

Balmer Lawrie & Co. Ltd.



**Supply, Installation, Configuration, Testing and Implementation of
Server Infrastructure solution**

TENDER NO : BL/IT/HO/SRV/PT/201718/0026 DUE DATE: 23/03/2018
TENDER DATE : 09/03/2018

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SECTION – A**INVITATION FOR BIDS (IFB)****1. Salient features of the bid**

Tender No. & Date	BL/IT/HO/SRV/PT/201718/0026 dated 09/03/2018
Job	Supply, Installation, Configuration, Testing and Implementation of Server Infrastructure solution
Sale of Tender Documents (cost of tender)	Nil
Tender Submission Date	23/03/18 by 18:00 Hrs IST
Place of Submission of Bid	Techno-commercial Mr Pradeep Thekutte, AVP (IT Infrastructure) Balmer Lawrie & Co. Ltd, 21, N.S. Road, Kolkata 700 001. Tel : (033) 22225204 Price Bid https://balmerlawrie.eproc.in
Opening of Tender	24/03/2018 after 10:00 Hrs IST
Bid Security/ Earnest Money Deposit	₹ 50,000/- (Indian Rupees Fifty Thousand only) – this will not attract any interest. Details are mentioned in Instruction to Bidders (ITB) chapter, clause 6.
Validity of Bid	180 Days from the date fixed for submission of bids including repeat orders.

2. Balmer Lawrie & Co. Ltd (BL) invites sealed bid from eligible bidders for the “Supply, Installation, Configuration, Testing and Implementation of Server Infrastructure solution”.
3. Interested bidders may obtain further information from the office of Balmer Lawrie & Co. Ltd, 21, N.S. Road, Kolkata 700 001.
4. The bidder may download the bidding documents from website at <https://balmerlawrie.eproc.in>. Details of downloading, and submission are provided in the “Section B - Instruction to Bidders” (ITB).
5. The tender document consists of:-
 - i) Invitation for Bid (IFB)
 - ii) Instruction to Bidders (ITB)
 - iii) Technical Volume
 - iv) Associated Forms & Schedules

6. It shall be the responsibility of the persons submitting the bid to ensure that the bid has been submitted in the specified formats and as per the terms and conditions of the tender documents and no change shall be made therein. In the event of any doubt regarding the terms and conditions / formats, the person concerned may seek clarifications from the authorized officer of BL. In case any tampering / unauthorized alteration is noticed in the bid submitted from the bidding document available on the BL Website, the said bid shall be summarily rejected and the company shall have no liability whatsoever in the matter. However, deviations, if any, proposed by the bidder may be separately indicated for acceptance in a deviation note or otherwise as proposed by BL.

7. Mandatory Qualifying Criteria

Sl.	Mandatory Qualification Criteria	Documentary Evidence
1	Language of bid shall be in English language. In case any document is submitted by bidder in other than English language, authentic English translation of the same shall be submitted along with the bid. (e.g. citations, etc.).	<ul style="list-style-type: none"> N/A
2	The bidder should have successfully implemented / executed a project with the proposed / similar Server farm based solution with at least 1 (one) domestic customer / organization during the last 3 (three) years from the Tender closing date.	<ul style="list-style-type: none"> Citation & proofs (PO copy, Commissioning certificate / documentary proof of installation and commissioning etc.) with relevant information.
3	The bidder should have a positive Profit Before Tax (PBT) for the last three (3) financial years immediately prior to the date of RFP i.e 2016-17, 2015-16, 2014-15 as evidenced by the audited account of the organization.	<ul style="list-style-type: none"> Certified / Audited Balance sheet and P&L statement of last three years in support of turnover and profitability.
4	The bidder should furnish all relevant documents duly signed and office sealed by authorized signatory, failing which their bid shall stand rejected.	<ul style="list-style-type: none"> Power of Attorney (PoA) to show authorization of the person.
5	The bidder should agree to accept part order during the bid validity period.	<ul style="list-style-type: none"> Bidder should confirm in their letterhead indicating their acceptance of part order.
6	The OEM for the proposed Server must appear in Leaders quadrant of latest Gartner's report for "Magic Quadrant for Modular Servers"	<ul style="list-style-type: none"> Bidder should confirm in their letterhead that OEM for the proposed Server against this tender is from Leaders quadrant of Gartner's report for 'Magic Quadrant for Modular Servers' and should submit latest Gartner report.

7	The OEM for the proposed Server farm should have implemented the proposed / similar Server farm for at least 3(three) domestic customer / organizations during the last 3 (three) years from the Tender closing date out of which at least 1 (one) should be in the eastern sector of India and at least 1 (one) should be from Govt./ PSU/BFSI.	<ul style="list-style-type: none"> Citation & proofs (PO copy, Commissioning Certificate / Self declaration on OEM letterhead with customer reference details and contact no. etc.) with relevant information.
8	<p>OEM can bid directly or through their authorised System Integrator (SI) / Business Partner (BP), but both cannot bid simultaneously for the same item / product in the same Tender. An SI can submit bid on behalf of single principal / OEM only. The support offered must be of Premium level.</p> <p>The partnership between System Integrator (SI) / Business Partner (BP) and OEM on the offered solution should exist for at least six month reckoned from bid submission date.</p>	<ul style="list-style-type: none"> In case the bidder is System Integrator (SI) / Business Partner (BP) authorised by OEM then bidder need to submit a valid Manufacturers Authorisation Form (MAF) on the OEM Letterhead duly signed and stamped by OEM's authorised signatory as well as acknowledged by SI / BP towards acceptance of the same. SI/BP need to keep the authorisation valid till execution of supply, installation and support period. Certificate issued by OEM for partnership must be submitted
9	OEM, if they bid directly or through their authorised SI / BP shall provide an undertaking that the OEM shall provide Direct Premium support for the supplied hardware including system software which has been affected through their authorised SI/BP.	<ul style="list-style-type: none"> In case OEM is a bidder, an undertaking that the OEM shall provide Direct Premium support directly for the supplied hardware including system software. The same need to be provided as undertaking. In case SI/BP is a bidder, an undertaking from OEM needs to be provided by SI/BP that the concerned OEM shall provide Direct Premium support for the supplied hardware including system software.

8. The bidder should furnish the following information (Bidder's profile summary):

A. Background Information	
Name	
Corporate Office Address	
Contact Person	
Contact Number	
Fax Number	
E-mail id	
Nature of Business	

Kolkata Office Address			
Contact Person			
Contact Number			
Fax Number			
Email Id			
Number of offices			
Network of offices at Kolkata and also within India that provide sales & support for the scope of work for this tender and manpower of the same.			
Annual revenue in the last three Financial Years in India (Please attach annual reports)			
Does the company have business with any other unit(s) of BL (If yes, attach details).			
B. Experience			
The bidder should have successfully implemented / executed a project with the proposed / similar Server farm based solution with at least 1 (one) domestic customer / organization during the last 3 (three) years from the Tender closing date.	Please add additional pages as required		
The OEM for the proposed Server farm should have implemented the proposed / similar Server farm for at least 3(three) domestic customer / organizations during the last 3 (three) years from the Tender closing date out of which at least 1 (one) should be in the eastern sector of India and at least 1 (one) should be from Govt./PSU/BFSI.	Please add additional pages as required		
Bank Details			
Particulars of Bank Account with IFSC code, Type of Account and Ledger Folio Number to which payments will be made	Please attach a copy of the cheque/ cancelled cheque		
Turnover (last 3 years)	FY1(₹/Cr)	FY2(₹/Cr)	FY3(₹/Cr)
Profit Before Tax (PBT)	FY1(₹/Cr)	FY2(₹/Cr)	FY3(₹/Cr)
C. Details of Certificate			
Income Tax	Copy of Registration Certificate / Pan card		
GST PID	Copy of Registration Certificate		
SAC Code	Copy of Registration Certificate		
Provident Fund	Copy of Registration Certificate		

9. Bidders are expected to submit all necessary documents in support of fulfilment of eligibility criteria. However, in case any further document is found necessary for proper assessment, the bidder may be asked to furnish the same at the sole discretion of BL.

10. The bidder must submit a certificate of no conflict through authorized signatory confirming that there would be no conflict of interest with BL. Bids of any Tenderer may be rejected if a conflict of interest between the Tenderer and BL is detected at any stage.
11. All service requests for Server hardware should be received, managed, executed and tracked to closure by the OEM. Bidder should submit declaration letter stating the same, accompanied by similar declaration from the Hardware OEM.
12. A declaration that the bidder is not black listed / banned from business dealings by any Govt. organization or PSU / PSE must be submitted by authorized signatory.

13. Evaluation of bids:

Technical:

BL shall form an evaluation committee who shall score the bids as per the guidance below. The total technical evaluation would comprise of 100 marks with the following breakup:

- a. Bidders Experience **(10 marks)**
- b. OEM's experience **(30 marks)**
- c. Technical specification **(60 marks)**

Commercial

Price bids would be opened after technical evaluation. The price bid of the top 3 technically qualifying bids would be opened. From the eligible bids, based on the Technical evaluation the commercials would be scaled up as per the following:

1. Technical score ≥ 80 marks - $TCO = \text{Original TCO} * 1.0$
2. Technical score ≥ 70 marks and ≤ 79 marks - $TCO = \text{Original TCO} * 1.2$
3. Technical score ≥ 60 marks and ≤ 69 marks - $TCO = \text{Original TCO} * 1.4$

Bid with the lowest Total Cost of Ownership (TCO) would be awarded the Contract/ Purchase Order (subject to all other clauses being fulfilled). The TCO would comprise of elements "A, B, C, D, E" of the Price Schedule (Annexure IV) by taking into consideration the lifecycle operating and maintenance costs for a period of 7 years.

If there is a tie on Price, tie will be broken by the higher technical score. If there is a tie on the technical score and price, the tie will be broken through negotiations.

14. BL reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to award of the Contract / Purchase Order without assigning any reason whatsoever and without thereby incurring any liability whatsoever to the affected Bidder(s). Mere submission of tender document shall not mean fulfilment of requirements of eligibility of the Bidder(s).

15. No cognizance shall be taken for references by the bidder to various clauses of Contract/ Tenders awarded earlier by BL.
16. Deviations seeking any change in the text of various Clauses or Articles shall not be accepted. Bidder (s) may list deviations, only in respect of intended effect as perceived by them.
17. BL takes no responsibility for delay, loss or non-receipt of documents sent by post/ courier at any time. No financial obligation shall accrue to BL in such an event.

SECTION-B

INSTRUCTION TO BIDDERS (ITB)

1. Ethical Standard

- 1.1 Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, BL will reject the proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract.

For the purposes of this provision, the terms set forth below are defined as follows:

- (i) *“corrupt practice”* means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
 - (ii) *“fraudulent practice”* means a misrepresentation of facts in order to influence the procurement process;
 - (iii) *“collusive practice”* means designs to establish bid prices at artificial, non-competitive levels to deprive BL of the benefits of competition.
- 1.2 By signing the Bid-form the Bidder represents that for the hardware it supplies, it is either the OEM or that it has proper authorization and/or license from the owner to offer them. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that BL may take.

2. Cost of Bidding

There will be no cost of Tender Document.

3. Amendment of bidding documents

BL may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However in case of such amendment, the bid submission date may be extended at the discretion of BL. Amendments made prior to submission of bid will be provided in the form of Corrigendum to the Bidding Documents and will be issued and uploaded in the web-site only.

4. Submission of bids & documents accompanying the bids

Parts I & II shall be submitted in separate covers. **Part III shall be submitted online only and no hardcopy should be submitted.** For PART I & II of the bid, the bidder shall prepare one original copy of the bid, clearly marking as “Original Bid”. The bidder should also provide the documents in un-editable mode in the form of soft copy, be marked as “Copy”. In the event of any discrepancy between them, the original shall govern.

Part-I: This part shall be marked as “Part I – Bid Security” and shall not contain any price at all. The Bid Security should be placed in a separate envelope within Part I. Tender No. and title should be clearly mentioned on the envelope.

Part-II (in two Sets): This part shall be marked as “Part II – Techno-commercial bid”, placed in a separate envelope and shall not contain any price at all. **One set of soft copy needs to be provided as well in CD containing a word document of the techno-commercial response as well as an excel file of the duly completed Technical specifications.** Tender No. and title should be clearly mentioned on the envelope. Part II should also be submitted in the e-procurement website.

Part II shall comprise of:

- a. Bid form (techno-commercial bid submission letter) – This should be signed by an authorized person holding Power of Attorney to act on behalf of the Bidder.
- b. Power of attorney in original or duly notarized.
- c. Bidder's letter indicating acceptance of part order during the bid validity period.
- d. Bidder's and OEM's declaration letter stating all service requests for Server hardware would be received, managed, executed and tracked to closure by OEM.
- e. Bidder's confirmation for OEM listed as leaders on Gartner's Magic quadrant for Modular Servers.
- f. Bidder's Profile, Experience of similar projects, OEM Partnership certificate, Declaration letter for not blacklisted by Govt./PSU and CV of the project manager and indicative CVs of onsite engineers.
- g. Direct Premium Support undertaking from OEM which should be minimum of 24x7 remote support with maximum resolution time of Next Business Day (NBD).
- h. Delivery plan & schedule.
- i. Bill of material and quantity with OEM Product and Services Part No.
- j. Response and proof pertaining to Mandatory Qualifying Criteria.
- k. Completed technical specifications.
- l. Product brochures and cross reference document pertaining to technical specification (as relevant).
- m. Signed copy of tender document (all pages to be signed and stamped).
- n. Un-priced copy of the price schedule clearly marking "XXX" wherever price is quoted mentioning applicable taxes and duties.

Relevant portions in the documents submitted in pursuance of eligibility criteria shall be highlighted and a summary table containing reference to relevant sections of the response for easy identification of the same. If bid is not accompanied by all the above documents mentioned, the same may be liable for rejection.

Part-III: To be submitted online only. This shall contain filled up price schedule. The price bid should contain no other terms & conditions other than quoted price and would be submitted online at <https://balmerlawrie.eproc.in> website.

Submission

The Bidder shall seal the original Part-I (Bid Security), Part-II (Techno-commercial bid). The envelopes shall then be sealed in an outer envelope.

The inner and outer envelopes shall

- (a) be addressed to BL at the address given in the "IFB" and
- (b) bear the Invitation for Bids title and number, and the statement "DO NOT OPEN BEFORE-----
----(date) and ----- (time) i.e. the date and time of bid opening mentioned in the "IFB".
- (c) The envelopes shall indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared "not fit to be opened."

If the outer envelope is not sealed and marked as mentioned above, BL will assume no responsibility for the bid's misplacement or premature opening.

Conditions for online bid submission

The bidder shall submit his price bid response through bid submission to the tender on e-Procurement platform at <https://balmerlawrie.eproc.in> by following the procedure given below. The bidder would be required to register on the e-procurement portal <https://balmerlawrie.eproc.in> and submit their bids online.

The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents, displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., which is requested in support of their eligibility criteria/technical bids in the e-Procurement web site. The bidder shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/ authenticity.

i) Registration with e-Procurement platform:

For registration and online bid submission Tenderer may contact the following officials at the HELP DESK of M/s C1 India on browsing to the website <https://balmerlawrie.eproc.in> during business hours (10:00 a.m. to 06:30 p.m.) from Monday to Friday (excluding holidays of the Company):

Name	E-mails	Phone Numbers
1. Mr. Tirtha Das (Kolkata)	tirtha[dot]das[at]c1india[dot]com	+91-9163254290
2. Mr. Tuhin Ghosh (Kolkata)	tuhin[dot]ghosh[at]c1india[dot]com	+91-8981165071
3. Mr. Partha Ghosh (Kolkata)	partha[dot]ghosh[at]c1india[dot]com	+91-8811093299
4. Mr. CH.Mani Sankar (Chennai)	chikkavarapu[dot]manisankar[at]c1india[dot] com	+91-8939284159
5. Ms Ujwala Shimpi (Mumbai)	ujwala[dot]shimpi[at]c1india[dot]com	+91-022- 66865608

ii) Digital Certificate authentication:

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on eProcurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement platform. All the bidders who do not have Digital Certificates need to obtain Digital Certificate.

iii) Submission of Hard copies:

Under no circumstances the Price Bid should be submitted in physical form. Part I & II, however, should be submitted in hard copy. Part II should also be submitted in the e-Procurement site.

iv) **Deactivation of Bidders:**

The bidders found defaulting in submission of hard copies of original DD for EMD and other documents to the Tender Inviting Authority on or before the time stipulated in the tender will not be permitted to participate in the tender.

v) **Tender Document:**

The bidder is requested to download the tender document and read all the terms and conditions mentioned in the Tender document and seek clarification, if in doubt, from the Tender Inviting Authority. The bidder has to keep track of any changes by viewing the addendum / Corrigendum's issued by the Tender Inviting Authority on time-to-time basis in the E-Procurement platform. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

vi) **Bid Submission Acknowledgement:**

The user should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. C1 India is not responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing. Before scanning for uploading, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness/authenticity.

- a. Such uploaded documents pertaining to Technical Bid need to be attached to the tender while submitting the bids on line.
- b. The bidders should furnish hard copies of all the uploaded documents, **excepting the Price Bid.**

Disclaimer for e-procurement:

Neither the Company (Balmer Lawrie & Co. Ltd.) nor the service provider (C1 India Pvt. Ltd.) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof.

Extension of bid submission

BL may, at its discretion, extend this deadline for submission of bids in which case all rights and obligations of BL and Bidders will thereafter be subject to the deadline as extended. Information on deadlines would be uploaded in the website.

No Deviation

Please note that this is a no deviation and no assumption bid. Bidders should abide by all the terms and technical requirement mentioned in this Tender or further corrigendum as and when issued.

5. Bid Price

The bid price must be prepared in accordance with the instructions specified below:

- a. The price bid should be completed as per the price bid format.
- b. The Basic price must take into account all incidental costs associated with the provision of services including travel, transportation, communications, fees, etc. imposed on the bidder in India or any other country.

6. Bid Security (Earnest Money Deposit)

The Bidder shall furnish as part of its bid, a bid security (EMD) for an amount as mentioned in "INVITATION FOR BID (IFB)", which shall be interest free and submitted along with hardcopy of the bid, in the form mentioned below.

- 6.1 The bid security shall be in the form of a Bank Guarantee as EMD (Annexure II) / Pay Order / Demand Draft drawn on “Balmer Lawrie & Co. Ltd.” Payable at Kolkata, from a Scheduled or Nationalised Bank other than a Co-operative or Gramin Bank.
- 6.2 Any bid not accompanied with the prescribed bid security, shall be rejected by BL as non-responsive.
- 6.3 The EMD shall be refunded to the unsuccessful bidder(s) on submission of official request.
- 6.4 The bid security of the successful Bidder will be returned/ refunded when the Bidder has signed the Contract Agreement and furnished the required Performance Bank Guarantee.
- 6.5 The bid security may be forfeited:
 - (a) If a Bidder withdraws its bid during the period of bid validity period (as mentioned in Sl. 1 of IFB) after submission of bid, except as provided under “Modification and Withdrawal of Bid” – ITB Clause 7.
 - (b) In the case of the successful Bidder, if the Bidder fails to:
 - (i) Sign the Contract in accordance with ITB Clause 11; or
 - (ii) Furnish Performance Bank Guarantee in accordance with Clause 13 of the Section C - Technical Volume.
7. **Modifications and withdrawals of bids**

The Bidder may modify or withdraw its bid after submission, provided that written notice of the modification or withdrawal is received by BL prior to the deadline prescribed for bid submission.
8. **Bid opening**

Opening of Bids by BL

 - 8.1 Part-I and Part-II of the tender will be opened on the same day or the day appointed for the same by BL. Offers received without Bid Security shall be rejected.
 - 8.2 Part-III – “Price Bid” shall not be opened by BL on the same day as Part I & II, and same shall remain unopened in the e-procurement site until such time that technical evaluation is completed.
9. **Preliminary examination of bids**
 - 9.1 BL will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the criteria specified in the Bidding Documents will be rejected by BL and shall not be included for further consideration. BL will also carry out a preliminary examination of any alternative bids submitted by Bidders.
 - 9.2 Prior to the detailed evaluation, BL will determine whether each bid is complete, and is responsive to the Bidding Documents. For the purposes of this determination, a responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents.
10. **Clarifications**

During the bid evaluation, BL may, at its discretion, ask the Bidder for a written clarification of its bid, which the bidder is bound to provide.

11. Award of Contract/ Purchase Order

- 11.1 The bidder who has the overall least TCO amongst the technically qualifying bidders (refer Clause 13 of IFB) shall be awarded the Contract/ Purchase Order (henceforth referred to as Contract in this document).
- 11.2 Balmer Lawrie reserves the right to accept or reject any First (Original) or Updated bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for such action.

12. Transfer of bid document

Transfer of bids submitted by one Bidder to another Bidder is not permissible.

13. Compliance with company law

The Bidder must declare whether the proprietors/ partners of the firm/ Directors of the limited company has any relation with any director of BL including its subsidiaries and Joint Ventures and if so, the details or the relation thereof must be disclosed in the bid response.

SECTION C - Technical Volume

1. Project Introduction

Balmer Lawrie & Co. Ltd (BL), a Govt. of India Enterprise under the Ministry of Petroleum & Natural Gas is a professionally managed multi-location company with business spanning both in manufacturing and service sectors. Please visit www.balmerlawrie.com for details of various businesses and locations of the company. The organisation is steadily growing and relies heavily on the IT Infrastructure to enable the growth and operationalise efficiencies.

There has been a dramatic change as to how the business is being conducted considering the constantly evolving technological landscape. This transformation in business practice has brought in challenges of maintaining and consistently delivering high quality of IT services to consumers. With this growth in demand and dependency on technology, where more and more services are delivered electronically, the amount of business critical information stored electronically continuous to grow exponentially. At the same time, it has been our utmost priority to keep pace with the technological changes and upgrade ourselves.

To stay ahead, BL intends to procure a Server to be virtualised for provisioning additional Server for new business requirement.

Under the prevailing scenario, BL invites technically complete and commercially competitive bids from reputed bidders/OEMs for Supply, Installation, Configuration, Testing and Implementation of Servers Infrastructure solution.

2. Business requirements

The key business requirements of the project are as shown below:

- Refresh and consolidate the Server infrastructure and simplify management across sites.
- Make business more secure for today, tomorrow and in the future.
- Protect critical corporate data and ensure availability of the same in case of disaster
- Seamless Integration with existing Server, SAN and Network landscape for present and future applications planned for procurement.
- Servers to fit in the limited Storage Rack space.
- Should allow faster provisioning of Servers.
- Should provide high availability for business resiliency.

3. Functional requirements

The key functional requirements of the project is shown below:

- Proposed solution should be able to consolidate and integrate with the existing server infrastructure in data center and help to simplify management.
- Downtime results in reduced productivity and hence the solution should be configured in high availability mode and should ensure there are no single points of failure. Bidder to factor skills for implementation of the same in their offer.
- Disaster recovery is required for regulatory compliance. Proposed Servers should integrate seamlessly with existing / future industry standard disk storage & network infrastructure for implementation of disaster recovery solution.
- Proposed solution should be highly scalable to cater to the increasing need of data growth of the organization.
- System should support live alerting and reporting.

4. Broad Scope of Work

The broad scope of work as detailed in this section refers to the Hardware and System software that is procured through this tender and used for implementing the Server Infrastructure solution at the primary Data Centre at BL Head Office (HO), Kolkata.

6.1 The Bidder/OEM shall be responsible for Design, Supply, Installation, Configuration, Testing and Commissioning of the Server Infrastructure solution at Balmer Lawrie Data Centre(s) at Kolkata.

6.2 Supply of Items :

Sr.	Item description	Indicative Quantity only
1	Servers	1
2	Virtualisation Software with Management Servers	4
3	MS Windows 2016 Standard (optional)	4

6.3 The Bidder/OEM shall be doing the Project Management for the entire Project from commencement to final handing over for live use. The proposed solution must be supported for a period of 7 years (5 years as warranty support plus 2 years as AMC) as per RFP and BL's requirement.

6.4 The Bidder/OEM must prepare architecture design, optimise network to increase performance, documentation, project plan and training as part of the implementation services.

6.5 Installation and configuration of supplied hardware associated system software and system integration.

6.6 Bidder/OEM should propose highly scalable solution. Solutions with limited scalability would not be acceptable to BL. Solutions which are not mature for over 1 years should not be quoted.

6.7 The bidder/OEM shall provide a comprehensive Project Plan including Risk, Quality, Migration, Conversion, Resource, Change and Communication Management Plan. The bidder has to submit a detailed plan for implementation of the solution. Plan should include the full scope of the project as mentioned above. On acceptance of such plan by Balmer Lawrie, the vendor is required to carry out the implementation, customization as applicable including supply, installation, and testing of solution etc. The bidder / OEM shall also handle all matters relating to the configuration and operation of the system including but not limited to application, system interfaces, documentation, user manual and training for the successful implementation of the system. The project plan update to be published bi-weekly till the project completion.

6.8 The solution implemented should have high availability features to ensure that systems will be available at any time of the day.

6.9 The bidder/OEM shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by BL.

6.10 The bidder/OEM should provide a detailed project plan in terms of activity and phase wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of Server components. The bidder/OEM shall inform the name

of the Project Manager who would be the single point of contact during the complete project implementation.

- 6.11 The bidder/OEM must analyse, review and gather performance metrics and ensure it performs optimally.
- 6.12 The bidder/OEM shall be responsible for installing / configuring of all patches / updates / upgrades required for the offered solution without any extra cost to BL during the warranty period.
- 6.13 All service request for Server hardware should be received, managed, executed and tracked to closure by the OEM and not through Authorised Service Provider.
- 6.14 **Training:** The bidder/OEM shall impart training to BL identified IT personals (around 2 nos.) for 2-3 days on the following areas:-
- Knowledge Transfer Training on Server and allied device administration, management and Basic level user level troubleshooting.
 - Necessary training infrastructure would be provided by BL. The bidder will have to ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials would have to be provided for the same.
- 6.15 Vendor should be able to extend the service and warranty support at any of the BL locations where the Servers may be relocated whenever the need arises.
- 6.16 **Security Features**
- Should ensure necessary security feature are built in to the proposed Servers.
- 6.17 **Availability**
- The solution should be configured in high availability mode and should ensure there are no single point of failure. Availability of the solution should be 98% uptime to be analysed on quarterly basis.
- 6.18 **Health and Performance Monitoring Features**
- a. The proposed solution should be managed centrally through a single Management Console.
 - b. The management platform should be configured to proactively detect the health issues and service degradation/interruptions and should be able to create event / alerts to the relevant administrators through Email, SMS etc.

5. Delivery Schedule

The delivery schedule is elaborated in the Annexure V.

6. Delivery Terms

Free delivery at BL site inclusive of packing, forwarding, freight and insurance charges.

7. Penalty for Late Delivery

In case of failure to deliver the items as mentioned in our specification and delivery schedules for sole fault of the bidder, penalty shall be recovered from the bidder @ 0.5% per week (or part thereof) on the undelivered portion of the order, subject to a maximum of five (5)% on the basic value of the order. BL may take a decision of short close the order if the delay is beyond one month and can purchase it from order parties for which the cost will be borne by the bidder.

8. Terms for Payment

The Contractor's request for payment shall be made to BL in writing, accompanied by an invoice describing, as appropriate, the milestone completed. The Contract Price shall be paid in Indian Rupees in accordance with the Payment Schedule.

Payments shall be made promptly by Balmer Lawrie, but in no case later than sixty (60) days after submission of an invoice along with the stipulated acceptance/delivery certificate signed by competent authority/Project Coordinator/Authorized Representative, unless there is a clarification that is sought by Balmer Lawrie within this time.

Payment will be done by EFT mechanism only

Payment Schedule is given in Annexure VI.

9. Maintainability, Warranty Support and Annual Maintenance Contract

The scope under warranty and AMC shall cover to provide services as described below:

All delivered items Hardware and System software in this tender should be monitored and serviced in such a manner to ensure maximum uptime and performance levels. **The guarantee / warranty should be of highest nature extended by the OEM on the date of participation in the Tender (Necessary documentary evidence to be submitted).**

11.1 Maintainability

The Bidder will have to submit an undertaking from OEM assuring the availability of requisite spare parts for hardware (if any) the maintainability period of 7 (seven) years from the date of installation as per Form #1.

11.2 Warranty support

Provide on-site comprehensive warranty for the supplied items - equipment / system / subsystems (hardware and system software) for a period of 5 (five) years with 24x7 remote support and maximum resolution of NBD. The hardware equipment (if any) should be guaranteed / warranted against all defects and failure and such guarantee / warranty shall include replacement of defective parts / equipment and / or repair of the same free of cost. All warranty shall be onsite. The bidder should confirm in their response that the support during warranty period would be carried out by the OEM for the respective equipment / peripheral. The bidder should also ensure that the SLA (24 x 7 support with maximum resolution time of NBD) is adhered to and this must be articulated in the bid response as well. Warranty shall also cover the following:

- Installation / re-installation / maintenance / reconfiguration of System software and other supplied software
- All system patches, upgrade, service packs etc. of the OS and all other software supplied must be made available free of cost.
- Support for integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this tender) to meet business requirements.
- Any change in the IP scheme, if required, limited to all the equipment installed at the Data Centre should be done in consultation with BL's Network Manager.

11.3 Annual Maintenance Contract (AMC)

- The bidder would be responsible to undertake AMC activities for a period of at least 2 years (renewable yearly) after the warranty period of 5 years.
- The AMC for the hardware equipment would be awarded to the bidder at the rate as quoted as INR in the price bid. However the AMC services for the above mentioned equipment would be procured by the bidder solely from the OEM at SLA's matching those during warranty support (as mentioned in Section 11.2). The bidder has to submit an undertaking from the OEM that the quoted AMC rate will remain valid and unchanged during the AMC for at least 2 years.
- Considering the fluctuation of INR against Foreign Currency, Bidder can share the current prevailing conversion rate on the day of bid submission. Any escalation / de-escalation would be factored at the time of AMC contract.
- The AMC contract should cover the services which the supplier provided under warranty.
- BL reserves the right to cancel the AMC contract after giving 3 (three) months of notice. In case service provided under AMC is not satisfactory. In such case, BL shall execute an AMC contract with any other party for the balance period, at the risk and cost of the bidder.
- The AMC shall include (but not limited to) :
 - Provide on-site comprehensive support for the supplied items - equipment / systems / subsystems (hardware including system software). Such support should include replacement of defective parts / equipment and / or repair of the same and must be considered within the scope of the project.
 - Installation / re-installation / maintenance / reconfiguration of OS, system software and order supplied software.
 - All system patches, upgrade, service packs etc. of the OS and all other software supplied by the OEM must be made available free of cost.
 - Support of integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this tender) to meet business requirement.
 - Any change in the IP scheme, if required, limited to all the equipment installed at Data Centre should be done in consultation with BL's Network Manager.

The Bidder/OEM shall be required to provide all the services based on standards and the best practices to meet or exceed the SLAs as per Annexure-VII. The deduction for non-performance of warranty and AMC shall be as per Annexure-VII and would be deducted from the balance payment due / performance bank guarantee / security deposit.

10. Guarantees, Liabilities & Liquidated Damages

- The Contractor guarantees that it shall complete activities and deliverables as defined in the Technical Specifications, within the period stipulated in Time Schedule (Annexure V) of the Agreement or within such extended time to which the Contractor shall be entitled through mutually agreed discussion.
- If the Contractor fails to Commission within the Time for Completion or any extension thereof due to reasons attributable to the Contractor, the Employer shall recover the amount of Liquidated Damages, but not by way of penalty, by making deductions from the Contractor's account or by encashment of Contractor's Bank Guarantees at the rate of 0.5% of the Contract Price, if any, paid or payable to the Contractor, excluding taxes and duties per complete week of delay up to a maximum of 5% of the Contract Price if any, paid or payable to the Contractor

excluding taxes and duties. Any Recovery of Liquidated Damages shall be effected from the amount payable to the Contractor and Performance Bank Guarantee.

- Save for Liquidated Damages payable hereof, the failure by the Contractor to attain any milestone or other act, matter or thing by any date specified in Time schedule (Annexure V) shall not render the Contractor liable for any loss or damage thereby suffered by Balmer Lawrie.

11. Performance Bank Guarantee

- 13.1 The Contractor shall provide the Bank Guarantee from Nationalised Bank in favour of Balmer Lawrie at the times and in amount, manner and form specified in Annexure III. The security deposit shall be for the due and faithful performance of the contract and shall remain binding notwithstanding such variations, alterations or extension of time as may be made, given, conceded or agreed to the Contractor and the Purchaser.
- 13.2 The security deposit furnished by the Contractor will be subject to terms and conditions of the contract finally concluded between the party and the Purchaser will not be liable for payment of any interest on the security deposit or any depreciation thereof, or in case of bank deposit receipt, any loss resulting on account of failure of the bank. The security deposit shall be refunded/ bank guarantee released on application by the Contractor after the expiry of the guarantee period and after he has discharged all his obligations under the contract.
- 13.3 The successful bidder shall furnish 2 Performance Bank Guarantees within thirty (30) days after the Effective Date of Contract, the Successful Bidder shall furnish PBG “1” for an amount equivalent to 5% of the Basic Price (PBG “1” comprising of line items A,B,C,D as per the Price Schedule – Annexure IV) in Indian Rupees. PBG “1” would be valid till the end of Warranty period.

The second PBG would be furnished by the bidder within fifteen (15) days prior to the start of the AMC phase and would remain valid for 90 months from the date of submission. PBG “2” would be for an amount equivalent to 5% of the Basic Price of Annual Maintenance Contract price and Updates / Patches cost (PBG “2” comprising of line item E as per the Price Schedule – Annexure IV) in Indian Rupees.

The PBGs would be released within 60 days of their date of expiry. In the event that the AMC is renewed, validity of PBG “2” may be extended appropriately.

Failure of the successful Bidder to comply with these requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

12. Performance Standard

The System should ensure that the Server Farm including system software, SAN switch and Server farm switch performance and responses are according to the SLA’s indicated in Annexure VII.

13. Software and Tools

All Software to be supplied under the scope of the project must be of current versions that are currently supported by their originator. Software tools must be compliant with generally accepted standards. All required Licenses for any of the component must be provided in the name of Balmer Lawrie.

14. Inspection and Preliminary Acceptance Tests

BL reserves the right to carry out inspection and /or test any components of the supplied Systems to confirm their good working order and/or conformity to the Contract.

The Preliminary Acceptance Tests shall be conducted by Powering Up and continuous operation of all the systems on a 24x7 basis to ascertain that all components of the solution are working in the desired fashion individually and together for at least 15 days.

Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall within a period of 14 (Fourteen) days replace the rejected component(s), so that it meets the Contract requirements free of cost.

15. Commissioning Certificate

On successful installation and configuration of individual components and the solution as a whole, the supplier shall submit the following as part of the commissioning:

- i. The Installation documentation of the entire solution.
- ii. Security scheme for entire solution.

BL will issue a Commissioning Certificate / sign on the submitted installation and commissioning note of all the Hardware & Software thereafter will be considered as successfully commissioned.

16. Final Acceptance Certificate (FAC)

Final Acceptance certificate for the above mentioned works shall be issued within one year after successful issue of commissioning certificate and fulfilment of statutory requirements where performance has been established in an integrated manner in normal operations and successful completion of Training to BL personnel. Bidder has no other obligation under agreement. Warranty of the Hardware will start from the date of issue of Commissioning Certificate.

17. Contract Completion Certificate

Contract Completion Certificate for the supplied Hardware & Software shall be issued by BL after successful completion of warranty period, when Performance has been established in an integrated manner with other Systems / Services in normal operations. Bidder has no other obligation under agreement. Submission of final documentation incorporating all the modifications in requisite sets, Removal of all defects noted during commissioning and fulfilment of training requirements, Completion of defect liability during warranty period.

Note:

- ❖ The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- ❖ All relevant product information such as user manual, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.
- ❖ Hard copy of supporting documents or documentary proof for all the above criteria i.e. Bidder's and OEM's eligibility criteria, Technical Specifications etc. should be submitted in the envelope containing technical bid.

18. Evaluation Criteria

The objective of evolving this evaluation methodology is to facilitate the selection of the most optimal solution which would be technically qualitative and commercially cost effective (Total Cost of Ownership) over a period of 7 years (5 years warranty plus 2 years AMC) that appropriately meets the business requirements of BL. The bid would be first evaluated on technical capability and then on the financials. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the BL. The evaluation shall be on the basis of quality of the solution & services offered and the price quoted.

The Technical Evaluation shall have the weightage of 100 marks for evaluation, and this weightage shall be taken into consideration for arriving at the overloading factor on the commercials of the Bidder.

The technical proposals will be subjected to evaluation at the first stage. The bidders scoring less than 60 marks (cut-off marks) out of 100 marks in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed for commercial opening of the bids.

Bidder's Eligibility Criteria

- The bidder should have positive Profit Before Tax (PBT) during last three (3) financial years namely 2016-17, 2015-16, 2014-15. Certified / Audited Balance Sheet and P&L statement for last 3 years should be submitted in support of the turnover and profitability.
- The bidder should be a registered company in India as per Companies Act 1956 and must be providing IT solutions or System integration solutions. The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association are required to be submitted along with the technical bid.
- The bidder should have implemented the Proposed / similar Server farm based solution in India with at least 1 (one) customer / organization during the last 3 (three) years from the Tender closing date. Proof of Concept (POC) done would not be treated as an experience for the bidder.
- The bidder shall be authorized by OEM to supply the solution (Hardware including System Software components) for this specific tender. Valid documentary evidence for the same needs to be furnished. The partnership for offered solution should exist for at least six month prior to bid submission date. Certificate from OEM on partnership need to be submitted.
- The bidder should not have been blacklisted by any Government / PSU agencies. A self-declaration letter by the Bidder on the Company's letterhead should be submitted along with the technical bid.

OEM's Eligibility Criteria

- The OEM should have direct presence in Kolkata (with presence of support infrastructure and spare stock location) where the solution is being implemented to facilitate availability of spares and emergency hardware support. The OEM should have been operating in India for a period of at least 3 (three) years from the Tender closing date.
- The entire hardware solution has to be installed, commissioned and implemented by OEM directly.
- The proposed / similar Server farm should have been implemented by at least 3(three) domestic customer / organizations during the last 3 (three) years from the Tender closing date out of which at least 1(one) customer should be in the eastern sector of India and at least 1(one) customer should be from Government/PSU/BFSI.

1. Technical Score	Marks
Each Requirement will have a technical Score. The maximum sum of all the technical scores is equal to 100. A Solution must score minimum 60 marks to be technical qualified and to be considered for commercial evaluation. The score achieved by a solution will be called Technical Score (TS)	
1.1 Bidder's Experience (Max 10 marks)	
<ul style="list-style-type: none"> The bidder should have implemented the Proposed / similar Server farm with at least 1 (one) domestic customer / organization during the last 3 (three) years from the Tender closing date. 	<ul style="list-style-type: none"> = 1 Customer = 5 >= 2 Customer = 10
1.2 OEM's Experience (Max 30 marks)	
<ul style="list-style-type: none"> The proposed / similar Server farm should have been implement by at least 3(three) domestic customer / organizations during the last 3 (three) years from the Tender closing date out of which at least 1(one) should be in the eastern sector of India and 1(one) should be from Government/PSU/BFSI. Presence of 24x7 support service facility across 4 metros and major cities across India(list to be provided) Should have OEM managed technical resources at Kolkata (indicative CV need to be furnished) 	<ul style="list-style-type: none"> >= 3 and <= 5 customers = 5 > 5 Customers = 10 >= 2 customers from eastern sector = 5 >= 2 Govt./PSU/BFSI customers = 5 Yes = 5 Yes = 5
Technical Specifications / Requirement (Max 60 Marks)	
Each Technical specification has been assigned with a score that is the maximum achievable score. The Sum of all the technical specifications will be added to the Technical Score.	

2 Commercial Scaling
<p>The Price-Bid evaluation is done only for those bids which are responsive and have secured a Technical score of 60 marks at least. Evaluation of Price Bids will be based on the relative competitiveness of the bids based on Total Cost of Ownership (TCO) of the solution to BL. Following will be the logic of TCOmod through financial bid will be evaluated for relative competitiveness</p> <ol style="list-style-type: none"> Bidder scoring 60 – 69 in Technical score – TCO will be scaled up by 1.4 times (TCOmod = Original TCO*1.4) Bidder scoring 70 – 79 in Technical score – TCO will be scaled up by 1.2 times (TCOmod = Original TCO*1.2) Bidder scoring 80 – 100 in technical score – TCO will be scaled up by 1.0 times (TCOmod = Original TCO)

19. Additional Supporting Documents

SL No.	Parameter	Eligibility/Qualification Requirement	Acceptable Evidentiary Proof * Documents to be submitted
1.	OEM Authorized Products Sales / Services / Support Partner	<p>The bidder should provide Product Support Lifecycle details for various Products / Technologies which are part of the Proposed Solution for the entire duration of support i.e. for 7 years.</p> <p>All the software licenses should be in the name of Balmer Lawrie and shall be genuine, perpetual, full use and should provide patches, bug fixes, security patches and updates directly from the respective OEM for the contract period.</p> <p>The proposed software including system software must provide indemnification and indemnification must cover patent claims, copy right claims, legal fees and damages claim. System integrator and /or developer/ manufacturer must protect BL from all such legal cost that may arise out of any claim by a third party alleging intellectual property infringement i.e. related to the software.</p>	Manufacturer Authorization Form (MAF) from OEM for various Products / Technologies which are part of the solution duly mentioning the Product Support Lifecycle.
2.	OEM Authorized System Integrator	<p>The bidder shall be authorized by respective OEM to supply the respective components for this specific tender.</p> <p>The entire Hardware solution has to be installed, commissioned and implemented by Server OEM directly. OS, Clustering & VM / failover implementation may be implemented by the Server OEM or the SI. The SI has to own completeness of deployed solution.</p>	Manufacturer Authorization Form (MAF) from respective OEM duly mentioning the tender details.

**** All supporting documents must be signed by authorized signatory to the bid. Power of Attorney/Letter of Authorization of authorized signatory must be submitted along with the bid.**

Technical Specification / Requirement

Mentioned Requirement for Server

The Mandatory (M) and Desired (D) technical specifications are given below –

#	Component	Description	Priority	Complied (Yes/No)	Remarks, references
Server - 4 x Xeon Platinum 8160 Processor, 24 Cores, 2.10 GHz, 33MB L3 Cache - Qty : 1 Nos					
01		Make: Model: Quantity : 1 Nos Country of Origin : Country of Manufacture : OEM Product Part No :			
02	Market position	The OEM for the proposed server must be in Leaders quadrant in the latest Gartner's report of "Magic Quadrant for Modular Servers"	M		
03	Form Factor	Maximum 4U rack mounted with sliding rails & cable management arm	D		
04	Configured CPU	4 x Xeon Platinum 8160 Processor, 24 Cores, 2.10 GHz, 33MB L3 Cache	M		
05	Memory slots	48 DDR4 DIMM slots supporting RDIMM / LRDIMM, up to 2666MT/s, upto 6TB.	M		
06	Memory configured	1.5TB DDR4 RDIMM @ 2666MHz	M		
07	Disks supported	Up to 24 x 2.5" SAS/SATA (HDD/SSD) with up to 12 NVMe PCIe SSD	M		
08	RAID Controller	12Gbps PCIe 3.0, 8GB cache supporting RAID 1, 5, 10, 50, 6, 60	M		
09	Disks configured	3 nos. 1.2TB 10k rpm SAS disks	M		
10	DVD writer	DVD RW	M		
11	I/O slots	10 nos. PCIe x16 slots	M		
12	1G Ethernet ports	2 nos. 1G BaseT ports	M		
13	10G Ethernet ports	2 x Dual port adapter with 10Gb SFP+ SR ports & 5m cables	M		
14	FC ports	2 x Dual port adapters with 16 Gbps FC ports & 5m cables	M		
15	Certified for	Latest versions of Windows Server, VMWare, Red Hat Enterprise Linux, SUSE Linux Enterprise Server	D		
16	Power Supply	Platinum rated redundant hot-plug power supplies & redundant hot-plug fans	D		

17	SD Modules slots	Dual SD module slots supporting RAID1 config	M		
18	Pre-failure alert	Predictive failure monitoring & proactive alerts of actual or impending component failure for fan, power supply, memory, CPU, RAID, NIC, HDD	M		
19	Power & temperature	Real-time power meter, graphing, thresholds, alerts & capping with historical power counters. Temperature monitoring & graphing	M		
20	Configuration & management	• Real-time out-of-band hardware performance monitoring & alerting	D		
21		• Agent-free monitoring, driver updates & configuration, power monitoring & capping, RAID management, external storage management, monitoring of FC, HBA & CNA & system health	D		
22		• Out-of-band hardware & firmware inventory	D		
23		• Zero-touch auto configuration to auto deploy a baseline server configuration profile	D		
24		• Automated hardware configuration and Operating System deployment to multiple servers	D		
25		• Zero-touch repository manager and self-updating firmware system	D		
26		• Virtual IO management / stateless computing	D		
27		• Support for Redfish API for simple and secure management of scalable platform hardware	M		
28	LCD panel	Display system ID, status information and system error error code followed by descriptive text. LCD background should light up in different colours during normal system operation & error conditions.	M		
29	HTML5 support	HTML5 support for virtual console & virtual media without using Java or ActiveX plugins	M		
30	Sub-component quality assurance	All subcomponents quoted within the server should be from the same OEM & integrated in the factory	M		

31	Server security (Critical)	Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber attacks	M		
32	Server security (Critical)	Provide effective protection, reliable detection & rapid recovery from cyber attacks using the following (names of included hardware / software etc. to be specified in remarks column):	M		
33		- Silicon-based Hardware Root of Trust	M		
34		- Signed firmware updates	M		
35		- Secure default passwords	M		
36		- Configuration and firmware drift detection	M		
37		- Persistent event logging including user activity	M		
38		- Secure alerting	M		
39		- Automatic BIOS recovery	M		
40		- Rapid OS recovery	M		
41		- Secure system erase	M		
42		Should protect against firmware which executes before the OS boots	M		
43		Configuration upgrades should be only with OEM's cryptographically signed firmware and software	M		
44		System lockdown feature to prevent change (or "drift") in system firmware image(s) & prevent malicious modification of server firmware	M		
45	Intrusion alert	Intrusion alert in case chassis being opened	M		
46	Warranty	5 years 24x7x365 remote hardware support & next business day on-site comprehensive warranty. Post installation, product warranty should reflect in the support web site of the OEM. Minimum 5 years warranty / subscription should be available for all software specified (whether bundled or sold separately).	M		
	KMM (keyboard, mouse, monitor) console	<ul style="list-style-type: none"> * 1U Rack mountable console with USB connectors. * OEM (same as server) make * 18.5" TFT folding Monitor (1024x768) with VGA connection * Integrated keyboard, touchpad & 2-button mouse 	M		

	KVM Console Switch	<ul style="list-style-type: none"> * Rack mountable (max 1U) console switch * OEM (same as server) make * 16 x Analog Rack Interface (ARI) ports to access servers * 2 x local ports * 4 x USB ports * Optional 1 x Ethernet port for remote user * Requisite server interface modules & access cables to connect up to 16 servers 	M		
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Sr. No.	General Specifications for Hypervisor	Priority	Complied	Remarks / References
1	Virtualization software shall provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security. Hypervisor size should be less than 500 MB.	M		
2	Virtualization software shall be in Leaders Quadrant of Gartner Magic Quadrant for x86 Server Virtualization Infrastructure for continuous last 4 years.	M		
3	Virtualization software shall have the capability to create Virtual machines with up to 128 virtual processors and 4 TB virtual RAM in virtual machines for all the guest operating system supported by the hypervisor.	M		
4	Virtualization software should support encrypted live Virtual Machine migration (encrypted vMotion) from one physical host to another and between virtual switches with enhanced CPU compatibility.	M		
5	Virtualization software should have the ability to live migrate Virtual machines files from one storage array to another without any Virtual Machine downtime. It should support this migration from one storage protocol to another (ex. FC, iSCSI, NFS, DAS)	M		
6	The virtualization solution should provide a storage efficient backup solution which utilizes patented variable-length deduplication, rapid recovery and WAN-optimized replication for DR. It should integrate with virtualization solution and provide a simple user interface making it an easy and effective backup tool. It should also provide agentless, image-level VM backups to disk and application-aware protection for business-critical applications (e.g., Exchange, SQL Server, etc.) along with WAN-efficient, encrypted backup replication across sites.	M		
7	Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. This option should be supported for up to 2 virtual cpu per virtual machine	M		
8	The solution should provide option for securing virtual machines with offloaded antivirus and antimalware solutions without the need for agents inside the virtual machine with integration with 3rd party Anti-Virus/Anti-Malware solutions	M		
9	The solution should support for increasing capacity by adding CPU, Memory or any other devices to virtual machines on an as needed basis without any disruption in working or downtime for the virtual machines	M		
15	Virtualization management software console shall provide reports for performance and utilization of Virtual Machines. It shall co-exist and integrate with leading systems management vendors	M		
16	Virtualization management software console shall provide capability to monitor and analyze virtual machines, and server utilization and availability with detailed performance graphs.	M		

17	Virtualization management software console should allow cloning of both powered on and powered off virtual machines.	M		
18	Virtualization management software console shall provide Interactive topology maps to visualize the relationships between physical servers, virtual machines, networks and storage.	M		
19	Virtualization management software console shall maintain a record of significant configuration changes and the administrator who initiated them.	M		
20	Virtualization management software should provide a global search function to access the entire inventory of multiple instances of virtualization management server, including virtual machines, hosts, datastores and networks, anywhere from within Virtualization management server.	M		
21	Virtualization management software should support user role and permission assignment (RBAC)	M		
22	Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF).	M		
23	The management solution for hypervisor should provide Single-Sign-On capability which should dramatically simplify administration by allowing users to log in once to access all instances or layers of management without the need for further authentication.	M		
24	The management should provide Orchestration facility which would simplify installation and configuration of the powerful workflow engine in Management. The workflows should be launched directly from the Web Client itself	M		
25	Support should be directly from Original Software OEM with unlimited technical call and all future upgrades and updates.	M		

Technical scoring criteria

- “M” stands for Mandatory specification and has a score of 2 points for full compliance
- “D” stands for Desired specification and has a score of 1 points for full compliance
- Non-compliance for Mandatory specifications has a negative scoring of 3 points
- Non-compliance for Desired specifications has a score of 0 points

Note : All the Technical score points will be added and normalised on the base of 60.

FORMS & ANNEXURES

Form # 1	OEM undertaking for availability of spares and maintainability
Form # 2	Bidders undertaking for authenticity of hardware being supplied
Annexure-I	Bid form – techno commercial bid submission letter
Annexure-II	Format for Performance Bank Guarantee for Earnest Money Deposit
Annexure-III	Format for Performance Bank Guarantee
Annexure-IV	Price Schedule
Annexure-V	Time Schedule
Annexure-VI	Payment terms & milestones
Annexure-VII	System Availability Requirement & Deduction for Non-performance

Form # 1

Sub : Undertaking for maintainability of equipment spare parts by OEM

Ref : Tender No.dated.....

I/We(Name of OEM) (Designation) for and on behalf of M/ s (Name of the firm), hereby, solemnly affirm to give an undertaking that I/We will, give an undertaking to make availability of requisite spare parts for the maintainability of seven (7) years from the date of successful installation.

Signature of Authorized Signatory with office seal

Designation

Name :

Place :

Date :

Form # 2

Sub : Undertaking of Authenticity for Server, Software and other Hardware Supplies

Sub : Supply of Server, Software and other hardware supplies

Ref : 1. Your Purchase Order No.dated.....
2. Our Invoice no / Quotation No.dated.....

With reference to the Servers, Software and other hardware being supplied / quoted to you vide our invoice no / quotation no / order no cited above

We hereby undertake that all the components/parts/assembly/software used in the Server under the above like hard disk, memory etc. shall be original new components/parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components /parts /assembly /software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Channel partners of the OEM).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT Hardware/Software already billed, we agree to take back the servers without demur, if already supplied and return the money if any paid to us by you in this regard.

We <**System OEM name**> also take full responsibility of both parts and service SLA as per the content even if there is any defect by our authorized Service Center / Reseller / SI etc.

Signature of Authorized Signatory with office seal :

Name :

Place : Date :

Annexure I

Bid form – techno-commercial bid submission letter

Bidder's Ref. No. -----

Date:

Mr. Pradeep Thekutte

AVP(IT Infrastructure)

Balmer Lawrie & Co Ltd

21, N.S. Road, Kolkata 700001

Ref.: Your Tender no. _____

Dear Sir,

Having examined the bid documents, including Addenda, if any, the receipt of which is hereby acknowledged, we, the undersigned, offer the above-named Facilities in full conformity with the said bidding documents for the sum as mentioned in Price Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice.

We undertake, if our bid is accepted, to commence execution of work of the Facilities and to achieve completion within the respective timelines stated in the bid documents / quoted by us in our bid.

If our bid is accepted, we undertake to provide Performance Bank Guarantee(s) in the form, amount, and within the time specified in the bid documents.

We agree to abide by this bid, which consists of this letter and Attachments hereto, for a period of 180 (One hundred & eighty) days from the date fixed for submission of bids as stipulated in the bidding documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period unless otherwise extended mutually.

We note that a formal Contract/ Purchase Order would be prepared and executed between the Company and the successful bidder.

We understand that you are not bound to accept the lowest or any bid you may receive and in-turn we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of rejection of our bids.

_____ [signature with office seal]

In the capacity of _____ [Designation]

Duly authorized to sign this bid for and on behalf of _____ [Name of the bidder]

* Detailed Bill of Material with Product and Services Part No need to be submitted

Annexure II

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)

To

Balmer Lawrie & Co. Ltd.
21, Netaji Subhas Road
Kolkata – 700001

Whereas (Name of the bidder) (Hereinafter called “the Bidder”) has submitted its bid for the (Purpose) (Hereinafter called “the Bid”) against Tender reference No..... dated M/S. BALMER LAWRIE & CO. LTD., 21 Netaji Subhas Road, Kolkata – 700 001.

The conditions of Tender provide that the Bidder shall pay a sum of Rs..... (Rupees only) (Hereinafter called “the said amount”) as full Earnest Money Deposit in the forms therein mentioned. The forms of payment of Earnest Money Deposit include guarantee to be executed by a Scheduled Bank. The said (Name and address of the Bidder) have approached us and at their request and in consideration of the premises we, (Name of the Bank) having our office at (Address of the Bank) have agreed to give such guarantee as herein after mentioned.

Know All Men by these presents, we, (Name of the Bank) of (Address of the Bank) having our office, inter alia, at (Hereinafter called “the Bank”) are bound unto BALMER LAWRIE & CO. LTD..... (Address) (Hereinafter called “the Purchaser”) in the sum of Rs. (Rupees only) for which payment will truly be made to the Purchaser, the Bank binds itself, its successors and assigns by these presents this day of 2018.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the bid form;
or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity;
 - a) fails or refuses to execute the Contract Form if required; or
 - b) Fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay the Purchaser up to the said amount upon receipt of its first written demand, without the Purchaser having to substantiate their demand, provided that in their demand the Purchaser shall mention that the amount claimed by them is due owing to the occurrence of one or both of the two conditions.

This guarantee will remain in force up to (Date of expiry) including the Days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding anything contained herein:

- i) Our liability under the Bank Guarantee shall not exceed Rs. (Rupees only)
- ii) This Bank Guarantee shall be valid up to
- iii) We are liable to pay the guaranteed amount or pay part thereof under this Bank Guarantee only if you serve upon us a written claim or demand on or before (Last date of validity)

We, (name of the Bank) undertake not to revoke this guarantee during its currency except with your previous consent in writing.

We have power to issue this guarantee in your favor under our Memorandum and Articles of Association and the undersigned has full power to do and execute this Guarantee under the Power of Attorney dated day of 2018 granted to him by the Bank.

Yours faithfully,
(Specimen Signature)

Annexure III

Performance Bank Guarantee
(To be executed on Non-Judicial Stamp Paper of appropriate value)

..... (Name of the Bank)

Address

Guarantee No.

A/c Messrs (Name of Contractor)

Date of Expiry

Limit to liability (**amount in INR**)

Contract No.

For (Name of Facilities)

Subject : Performance Bank Guarantee.

Date 201.

To

.....
.....
.....

[Name and Address of Employer]

Dear Sir,

We refer to the Contract Agreement (hereinafter called the "Contract") Reference No. Dated between you and M/s. (**Name of the Contractor**) (hereinafter called the "Contractor"). Whereas the Contractor has undertaken to produce a Bank guarantee under the Contract including any amendment thereto, to secure its obligations to you for the performance of the Contract including the guarantees and warranty of the Facilities & the equipment supplied.

1. We (**Name of the Bank**) do hereby expressly irrevocably and unreservedly undertake to unconditionally pay to you merely on your written demand, without referring it to the contractor and without protest and demur an amount not exceeding (**amount in INR**). Any such demand made on us shall be conclusive as regards the amount due and payable by us under this

guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding

2. Notwithstanding anything to the contrary we agree that your decision as to whether the Contractor has committed a breach of any terms and conditions of the contract shall be final and binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but shall pay the same forthwith without any objection or excuse.

3. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Contractor(s) in any suit or proceeding pending before any court or Tribunal or arbitration relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder.

4. This guarantee shall come into force from the date of issue of this guarantee and shall remain revocably valid and in force initially up to _____ and the same shall be extended further until the expiry of the Defect Liability Period of the said Contract.

5. This guarantee shall not in any way be affected by you taking any securities from the Contractor or by the winding up, dissolution, insolvency or death as the case may be of the Contractor. We shall not be entitled to proceed against the assets of the Contractor at your site

6. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor, hereby guaranteed by us as aforesaid and we hereby expressly waive all our surety ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.

7. This guarantee is in addition to any other guarantee or guarantees given to you by us.

8. This guarantee shall not be discharged by any change in the constitution of the Contractor or us, nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and effaceable by the absorbing or amalgamated company or concern.

9. Notwithstanding anything contained herein before our liability under this guarantee is restricted upto a sum (**amount in INR**) and shall expire on unless a claim or demand is made on us in writing within three months of the expiry date all your rights shall be forfeited and we shall stand relieved and discharged from our liabilities hereunder.

10. We have full power to sign this guarantee under the delegations of powers and notification made under general regulation and resolutions in this regard.

Yours faithfully

Dated day of 201_

For

(Name of the Bank with office seal)

Annexure IV

Price Schedule

The price bid would be submitted online in the e-procurement site. **No hard copy should be submitted separately.** Given below is the price bid summary table. The bidder should quote for the following:

ID	Description	Quantity
(A) Data Center - Supply of Server Infrastructure		
A.1	Server	1
A.2	Virtualisation software with management Server	4
A.3	MS Windows 2016 Standard (optional)	4
(B) Additional hardware component		
B.1	Any other hardware component proposed as part of the solution	Lump sum
(C) Additional software component		
C.1	Any other software component proposed as part of the solution	Lump sum
(D) Implementation Charges		
D.1	Implementation Charges (if any)	Lump sum
(E) Annual Maintenance Cost for 6th and 7th year		
E.1	AMC - Server	Lump sum

The Bidder/OEM shall be doing the Project Management for the entire Project

Note: The AMC charges per year mentioned in line item E would be invoked at the end of the Warranty Period. The successful bidder would be obliged to provide AMC services for a minimum period of 2 years (renewable yearly) at the yearly rate mentioned in the completed price bid (if Balmer Lawrie decides to renew the AMC). Considering the fluctuation of INR against Foreign Currency, Bidder can share the current prevailing conversion rate on the day of bid submission. Any escalation / de-escalation would be factored at the time of AMC contract.

For each item, the bidder should include the following details. This form shall be available in the e-procurement site for each item of the price bid.

Attribute	Details
Item ID	< As given in Price Bid Summary Table>
Item Short description	<As given in Price Bid Summary Table>
Item Long description	
Quantity	<As given in Price Bid Summary Table>
Unit of Measurement	<As given in Price Bid Summary Table>

Attribute	Details
Model	
Basic Price (inclusive excise duty & surcharge)	
Post warranty AMC (%age of Basic Price) or lump sum	
GST (%)	
Any other charges	

Note: This list of taxes & duties is indicative and not exhaustive.

Annexure V

Time Schedule

Sl. No.	Activity	To be completed by (all days are in reference to date of placement of order)
<u>Supply</u>		
1	<ul style="list-style-type: none"> Supply of Servers, Virtualisation software with Management Server, Operating system and system software 	45 days
<u>Installation & Preliminary Acceptance Test</u>		
2	<ul style="list-style-type: none"> Power up and continuous operation of each systems for 5 days. 	5 days
<u>Commissioning</u>		
3	<ul style="list-style-type: none"> Demonstration of scenarios. Delivery of manuals, technical deliverables e.g. config details, network diagrams, security details etc. Issue of commissioning certificate. 	30 days
<u>Final Acceptance</u>		
4	<ul style="list-style-type: none"> Satisfactory functioning of solution for 1 year from PG Test certificate issue date. Completion of trainings. Issues of Final Acceptance Certificate. 	450 days
<u>Contract Completion</u>		
5	<ul style="list-style-type: none"> Satisfactory completion of responsibilities of contractor during warranty period. Issue of completion certificate. 	1825 days

Annexure VI*Payment terms & milestones*

Sl. No.	Milestones	Area	Payment value
1	Supply of Servers, Virtualisation Software, Operating system and System software	Data Centre	80% of (A+B+C+D)
2	Installation & preliminary acceptance test (issue of Commissioning Certificate)	Data Centre	20% of (A+B+C+D)
3	Post warranty Annual Maintenance Contract	NA	100% of (E)

Annexure VII

System Availability Requirements & Deduction for Non-performance

These availability requirements are associated with Non-Performance deduction to have desired uptime availability and delivery of service to BL. The availability requirements shall remain effective during warranty period and during AMC (Annual Maintenance Contract) period. Non-Performance deduction during these periods shall be calculated using the formula in respective columns of the following table. The bidder will maintain logs for each of the service provided and shall provide necessary reports which will help in ascertaining the service levels and calculation of Non-performance deduction.

BL would provide a maximum of 8 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per quarter per equipment/service. The downtime for scheduled maintenance (patch application, upgrades etc.) would need to be mutually agreed between BL and the Bidder. To reduce this time, various maintenance activities can be clubbed together with proper planning.

“Total Hours” means the total hours over the measurement period i.e. one quarter (24 * number of days in the quarter).

Formulae Used:

$$\text{QMC (Quarterly Maintenance Charges)} = \frac{\text{AMC charges}}{4}$$

$$\text{Uptime} = \frac{(\text{Total Working Hours} - \text{Total Down Time Hours}) \times 100}{\text{Total Working Hours}}$$

The deductions would be in reference to the price schedule mentioned in Appendix III.

System	Measurement	Expected Minimum Availability (in %)	Actual Availability (in %)	Non Performance Deduction During AMC	Non Performance Deduction During warranty
Server	Availability of each Server at Data Centre	95.5	< 98.0	0.25% of AMC of E.1	0.05 % of A.1
			< 97.5	0.50% of AMC of E.1	0.10 % of A.1
			< 96.0	0.75% of AMC of E.1	0.15 % of A.1
			< 95.5	1.0% of AMC of E.1	0.25 % of A.1

Non-Availability: Is defined as, the service(s) is not available.

Severity Level 1: Is defined as, the Service is available but the critical components have failed and there is urgent need to fix the problem to restore the service or more than 50% users are affected.

Severity Level 2: Is defined as, the service is available but there is compromise on the features available in the solution or performance has degraded or severely limited and are required to fix the problem to bring the service to Normal Level.

Severity Level 3: Is defined as, the service is available but performance of solution is largely unaffected.

Severity Level 4: Is defined as, the service is available and there is a minimal system impact or include feature request and other non-critical query.

Resolution Time: Represents the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.

Recovery Time: Represents the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.

Response Time: Represents the period of time from the problem occurrence to the time when the problem is first attended by the Bidder's engineer.

Service	Service	Response time (Max)	Recovery Time (Max)	Resolution Time (Max)
Servers (Non availability)	Severity 1	30 minutes	2 hours	1 day
	Severity 2	2 hours	4 hours	2 days
	Severity 3	3 hours	6 hours	4 days
	Severity 4	8 hours	24 hours	7 days