGTMSE in high availability and auto failover mode.	



S. No.	Item	Description	Vendor's Response
12	Optional Services at Data Centre	Bidder should be able to provide following optional services at Data Centre , as and when required by the Trust during the contract period	
		Additional Co-location Space (1U), power, Internet Data Transfer & Data Backup	
		SAN Storage Services with management and storage space per 100GB	
		Lotus Domino Server Administrations – per domino server	
		Primary Connectivity between DC and CGTMSE – 12 Mbps	
		Primary Connectivity between DC and CGTMSE – 16 Mbps	
		Secondary passive Connectivity between DC and CGTMSE – 08 Mbps	
		Secondary passive Connectivity between DC and CGTMSE – 16 Mbps	
13	Optional Services at DR Site	Bidder should be able to provide following optional services at DR Site , as and when required by the Trust during the contract period	
		Co-location Space per U, power, Internet Data Transfer & Data Backup.	
		Security services per server per year	
		Managed shared firewall services per server per year	
		Database Administration (DBA) Services per instance per year	
		Server Administration per server per year	
		Remote hands and eye services per server per year	
		Connectivity between DC and DR for shipment of archive logs with current log size of around 20 GB per month and expected to increase to 40 GB per month during the period of the contract with an annual increase of 20%. The Vendor should maintain Recovery Point Objective (RPO) of 30 minutes and Recovery Time Objective (RTO) of 60 minutes.	
Virtual and Physical servers on opex model			
14	Call Logging	Procedure for logging call and the mechanism followed for resolution of the call.	
15	Solution Architecture	Solution architecture proposed by the vendor. Systematic representation of the solution architecture proposed by the vendor to be attached.	
16	Remote access	Provision for remote desktop access of all the servers.	

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...



Seal ...



Annexure – IV. Commercial Bid

(Rfp No. 2014-15/IT/03 dated 02/10/2014)

[Amt in ₹]

S. N.	Item Description	Qty	Unit Price per Year			Total Cost
			Basic Price	All applicable taxes	Total Unit Cost with taxes	
			[a]	[b]	[c]	
I Mandatory Services Costs						
A. Co-location Services (DC)						
1	a. Co-location space (1U) for Servers (03) & Switch (01)	07				
	b. Additional power charges per U, if any.	07				
2	Internet Data Transfer charges for 1.5 TB per year across the pool of 03 servers	01				
3	Backup and Restore Management with 1.5TB Data Backup per month across the pool of 03 servers	01				
4	Subtotal of Co-location Services [B]= [1+2+3]					
C. Managed Services (DC)						
5	Security services per server per year - OS hardening, - Quarterly VAPT - Antivirus - Patch management - Quarterly Server port scanning - Log analysis of servers & firewall for vulnerabilities - Anti-spam - Distributed denial of Services (DDOS)	03				
6	Managed shared firewall services per server per year	03				
7	Database Administration (DBA) Services per instance per year	02				
8	Server Administration per server per year	03				
9	Remote hands and eye services per server per year	03				
10	Sub-total of Managed Services (DC): [D] = [5+6+7+8+9]					
E. Connectivity Services						
11	Primary Connectivity between DC and CGTMSE – 08 Mbps	01				
12	Secondary passive Connectivity between DC and CGTMSE, with last mile from alternate service provider – 04 Mbps	01				
13	Clean Internet connectivity charges for 02 Mbps to be terminated at CGTMSE	01				
14	Sub-total of Connectivity Services between DC & CGTMSE: [F] = [11+12+13]					
G. Hardware						
15	Network Hardware rental for two routers configured in HA mode, at CGTMSE.	01				
16	Router management charges	01				



S. N.	Item Description	Qty	Unit Price per Year			Total Cost
			Basic Price	All applicable taxes	Total Unit Cost with taxes	
			[a]	[b]	[c]	
17	Sub Total of Hardware Services for DC: [H] = [15+16]					
18	Total Cost of Co-location & Managed Services for DC, for 01 Year: [I] = [B+D+F+H]					
II Optional Services at Data Center – Rate Contract						
19	Additional Co-location Space (1U)	01				
20	Additional Power charges per 100 Watt	01				
21	Additional Internet per GB Data transfer	01				
22	Additional data backup charges per GB.	01				
23	SAN Storage (with SAS/ SSD disks) Managed Service with Storage space per 100 GB.	01				
24	Lotus Domino Server Administrations – per domino server	01				
25	Primary Connectivity between DC and CGTMSE – 12 Mbps	01				
26	Primary Connectivity between DC and CGTMSE – 16 Mbps	01				
27	Secondary passive Connectivity between DC and CGTMSE – 08 Mbps	01				
28	Secondary passive Connectivity between DC and CGTMSE – 16 Mbps	01				
29	Primary Connectivity between CGTMSE's existing office at MSME Dev. Centre (SIDBI) and proposed new office at Naman Centre, along with router – 04 Mbps	01				
30	Primary Connectivity between CGTMSE's existing office at MSME Dev. Centre (SIDBI) and proposed new office at Naman Centre, along with router – 08 Mbps	01				
31	Total Cost of Optional Services for DC, for 01 Year: [J] = [19 to 30]					
III Optional Services at DR Site – Rate Contract						
32	Co-location space per U	01				
33	Power charges per 100Watt	01				
34	Internet Data Transfer charges per GB per year.	01				
35	Data Backup charges for 500 GB per server per month , with Backup & Restore Management Service	01				
36	Data Backup Charges per GB	01				
37	Security services per server per year <ul style="list-style-type: none"> - OS hardening, - Quarterly VAPT - Antivirus - Patch management - Quarterly Server port scanning - Log analysis of servers & firewall for vulnerabilities - Anti-spam 	01				



S. N.	Item Description	Qty .	Unit Price per Year			Total Cost
			Basic Price	All applicable taxes	Total Unit Cost with taxes	
			[a]	[b]	[c]	
	- Distributed denial of Services (DDOS)					
38	Managed shared firewall services per server per year	01				
39	Database Administration (DBA) Services per instance per year	01				
40	Server Administration per server per year	01				
41	Remote hands and eye services per server per year	01				
42	Connectivity between DC and DR for shipment of archive logs with current log size of around 20 GB per month and expected to increase to 40 GB per month during the period of the contract with an annual increase of 20%. The Vendor should maintain Recovery Point Objective (RPO) of 30 minutes and Recovery Time Objective (RTO) of 60 minutes.	01				
43	Virtual Server with following specs on opex model: i. OS: Windows 2008 R2 Enterprise, 64bit ii. RAM: 4GB in normal operations & 8GB during DR operations. iii. Processor: 2 cores during normal operations & 4 cores during DR operations. iv. HDD: 80 GB	01				
44	Physical Server with following specs on opex model: i. OS: Windows 2008 R2 Enterprise, 64bit ii. RAM: 128GB iii. Processor: Quad Core, Single CPU. iv. HDD: 2 x 1TB with 0+1 RAID v. N/w Connectivity: 4 NICs (1 Gbps) Ethernet and 01 dual port FC HBA vi. Power supply: redundant.	01				
45	SAN Storage (with SAS/ SSD disks) Managed Service with Storage space per 100 GB.	01				
46	Total Cost of Optional Services for DR, for 01 Year: [K] = [32 to 45]					
47	Total Cost of Services (Optional + Mandatory) for 01 Year [L] = [I+J+K]					
48	One time transition charges: [M]					
49	Link Shifting Charges, including One Time Charges, if any: [N]					
50	Total Cost of Ownership (TCO of Services for 05 Years: [N] = [Lx5 + M+N]					

Bidders are requested to note the following:



- Price for all the components will be considered for evaluation of commercial bid.
- Masked commercial bids must be given with technical bid.
- Rate quoted for optional items must be valid till the end of the contract tenure from the date of entering the contract.
- All the rates must be quoted in INR.
- While the initial purchase order shall be placed for **[(Total cost of Co-location and Managed Services for 01 year) x 05 + One time Transition Charges]**, purchase orders for optional services shall be placed as and when such services are required by the Trust during the contract period.

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